

SERVICE IMPROVEMENT PLAN - UNANNOUNCED INSPECTION OF FRANCE UK-BORDERS STHFs

Rec No	Recommendation Addressed to	Primary Theme	Secondary Theme	Repeated Rec	HMIP Recommendation	Accepted / Partially Accepted / Not Accepted	PROGRESS Complete / Partially Complete / Not Complete	Action taken / proposed	Expected completion within [6/12 months]
<b>COQUELLES TOURIST</b>									
5.1	From CGLPL to the French Ministry of Social Affairs and Health	Safety	Safeguarding adults and personal safety	Y	The French authorities should create a national referral mechanism to identify victims of trafficking. (1.33, repeated recommendation 1.9)	Not Accepted		This recommendation cannot be responded to by the Home Office as it relates to the national administration and procedures for another country (France).	
5.2	Border Force & Facilities Contractor	Safety	Arrival and early days in detention	N	There should always be a comprehensive handover between Border Force staff and detainee custody officers, which includes all areas of identified risk and vulnerability. (1.21)	Accepted	Not started	The Home Office will put measures in place to enhance current practices to ensure a comprehensive handover between Border Force staff and detainee custody officers takes place, which includes all areas of identified risk and vulnerability.	6 months
5.3	Border Force & Facilities Contractor	Safety	Safeguarding adults and personal safety	N	The Border Force should collate safeguarding data and review overall safeguarding practice in light of the low number of safeguarding referrals. It should develop and implement a safeguarding strategy in response to the outcome of this review. (1.34)	Partially Accepted	Partially Complete	Border Force does already collate a range of safeguarding data. However, a review of how this data is collated in juxtaposed ports will be conducted to assure accuracy.	6 months
5.4	Facility Contractor	Safety	Safeguarding children	N	Safeguarding and modern slavery (SAMS)-trained officers should interview all unaccompanied children so that safeguarding concerns can be identified and acted on promptly, and appropriate referrals made to the Police aux Frontières. (1.41)	Accepted	Complete	Border Force ensures that all unaccompanied and accompanied children (where concerns exist) are interviewed by a SAMS trained officer.  Those who are in a position of vulnerability are provided as a matter of routine with contact details of sources of support within their home country and the Modern Slavery helpline number in their own language.	N/A
5.5	Facility Contractor	Safety	Legal Rights	N	All detainees should be able to receive independent legal advice on both French and UK law, and information on how to access such advice should be displayed in holding rooms. (1.45)	Not Accepted		The Home Office cannot give advice on applicable French law to detainees.  Posters are displayed in the holding rooms provided by the Office of the Immigration Services Commissioner (OISC).	
5.6	Facility Contractor	Safety	Legal Rights	N	Legal documentation should be explained to detainees in a language they understand, using professional interpreting where necessary. (1.46)	Partially Accepted	Partially Complete	Border Force provide detainees with relevant paperwork on a case by case basis.  Where English is not suitable, Border Force staff use a range of interpreting facilities (telephone, face to face qualified interpreters or a translator application available on Home Office issued iPhones) to explain any appropriate documentation to detainees.  However, a communication reminding staff will be issued to Border Force officers in regard to the relevant aspects of this detention process.	6 months

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5.7	Facility Contractor	Respect	Accommodation and facilities	N	Detainees held for more than a few hours should have access to the fresh air. (1.53)	Not Accepted		<p>Border Force seeks to minimise detention in all cases and aims to keep lengths of stay to a minimum.</p> <p>It is not reasonably practical to allow detainees access to the outside area at this facility due to the security arrangements at port and physical layout.</p> <p>Detainees on average are only held in short term holding facilities for limited periods of time, before transferring into the care of the Police aux Frontières. There will be occasions where detentions go outside of the normal range and efforts are made to move these individuals as soon as possible.</p>	
5.8	Facility Contractor	Respect	Respectful treatment	N	Professional interpreting services should be used to communicate with detainees who are not fluent in English. (1.62)	Accepted	Partially Complete	<p>DCOs will be reminded on the use of the telephone interpretation service and that it must be used at all times to communicate with detainees who do not speak English.</p> <p>This reminder will be issued to this location as a "Read &amp; Record" instruction which all staff will sign to confirm their understanding. Completion of this to all staff is expected by the end of March 2020.</p> <p>DCOMs will conduct further monitoring on this during their regular visits to the site.</p> <p>Dual handset devices (splitter phones) have been ordered for this facility and all other STHFs on the contract, this will make the process much easier for all personnel partaking in the call with the Interpreter.</p>	6 months
5.9	Facility Contractor	Respect	Respectful treatment	N	Home Office complaint forms and Mitie Care and Custody feedback forms should be prominently located in the holding rooms. (1.63)	Accepted	Not Complete	Suitable holders have now been ordered to better display Complaint & Feedback Forms at this location.	6 months
5.10	Facility Contractor	Respect	Respectful treatment	N	Detainees should be able to retain their own medication to manage pre-existing health conditions and access a medical professional for non-urgent medical issues. (1.64)	Accepted	Partially complete	<p>The Home Office continue to work 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, will contact the NHS non-emergency medical helpline in cases where they or a detainee wishes to raise a non-urgent/ routine medical concern.</p> <p>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>	12 months

