

SERVICE IMPROVEMENT PLAN - UNANNOUNCED INSPECTION OF MANCHESTER TERMINAL 2 STHF

Rec. No	Recommendation Addressed to	Primary Theme	Secondary Theme	Repeated Recommendation	HMIP Recommendation	Accepted / Partially Accepted / Not Accepted	Progress	Action taken / proposed	Expected completion within [6/12/18 months]
2.1	Home Office	Safety	Safeguarding Children		Only trained and informed responsible adults should be used to provide support to unaccompanied children, and they should be recruited, trained and coordinated independently of Border Force. (1.18)	Partially Accepted	Ongoing	<p>Border Force complies with Home Office policy on the use of responsible adults. Guidance sets out who can and cannot be a responsible adult and the role they play in safeguarding the welfare of the child.</p> <p>Volunteers are independent of Border Force and numbers are actively kept under review. All Border Force Modern Slavery leads will be reminded of the need to ensure there are sufficient numbers of independent, readily available volunteers who are experienced in dealing with children so that officers are able to call on them when required.</p> <p>Responsible Adults do not require formal training, they are needed to act as a witness to fingerprinting for children aged 5 and over where a guardian is not present and to support an unaccompanied child or young person whilst they are being interviewed. The responsible adult is for the unaccompanied child in place of a guardian or parent. Volunteers need the ability to communicate effectively and engage with young people as well as having patience and a commitment to the welfare of children and young people. Border Force use people who already work with children such as social workers and airline nannies. Border Force has good arrangements within the airport community including the airport chaplaincy and a more formal structure would hamper this.</p>	N/A
2.2	Home Office	Preparation for Removal and Release	Respectful Treatment		The complaints box should be emptied daily. (1.36)	Accepted	Completed and Ongoing	A reminder has been issued to Border Force staff to remind them of this daily requirement and highlight the importance of this check.	N/A
2.3	Home Office	Preparation for Removal and Release	Communications		Detainees should have access to email, internet and fax. (1.38)	Partially Accepted	Ongoing	<p>The provision of internet access is an important means of helping detainees to remain in contact with family, friends and legal representatives and to prepare for removal. However, due to the relatively short period of time that detainees spend in holding rooms, it is not practicable to provide or supervise access to the internet.</p> <p>If a detainee is moved to a residential short term holding facility (RSTHF) or immigration removal centre (IRC) they can then access the internet subject to the provisions of Detention Services Order (04/2016) published in May 2016. This does not currently permit access to social networks or Skype.</p> <p>The Home Office is undertaking a pilot at selected immigration removal centres on the use of Skype and similar platforms for detainee contact with families. The outcome of this pilot will be used to inform options towards next steps and decisions on whether or not this facility is extended to all IRCs and residential short term holding facilities.</p> <p>The Home Office and Mitie Care & Custody are working on a solution to introduce fax capability at this location. As an interim measure, Border Force will assist in the faxing of documents for detainees.</p>	6 Months

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2.4	Facility Contractor	Safety	Arrival and Reception		There should be arrangements to ensure detainees have adequate access to medical services, including medication to meet their health needs. (1.6)	Accepted	Completed and Ongoing	<p>Mitie Care & Custody are working in partnership with the Home Office to identify commercial options for the provision of additional healthcare support services for staff in regard to detainee medical needs. Current guidance requires holding room staff to contact the NHS non-emergency medical helpline in cases where they or a detainee wishes to raise a non-urgent/ routine medical concern. Staff are required to handle any non-routine medical concerns by calling the emergency services without delay. DCOs are required to record the details of all action taken, including the outcome.</p> <p>This requirement has been communicated regularly to holding room staff in all locations since May 2018 when Mitie Care and Custody took over the contract for providing these services. A poster, setting out these arrangements, has been designed and was published in January 2019 to reinforce this process for staff.</p> <p>Clinical governance requires that access to medication cannot be permitted unless a suitably qualified medical practitioner is present and providing a solution to this requirement will be explored alongside the additional healthcare support options being considered.</p>	N/A
2.5	Facility Contractor	Safety	Safeguarding Adults and Personal Safety		Mitie Care and Custody managers should ensure that detainee custody officers are aware of the potential vulnerabilities of detainees and of safeguarding mechanisms. (1.12)	Accepted	Completed and Ongoing	<p>In accordance with the requirements of Detention Services Order (DSO) 08/2016 - Management of Adults at Risk in Immigration Detention, staff in holding rooms must be alert to any changes to the physical or mental health of a detainee, or a change in the nature or severity of any previously identified vulnerability.</p> <p>At all holding rooms, any vulnerabilities identified and the immediate actions taken to mitigate them, are documented in the Vulnerable Adult Warning Form (VAWF) and an IS91 Risk Assessment Part C document. When a detainee is transferred, any VAWF completed in Holding Rooms must travel with the detainee as part of their transfer records and be fully considered by the receiving establishment.</p> <p>Mite Care & Custody will promote the company's safeguarding policies to staff and will ensure that they are understood. The outcomes of matters discussed at Safer Custody meetings will also be shared with staff.</p>	N/A
2.6	Facility Contractor	Safety	Safeguarding Adults and Personal Safety		Men and women should not be held together in the same holding room unless they are related. (1.13)	Partially Accepted	Completed and Ongoing	<p>Detainees are risk assessed prior to detention and careful consideration is always given to the decision to detain unrelated males and females together. Holding room staff undertake ongoing dynamic risk assessments supported by the close supervision of detainees by male and female officers.</p> <p>A new holding room facility is being built as part of the planned expansion at Manchester Airport Terminal 2. This new facility will replace the existing facility and is expected to open in 2020 and provide separate rooms for men and women.</p>	18 months
2.7	Facility Contractor	Safety	Legal Rights		Detainees should be issued with and allowed to keep the reason for detention (IS91R) document in a language they can understand. (1.22)	Not Accepted		<p>Detainees are provided with a copy of the reason for detention form (IS91R) which is only available in English. It is not feasible or cost effective to have the forms completed in all languages.</p> <p>A range of interpreting facilities are available to mitigate for this including telephone interpreting, face to face qualified interpreters or a translator application available on Home Office issued iPhones.</p> <p>Staff are aware of the need to use interpreter services if required to explain the form's contents.</p>	