

SERVICE IMPROVEMENT PLAN - UNANNOUNCED INSPECTION OF DALLAS COURT 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 and Facility Contractor	Safety	Legal Rights	Y	Detainees should not be held for substantial periods without access to exercise in the fresh air. (1.19, repeated recommendation 1.20)	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 due to the physical design of the building.</p>	
2.2	Home Office and Facility Contractor	Respect	Accommodation and facilities	N	A record should be kept of how often detainees are held in the transit lounge, and the length of their detention. (1.27)	Accepted	Partially Complete	<p>Mitie Care &amp; Custody hold a log to record the time detainees spend in the transit lounge.</p> <p>Immigration Enforcement teams are also required to complete this log to record when a detainee is brought into the transit lounge. A reminder was issued to all Manchester enforcement staff on 30 July 2019 highlighting the importance of completing this log. Compliance of this will be monitored regularly by senior management.</p>	6 months
2.3	Home Office and Facility Contractor	Preparation for removal and release	Communications	Y	Detainees should have access to the internet, including e-mail, social networking sites and Skype unless an individual risk assessment indicates otherwise. (1.35, repeated recommendation 1.37)	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

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2.4	Facility Contractor	Safety	Arrival and reception	N	All searching should be conducted in private. (1.8)	Accepted	Partially Complete	<p>There is a portable search screen available for detainee privacy / modesty during the search process.</p> <p>Detainee Custody Officers (DCOs) will be reminded on the use of the search screen and that it must be offered to all detainees. This will be issued to staff as a Brief &amp; Record which staff &amp; Detainee Custody Officer Managers (DCOMs) will sign to confirm their understanding. To be completed by the end of August 2019.</p> <p>DCOMs will conduct further monitoring on this during their regular visits to the site.</p>	6 Months
2.5	Facility Contractor	Respect	Respectful Treatment	N	Professional telephone interpreting services should be used routinely, to assist detainees with poor spoken English skills. (1.32)	Accepted	Partially Complete	<p>DCOs will be reminded on the use of the translation line and that it must be used at all times to communicate with detainees that do not speak English. This reminder will be issued to staff as a "Brief &amp; Record" which staff &amp; DCOMs will sign to confirm their understanding. Completion of this to all staff is expected by the End August 2019.</p> <p>DCOMs will conduct further monitoring on this during their regular visits to the site.</p> <p>There are plans to introduce dual handset phone capability across the STHF estate. It is hoped this will enhance the use of the service.</p>	6 months