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5.11	Facility Contractor	Preparation for removal and release	Communications	Y	All detainees should have access to email, fax and internet facilities for communication and information purposes. (1.68, repeated recommendation 1.31)	Partially Accepted	Partially Complete	It is acknowledged that 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.  There is no dedicated fax facility for detainees but DCOs will, wherever possible, will seek assistance from Border Force by sending a fax or contacting a detainee's legal representative on an individual's behalf.	12 Months
5.12	Facility Contractor	Preparation for removal and release	Leaving the Facility	N	Detainees should be given accurate information on support agencies and on how to claim asylum in France. (1.72)	Not Accepted		The Home Office cannot give advice on applicable French legal procedures to detainees.	
<b>COQUELLES FREIGHT</b>									
5.13	From CGLPL to the French Ministry of Social Affairs and Health	Safety	Safeguarding adults and personal safety	N	The French authorities should create a national referral mechanism to identify victims of trafficking. (2.29)	Not Accepted		This recommendation cannot be responded to by the Home Office as it relates to the national administration and procedures for another country (France).	
5.14	Border Force & Facilities Contractor	Safety	Safeguarding adults and personal safety	N	The Border Force should collate safeguarding data and review overall safeguarding practice in light of the low number of safeguarding referrals. It should develop and implement a safeguarding strategy in response to the outcome of this review. (2.31)	Partially Accepted	Partially Complete	Border Force does already collate a range of safeguarding data. However, a review of how this data is collated in juxtaposed ports will be conducted to assure accuracy.	6 months
5.15	Border Force & Facilities Contractor	Safety	Legal Rights	N	Detainees should be kept informed about what is happening to them. (2.42)	Accepted	Complete	C&C are responsible for the care, welfare and security of all detainees. If a decision is made by Border Force to remove the detainee from Euro Tunnel zone then this action is carried out by Police aux Frontières.  Border Force and C&C officers do inform the detainees of this information verbally as required.	N/A
5.16	Border Force & Facilities Contractor	Respect	Respectful Treatment	N	Border Force staff should engage with detainees with professionalism and sensitivity. (2.57)	Accepted	Not started	The Home Office will look at ways in which it can enhance the quality of engagements between Home Office and the people entering and detained at Short-Term Holding Facilities	12 months
5.17	Facility Contractor	Safety	Arrival and reception	N	Detainees awaiting the arrival of the Police aux Frontières (PAF) should be admitted into the holding facility after a short and specified period of time. (2.18)	Not Accepted		Whilst Border Force engages regularly with French counterparts about all aspects of the operations relating to the juxtaposed controls, and will continue to do so, we cannot provide guarantees or accept recommendations that relate to procedures and national administration for another country (France).	

