

SERVICE IMPROVEMENT PLAN – HMIP INSPECTION OF SPAIN AND PORTUGAL CHARTER – 6 JULY 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]
5.1	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. (2.12) <b>(Repeated recommendation 2.14)</b>	Partially Accepted	Complete	Limited information including the date of the flight, destination city and transit points (if applicable) is already provided to individuals on their removal directions. 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
5.2	Home Office	Safety	Preparation and departure from removal centres	Home Office staff should be present and visible to detainees during the removal process. (2.13)	Accepted	Complete	Home Office staff from the IRC Compliance and Escort Monitoring Teams are present during charter returns to oversee the supplier functions and ensure the care and treatment of those being returned.  Although not their primary purpose, staff are available to respond to a detained person where required but would not needlessly engage and risk interfering with the Centre and Escort supplier's management of the return.  The dedicated IRC Detention Engagement Team would have met with each individual in advance of the return to provide support and assistance with their removal from the UK.	N/A
5.3	Home Office	Safety	Safeguarding adults and personal safety	Flight manifests should contain comprehensive details of the risk factors and vulnerability of detainees at the time of removal. (2.23)	Not Accepted	N/A	The purpose of the flight manifest is not as the source document for the most current information on individual risk factors / vulnerabilities at the time of removal and nor should it be relied upon for this information.  Although the flight manifest contains some limited references to / indicators of known risks and vulnerabilities, this is in order to support early operational planning. The Home Office has other established mechanisms through stakeholder planning calls for identifying and recording risk and vulnerability which ensure the most current and relevant person centric information at time of removal is visible to the escorting contractor.  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.	N/A
5.4	Home Office 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. (3.5) <b>(Repeated recommendation 3.6)</b>	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. This is not done without reason and there are events in recent years that can be drawn from which support this approach.  Detainee Custody Officers are aware of the need to ensure an individual's privacy, whilst ensuring the health, safety and wellbeing of others.	N/A

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5.5	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. (3.6) <b>(Repeated recommendation 3.7)</b>	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, puzzles, books etc.) to help during the waiting period.  These recreational packs will be in place before the end of 2021.	6 Months
5.6	Mitie Care and Custody	Respect	Respectful treatment	Detainees should not solely be referred to by their manifest number. (3.12) <b>(Repeated recommendation 3.15)</b>	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.  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.  A communication will be issued to Mitie staff to support this. The Senior Security Officer (SSO) Muster Briefing Checklist has been amended to include this reminder.	6 Months