

SERVICE IMPROVEMENT PLAN – HMIP INSPECTION OF LITHUANIA CHARTER – MAY 2021

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]
1	Home Office	Safety	Preparation and departure from removal centres	Detainees should receive advance information on their removal, including details about collection, departure, and arrival times. (2.14, recommendation repeated 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.	N/A
2	Home Office	Safety	Legal rights	It should be explained clearly to each detainee that they have the opportunity to speak with a CIO during the flight.	Partially Accepted	Partially Complete	For logistical reasons associated with short haul flights between countries of return it is not always possible to hold a formal in-flight surgery. The flight Chief Immigration Officer (CIO) will make every effort to speak to any returnee who makes a request via the Escorts to do so. Escorting provider detainee custody officers (DCO) will be asked to inform returnees that, subject to any mid-flight movement restrictions such as seat-belt warning lights, the flight CIO will make every effort to speak to returnees who ask to see them. This requirement will form part of the briefing for DCOs before the flight.	N/A
3	Home Office, Serco and Mitie Care and Custody	Safety	Safeguarding adults and personal safety	Escort paperwork detailing detainees' risks and vulnerabilities should consider current areas of concern and include a description of detainees' demeanour and mood. (2.25)	Accepted	Partially 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. The escort staff responsible for the individual will then be briefed accordingly. Pertinent information should always be recorded on the PER (Person Escort Record) and where identified omissions will be brought to the attention of the staff concerned. Vulnerable adult care plans (VACP) 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
4	Home Office, Serco and Mitie Care and Custody	Respect	Physical conditions and property	Unless an individual risk assessment indicates otherwise, escort staff should allow detainees to use the toilet in complete privacy at IRCs, on coaches and on the aircraft. (3.6)	Not Accepted	N/A	In the interests of a detained individual's safety and security a door protector is used by escorting staff while detained individuals are using the toilet facilities. This prevents the door from being fully closed but does not allow a gap that would severely impact on personal dignity and privacy.	N/A
5	Home Office and Mitie Care and Custody	Respect	Physical conditions and property	The time detainees spend on a coach should be monitored and escorts coordinated, to minimise unnecessary waits. (3.7)	Accepted	Partially Complete	A full review is underway with key stakeholders to establish how confinement in a coach or secure vehicle will be managed with the aim of streamlining and minimising this process thereby reducing the impact on the detained person. As part of this review we will also look at a range of recreational options (games, books etc.) to help during the waiting period.	6 Months

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6	Mitie Care and Custody	Safety	Preparation and departure from removal centres	Supervision of detainees in secure areas should be proportionate to the risk. (2.15)	Accepted	Partially Complete	<p>Only the necessary minimum number of staff should be present to effect a safe and secure IRC discharge, with adherence to COVID control measures as far as is reasonably practical.</p> <p>All detained people are moved within the IRC in line with COVID protocols and numbers of staff members are kept minimum to ensure adequate supervision.</p> <p>All those in detention will be managed within the constraints of a risk assessment and the Charter Operational Order.</p> <p>Where the opportunity to socially distance can be taken, this will be maximised for the longest time possible.</p>	6 Months
7	Mitie Care and Custody	Safety	Safeguarding adults and personal safety	Escorting staff should observe social distancing whenever circumstances allow. (2.26)	Accepted	Partially Complete	<p>Mitie Care and Custody will continue to introduce further COVID-19 controls to the workplace, including but not limited to protective screens, floor markings, hand washing stations and signage, within Spectrum House.</p> <p>To ensure there is always adequate PPE available, all escorting officers are issued PPE packs at muster. Mitie Care and Custody now include a separate supply of PPE for each coach to cover collection up to and including boarding for both officers and those detained.</p> <p>Where handwashing is not available, an adequate supply of hand sanitiser is made available for officers and those detained, who will be encouraged to sanitize.</p> <p>Those detained will be offered a fresh mask for travel. This will be recorded on the Person Escort Record (PER).</p> <p>Briefings will now include the mandatory use of PPE where social distancing cannot be maintained and the disposal of PPE.</p> <p>The Mitie Security Team Leader will also be appointed Safety Officer for the charter, they will monitor the mandatory COVID-19 controls compliance and be the focal point for any staff PPE or COVID-19 issues for lessons learnt</p> <p>Muster Briefing Form and Charter Checklists are being adjusted to cover more COVID-19 and PPE arrangements.</p> <p>Social distancing will be reinforced within the centres for both those detained and staff prior to movement to the reception area. Adequate PPE will be available and as part of the supplier's operational order staff will be advised to make use of PPE, as well as those in detention.</p>	6 Months
8	Mitie Care and Custody	Respect	Respectful treatment	Detainees should not solely be referred to by their manifest number. (3.15)	Accepted	Partially Complete	<p>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.</p> <p>Mitie Care & Custody have reviewed this process and will adapt their working practices to use both the manifest number and the name of the resident where practically possible.</p> <p>A communication will be issued to staff to support this, and it will also be reinforced during the muster briefing.</p>	6 Months