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5.18	Facility Contractor	Safety	Safeguarding adults and personal safety	N	All detainees should be interviewed to establish any safeguarding concerns and facilitate appropriate referrals. (2.30)	Partially Accepted	Complete	<p>Where safeguarding concerns are identified Border Force will, wherever possible, flag to the competent French authority. Where possible interviews will be conducted, and this information is similarly shared. Given the nature of operations in France those identified within 'live' traffic scenarios and whom local French Law enforcement teams (PAF) take responsibility for, are unlikely to be interviewed to maintain the health &amp; safety of those identified within vehicles and those tasked with caring for them pending arrival of French authorities.</p> <p>However, those who are in a position of vulnerability are provided as a matter of routine with contact details of sources of support within their home country and the Modern Slavery helpline number in their own language.</p>	N/A
5.19	Facility Contractor	Safety	Safeguarding children	N	All children should be interviewed by safeguarding and modern slavery (SAMS)-trained officers, so that safeguarding concerns can be identified and acted on promptly, with referrals made to PAF where necessary. (2.36)	Partially Accepted	Complete	<p>Where safeguarding concerns are identified Border Force will, wherever possible, flag to the competent French authority. Where possible interviews will be conducted, and this information is similarly shared. Given the nature of operations in France those identified within 'live' traffic scenarios and whom local French Law enforcement teams (PAF) take responsibility for, are unlikely to be interviewed to maintain the health &amp; safety of those identified within vehicles and those tasked with caring for them pending arrival of French authorities.</p> <p>However, those who are in a position of vulnerability are provided as a matter of routine with contact details of sources of support within their home country and the Modern Slavery helpline number in their own language.</p>	N/A
5.20	Facility Contractor	Safety	Legal rights	Y	Documentation authorising detention (IS91s) should be completed in full. (2.41, repeated recommendation 2.14)	Accepted	Partially Complete	A reminder to fully complete IS91 documentation was issued to Border Force staff in 2019. However, more work will be undertaken to improve the quality of document completion.	6 months
5.21	Facility Contractor	Safety	Legal rights	N	All detainees should be able to receive independent legal advice on both French and UK law. (2.43)	Not Accepted		The Home Office cannot respond to this recommendation with respect to the national administration and procedures for another country (France).	
5.22	Facility Contractor	Respect	Accommodation and facilities	N	Detainees held for more than a few hours should have access to the fresh air. (2.49)	Not Accepted		<p>Border Force seeks to minimise detention in all cases and aims to keep lengths of stay to a minimum.</p> <p>It is not reasonably practical to allow detainees access to the outside area at this facility due to the security arrangements at port and physical layout.</p> <p>Detainees on average are only held in short term holding facilities for limited periods of time, before transferring into the care of the PAF. There will be occasions where detentions go outside of the normal range and efforts are made to move these individuals as soon as possible.</p>	

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5.23	Facility Contractor	Respect	Respectful treatment	N	Professional interpreting services should be used to communicate with detainees who are not fluent in English. (2.56)	Accepted	Partially Complete	DCOs will be reminded on the use of the telephone interpretation service and that it must be used at all times to communicate with detainees that do not speak English.  This reminder will be issued to this location as a "Read & Record" instruction which all staff will sign to confirm their understanding. Completion of this to all staff is expected by the end of March 2020.  DCOMs will conduct further monitoring on this during their regular visits to the site.  Dual handset devices (splitter phones) have been ordered for this facility and all other STHFs on the contract, this will make the process much easier for all personnel partaking in the call with the Interpreter.	6 months
5.24	Facility Contractor	Respect	Respectful treatment	N	Home Office complaint forms and Mitie Care and Custody feedback forms should be prominently located in the holding rooms. (2.58)	Accepted	Not Complete	Suitable holders have now been ordered to better display Complaint & Feedback Forms at this location.	6 months
5.25	Facility Contractor	Respect	Respectful treatment	N	Detainees should be able to retain their own medication to manage pre-existing health conditions and access a medical professional for non-urgent medical issues. (2.59)	Accepted	Partially complete	The Home Office continue to work 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.  Whilst this is ongoing, holding room staff, who themselves are first aid trained, will 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.	12 months
5.26	Facility Contractor	Preparation for removal and release	Communications	N	Detainees should be given access to telephone, email, fax and internet facilities. (2.62)	Partially Accepted	Partially Complete	It is acknowledged that 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.  There is no dedicated fax facility for detainees but DCOs will, wherever possible, will seek assistance from Border Force by sending a fax or contacting a detainee's legal representative on their behalf.	12 Months
5.27	Facility Contractor	Preparation for removal and release	Leaving the Facility	N	Detainees should be given accurate information on French support agencies and on how to claim asylum in France. (2.65)	Not Accepted		The Home Office cannot respond to this recommendation with respect to the national administration and procedures for another country (France).	

