

SERVICE IMPROVEMENT PLAN - UNANNOUNCED INSPECTION OF CAPITAL BUILDING STHF

Recommendation No	Recommendation Addressed to	Primary Theme	Secondary Theme	Repeated Recommendation	HMIP Recommendation	Accepted / Partially Accepted / Not Accepted	Progress Complete / Partially Complete / Not Complete	Action taken / proposed	Expected completion within [6/12 months]
2.1	Home Office	Safety	Legal Rights	N	Detainees should be issued with the reason for detention (IS91R) document in a language they can understand. (1.20)	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>	
2.2	Home Office	Respect	Accommodation and facilities	N	Detainees spending more than a few hours at the facility should be allowed time in the open air. (1.30)	Not Accepted		<p>Detainees on average are only held in short term holding facilities for limited periods of time, before transferring to a residential facility where they will have access to outside areas. There will be occasions where detentions go outside of the normal range and efforts will be made to move these individuals as soon as possible.</p> <p>It is not reasonably practical to allow detainees access to the outside area at this facility.</p>	
2.3	Home Office and Facility Contractor	Respect	Respectful Treatment	N	There should be arrangements to ensure that detainees have adequate and prompt access to medical services, including medication to manage long-standing conditions. (1.38)	Accepted	Partially Complete	<p>The Home Office are working with NHS England to establish whether a bespoke governance system can be put in place which allows continuity of medication in a short term holding facility setting.</p> <p>Whilst this is ongoing, holding room staff, who themselves are first aid trained, should 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>	6 Months

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2.4	Home Office and Facility Contractor	Preparation for Removal and Release	Communications	N	Detainees should have access to the internet, including email, video calling and social networks, unless an individual risk assessment indicates otherwise. (1.42)	Partially Accepted	Partially Complete	<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 which does not currently permit access to social networks.</p> <p>The Home Office recently undertook a pilot at selected immigration removal centres on the use of Skype and similar platforms. Following this pilot, video calling is being rolled out to immigration removal centres across the detention estate.</p>	12 months
2.5	Facility Contractor	Safety	Arrival and early days in detention	N	Items, including belts and cash, should only be removed from detainees following an individual written risk assessment. (1.7)	Accepted	Partially Complete	<p>Instructions have been issued to all Holding Room staff advising that detainees are permitted to retain all items of clothing unless otherwise indicated by an individual risk assessment. Should a risk assessment prevent a detainee from retaining particular items (or where a detainee has no suitable or insufficient clothing) the Holding Room staff will provide alternatives.</p> <p>This instruction will be issued to all staff as a Brief &amp; Record which staff &amp; DCOMs will sign to confirm their understanding. Completion expected by the end of August 2019.</p> <p>DCOMs will then conduct further monitoring on this during their regular visits to the site</p>	6 months
2.6	Facility Contractor	Safety	Legal Rights	N	The details and telephone numbers of advice agencies and solicitors should be displayed in the holding rooms, in a variety of languages. (1.21)	Partially Accepted	Partially Complete	<p>Detainees are signposted to where to obtain legal advice via the Office of the Immigration Services Commissioner (OISC) posters which are displayed in the holding room.</p> <p>The Home Office will engage with the Civil Legal Advice (CLA) organisation to see what additional support information can be provided to detainees.</p>	6 Months
2.7	Facility Contractor	Respect	Accommodation and facilities	N	Toilets should have a seat and lid. (1.29)	Not Accepted		There are currently no plans to replace the existing steel toilets. A pilot previously conducted by the Home Office, of providing disposable toilet seat covers, was unsuccessful due to lack of use and therefore discontinued.	

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2.8	Facility Contractor	Preparation for Removal and Release	Accommodation and facilities	N	Detainees should be offered the use of suitable mobile phones or easy access to their phones so as to be able to access contacts details. (1.41)	Accepted	Partially Complete	This facility cannot obtain a mobile phone signal due to its location within the building. To remedy this known situation, detainees have free use of the landline phone for the duration of their time in the Holding Room. Individuals can access contact details on their phone at the point of their induction and are advised to note any details required from their phones at this point. Payphones are also available for detainee use. DCOMs will monitoring usage on this during their regular visits to the site	6 months