

SERVICE IMPROVEMENT PLAN – HMIP INSPECTION OF OVERSEAS CHARTER FLIGHT TO FRANCE & LITHUANIA

Rec No	Recommendation Addressed to	Primary Theme	Secondary Theme	HMIP Recommendation	Accepted / Partially Accepted / Not Accepted	Progress Complete / Partially Complete / Not Complete	Action taken / proposed	Expected completion within [6/12 months]
6.1	Home Office	Respect	Preparation and departure from removal centres	Detainees should receive advance information on their removal, including details about collection, departure and arrival times (3.8).	Partially Accepted	Complete	Limited information including the date of the flight is already provided to individuals. Due to a variety of factors including security concerns it is not considered appropriate to disclose further detailed information at the time removal directions are served.	6 Months
6.2	Home Office	Safety	Safeguarding adults and personal safety	The Home Office should ensure that detainees' vulnerabilities are identified at the earliest opportunity to inform their treatment and help minimise the impact of the late cancellation of removal (3.20).	Partially Accepted	Partially complete	The Home Office will review the processes that are in place to ensure that vulnerabilities are identified at the earliest opportunity. In addition, the Home Office and its custodial partners will also review the sharing of information with escort staff to see where this can be enhanced. There are several reasons why removals are cancelled at various stages of the process. The main reason for cancellation is late legal challenge, lodged within 72 hrs of removal, often in the final few hours before the flight. In many of these cases detainees' vulnerabilities are only identified at a late stage, so removals are often deferred.	6 Months
6.3	Home Office	Safety	Safeguarding adults and personal safety	Rule 35 reports should be prepared and responded to promptly. Priority consideration should be given to detainees with removal directions. (3.21 repeated recommendation 4.14) Repeat recommendation	Accepted	Partially Complete	The number of Rule 35 appointments with GPs have been increased in order to reduce the waiting time for appointments. We will review the internal arrangements currently in place to ensure that delays are minimised. Whilst there is no obligation on the Home Office to suspend enforcement action where a healthcare appointment has been scheduled but no report has been made (as no representations nor grounds which may be relevant to the immigration matter have been submitted or received); Detention Engagement Teams (DETs) will proactively seek to engage with anyone impacted by delays in Healthcare appointments, to establish whether they require assistance in making any representations via the mechanism of s.120 of the Nationality, Immigration and Asylum Act 2002. Prioritising those with flights is not considered the right course of action as it would mean that those without imminent flights will have to wait longer for an appointment. Given the primary purpose of the assessment is to consider the appropriateness of detention, appointments remain allocated in order of arrival date/time.	6 Months
6.4	Home Office	Safety	Safeguarding adults and personal safety	Risk information and vulnerabilities, including for detainees with disabilities, should be effectively communicated to escort staff (3.22 repeated recommendation 4.15). Repeat recommendation.	Accepted	Not Complete	The Home Office and its custodial partners will review the sharing of information with escort staff to see whether this can be enhanced. Due to the various personnel involved in a chartered return there are sensitivities to the level of information that can be generally provided. Relevant information on how an individual should be cared for and managed should be identified at the handover stage, by either the coach commander or paramedic, with the escort staff with responsibility for the individual then being briefed accordingly. Vulnerable adult care plans are a core part of the escort DCO training package and all staff are trained on how to 'maintain' the plan during escort.	6 Months

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6.5	Home Office	Respect	Respectful treatment	Escorts should be informed of all detainees who require interpretation. Interpreters should be used promptly. (4.11) Similar recommendation to Sweden Romania October 20 Charter <i>“Interpreters should be used promptly to help de-escalate situations, before the use of force is needed, whenever possible. (4.27)”</i>	Accepted	Partially Complete	Where required, and subject to availability, interpreters should always be used to support communication between officer and detainee. Interpreters are identified as part of the muster briefing to ensure all staff have awareness of the resource, to be used whenever the service is required. The Home Office will endeavour to ensure the escorts will be provided with up to date information including the individual’s preferred language.	6 Months
6.6	Mitie	Respect	Respectful treatment	Detainees should be referred to in their hearing by name, and not by a number alone (4.12 repeated recommendation 5.11). Repeat recommendation.	Accepted	Partially Complete	An individual being returned will not be referred to by a number only and will always be respectfully referred to by their name, in any direct communication between officer and the detained person. The use of the manifest number is used at certain key stages of the operation, as this ensures an accurate and effective way of quickly identifying an individual. Although perhaps in earshot, this is not intended for the detained person and is exclusively for the purpose of those managing the return.	6 Months