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<b>CALAIS TOURIST</b>									
5.28	From CGLPL to the French Ministry of Social Affairs and Health	Safety	Safeguarding adults and personal safety	N	The French authorities should create a national referral mechanism to identify victims of trafficking. (3.31)	Not Accepted		This recommendation cannot be responded to by the Home Office as it relates to the national administration and procedures for another country (France).	
5.29	Border Force & Facilities Contractor	Safety	Safeguarding adults and personal safety	N	The Border Force should collate safeguarding data and review overall safeguarding practice in light of the low number of safeguarding referrals. It should develop and implement a safeguarding strategy in response to the outcome of this review. (3.30)	Partially Accepted	Partially Complete	Border Force does already collate a range of safeguarding data. However, a review of how this data is collated in juxtaposed ports will be conducted to assure accuracy.	6 months
5.30	Border Force & Facilities Contractor	Safety	Legal rights	N	Border Force staff should interview detainees promptly to minimise time in detention. (3.44)	Partially Accepted	Complete	Border Force seeks to minimise detention in all cases and aims to keep lengths of stay to a minimum.  BF will always seek to prioritise vulnerable passengers to minimise their stay in detention.	N/A
5.31	Facility Contractor	Safety	Safeguarding children	Y	Children should be interviewed in a child-friendly environment. (3.37, repeated recommendation 3.12)	Partially Accepted	Partially Complete	The Home Office will work together with Ministry of Justice Estates Management and the Port Operator to progress upgrades and refurbishments to the accommodation. However, it will require negotiation with the French authorities to address.	12 months
5.32	Facility Contractor	Safety	Legal rights	N	All detainees should be able to receive independent legal advice on both French and UK law. (3.43)	Not Accepted		The Home Office cannot respond to this recommendation with respect to the national administration and procedures for another country (France).	
5.33	Facility Contractor	Respect	Accommodation and facilities	N	Detainees held for more than a few hours should have access to the fresh air. (3.50)	Not Accepted		Border Force seeks to minimise detention in all cases and aims to keep lengths of stay to a minimum.  It is not reasonably practical to allow detainees access to the outside area at this facility due to the security arrangements at port and physical layout.  Detainees on average are only held in short term holding facilities for limited periods of time, before transferring into the care of the PAF. There will be occasions where detentions go outside of the normal range and efforts are made to move these individuals as soon as possible.	

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5.34	Facility Contractor	Respect	Respectful treatment	N	Detainees should be able to retain their own medication to manage pre-existing health conditions and access a medical professional for non-urgent medical issues. (3.60)	Accepted	Partially complete	<p>The Home Office continue to work 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, will contact the NHS non-emergency medical helpline in cases where they or a detainee wishes to raise a non-urgent/ routine medical concern.</p> <p>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>	12 months
5.35	Facility Contractor	Preparation for removal and release	Communications	N	Detainees should be given access to telephone, email, fax and internet facilities. (3.63)	Partially Accepted	Partially Complete	<p>It is acknowledged that 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>There is no dedicated fax facility for detainees but DCOs will, wherever possible, will seek assistance from Border Force by sending a fax or contacting a detainee's legal representative on their behalf.</p>	12 Months
5.36	Facility Contractor	Preparation for removal and release	Leaving the facility	N	Detainees should be given accurate information on support agencies and on how to claim asylum in France. (3.68)	Not Accepted		The Home Office cannot respond to this recommendation with respect to the national administration and procedures for another country (France).	
<b>CALAIS FREIGHT LANES</b>									
5.37	Facility Contractor	Safety	N/A	N	Women and children should be held separately, and, unless PAF arrives promptly, people detained in vehicles in the freight lanes should be held in suitably equipped and decent conditions. (3.76)	Partially Accepted	Partially complete	<p>Border Force will raise this issue with the contractor and will consider implementation of segregation on a case by case basis where resources allow.</p> <p>The condition of the contractor's vehicles is regularly raised by Border Force and a commercial solution is being sought to find suitable replacement vehicles that meet health &amp; safety and French legal requirements.</p>	12 months

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5.38	Facility Contractor	Safety	Safeguarding	N	People detained in the freight lanes should be interviewed to establish any safeguarding concerns, and the appropriate referrals made. (3.77)	Partially Accepted	Complete	Where safeguarding concerns are identified Border Force will, wherever possible, flag to the competent French authority. Where possible interviews will be conducted, and this information is similarly shared. Given the nature of operations in France those identified within 'live' traffic scenarios and whom local French Law enforcement teams (PAF) take responsibility for, are unlikely to be interviewed to maintain the health & safety of those identified within vehicles and those tasked with caring for them pending arrival of French authorities.  However, those who are in a position of vulnerability are provided as a matter of routine with contact details of sources of support within their home country and the Modern Slavery helpline number in their own language.	N/A
<b>Dunkerque</b>									
5.39	From CGLPL to the French Ministry of Social Affairs and Health	Safety	Safeguarding adults and personal safety	Y	The French authorities should create a national referral mechanism to identify victims of trafficking. (4.27, repeated recommendation 1.12)	Not Accepted		This recommendation cannot be responded to by the Home Office as it relates to the national administration and procedures for another country (France).	
5.40	Border Force & Facilities Contractor	Safety	Safeguarding adults and personal safety	N	The Border Force should collate safeguarding data and review overall safeguarding practice in light of the low number of safeguarding referrals. It should develop and implement a safeguarding strategy in response to the outcome of this review. (4.26)	Partially Accepted	Partially Complete	Border Force does already collate a range of safeguarding data. However, a review of how this data is collated in juxtaposed ports will be conducted to assure accuracy.	6 months
5.41	Facility Contractor	Safety	Safeguarding children	N	SAMS-trained officers should interview all unaccompanied children so that safeguarding concerns can be identified and acted on promptly, and appropriate referrals can be made to Police aux Frontières (PAF). (4.31)	Accepted	Complete	Border Force ensures that all unaccompanied and accompanied children (where concerns exist) are interviewed by a SAMS trained officer.  Those who are in a position of vulnerability are provided as a matter of routine with contact details of sources of support within their home country and the Modern Slavery helpline number in their own language.	N/A
5.42	Facility Contractor	Safety	Safeguarding children	N	All ECS detainee custody officers (DCOs) should receive regular training in recognising and responding to potential safeguarding issues, for both adults and children. (4.32)	Accepted	Not Complete	A Training plan has been developed and signed off by the national SAMS team. Delivery has commenced to existing DCOSOs and will in future form part of basic training.	6 months
5.43	Facility Contractor	Safety	Legal rights	N	All detainees should be able to receive independent legal advice on French and UK law.	Not Accepted		The Home Office cannot respond to this recommendation with respect to the national administration and procedures for another country (France).	



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5.44	Facility Contractor	Respect	Accommodation and facilities	N	Detainees should have free access to a reasonable range of diversionary activities. (4.44)	Accepted	Partially complete	Reading material, games are available. The provisions will be reviewed.	6 months
5.45	Facility Contractor	Respect	Accommodation and facilities	N	Detainees held for more than a few hours should have access to the fresh air. (4.45)	Not Accepted		<p>Border Force seeks to minimise detention in all cases and aims to keep lengths of stay to a minimum.</p> <p>It is not reasonably practical to allow detainees access to the outside area at this facility due to the security arrangements at port and physical layout.</p> <p>Detainees on average are only held in short term holding facilities for limited periods of time, before transferring into the care of the PAF. There will be occasions where detentions go outside of the normal range and efforts are made to move these individuals as soon as possible.</p>	
5.46	Facility Contractor	Respect	Respectful treatment	N	Professional interpreting services should be used to communicate with detainees who are not fluent in English. (4.51)	Accepted	Partially Complete	For Dunkerque a reminder has been issued to the contractor's DCOs about interpreting services.	6 months
5.47	Facility Contractor	Respect	Respectful treatment	N	Detainees should be able to submit complaints confidentially. (4.52)	Accepted	Complete	A complaints box has now been implemented inside the holding room in Dunkerque with complaints leaflets available	N/A
5.48	Facility Contractor	Respect	Respectful treatment	N	Detainees should be able to retain their own medication to manage pre-existing health conditions and access a medical professional for non-urgent medical issues. (4.53)	Accepted	Partially complete	<p>The Home Office continue to work 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, will contact the NHS non-emergency medical helpline in cases where they or a detainee wishes to raise a non-urgent/ routine medical concern.</p> <p>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>	12 months
5.49	Facility Contractor	Preparation for removal and release	Communications	N	Detainees should be given access to telephone, email, fax and internet facilities. (4.55)	Partially Accepted	Partially Complete	<p>Since December 2020, ECS have a mobile phone available with credit on for use by a detainee.</p> <p>It is acknowledged that 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>There is no dedicated fax facility for detainees but DCOs will, wherever possible, will seek assistance from Border Force by sending a fax or contacting a detainee's legal representative on their behalf.</p>	12 Months

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5.50	Facility Contractor	Preparation for removal and release	Leaving the facility	N	Detainees should be given accurate information on French support agencies and on how to claim asylum in France. (4.58)	Not Accepted		The Home Office cannot respond to this recommendation with respect to the national administration and procedures for another country (France).	