

	Concern Addressed By	HMIP Concern	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1	Centre Management & Home Office	<p>Priority concern</p> <p>Systematic governance, action planning, record keeping, and quality assurance were deficient across most areas of operational management.</p> <p>Detainee safety was an example needing priority action.</p>	<p>The Centre Manager appointed on 1 November 2022 worked with their Head of Compliance and wider Senior Management Team (SMT) to embed principles of governance and quality assurance within operational areas across the Centre.</p> <p>Mitie Care & Custody’s risk and audit committee conducted a review in quarter 1 2023 which confirmed a full governance/reporting structure is in place.</p> <p>As part of this the centre has already undertaken the following actions:</p> <ul style="list-style-type: none"> - Monthly Anti-Bullying/Violence Reduction Strategy and material disseminated to staff in September 2022 - Started a review of policies and procedures to revised accordingly to ensure they reflect the needs of and characteristics of those detained. - Safer Detention meeting Terms of Reference now include violence reduction, trends analysis and Room Sharing Risk Assessment (RSRA) reviews. Minutes available. - Weekly (minuted) Adults at Risk (AaR) and Complex Case reviews ensuring good Multi-Disciplinary Team (MDT) attendance from across interested parties, and these now include Case Manager for Level 3 residents. <p>In addition, audit/compliance baselines were embedded to independently review local governance arrangements.</p>
2	Centre Management & Home Office	<p>Priority concern</p> <p>Those at risk of self-harm or suicide did not receive consistent and well-organised care.</p>	<p>All incidents of self-harm are treated very seriously, and every step is taken to prevent incidents of this nature. Staff at all centres are trained to identify those at risk of self-harm, so that action can be taken to minimise the risk. Formal risk assessments on initial detention and systems for raising concerns at any subsequent point, feed into established self-harm procedures in every IRC, which are in turn underpinned by the Home Office Operating Standard on the prevention of self-harm and the published Detention Services Order (DSO) 01/2022 Assessment Care in Detention and Teamwork (ACDT).</p> <p>Derwentside implemented the new estate wide ACDT process following the publication of the updated DSO in October 2022.</p> <p>All residents at Derwentside receive an induction from their allocated Detention Engagement Officer within 48 hours of arrival. Engagement officers meet with their residents on a regular basis, taking time to get to know individuals so they can understand any vulnerabilities. Where possible residents will work with an individual Engagement Officer. This allows a level of consistency and helps to build greater understanding of each individual’s personal circumstances.</p> <p>The previous IRC supplier Mitie Care & Custody provided:</p> <ul style="list-style-type: none"> - Managers with additional resources and information regarding Assessment Care in Detention and Teamwork (ACDT) processes (September 2022) - Training on constant watch protocols to staff (September 2022) - A review of policies and procedures undertaken and revised where appropriate. - Weekly quality assurance check undertaken on ACDT documentation by Functional Head (introduced September 2022) <p>From December 2022:</p> <p>An external review of the existing Safeguarding Policy and implementation on site was conducted by Mitie Independent Safeguard Lead.</p> <ul style="list-style-type: none"> - A review of the current Safeguarding Policy was undertaken by the Functional Head to ensure this reflected specific needs of, and risks to, women. - ACDT reviews were carried out by the same Case Manager/Co-ordinator wherever possible to ensure consistency. <p>Home Office Compliance Team continues to conduct reviews in this area.</p>

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3	Centre Management & Home Office	<p>Priority concern</p> <p>Use of force was not always carried out professionally and oversight was lacking.</p>	<p>Across the immigration detention estate, use of force is employed sparingly and only where necessary for as short a time as possible. Detainee custody officers (DCOs) are trained to use de-escalation techniques in the first instance.</p> <p>Since the inspection took place Control and Restraint Instructors have attended the centre to provide additional coaching and incident management support to staff. A bespoke package of training commenced in November 2022.</p> <p>Monthly use of force review meetings in line with relevant DSOs and Prison Service Orders commenced in September 2022.</p> <p>From November 2022, the supplier Centre Manager reviewed all incidents involving use of force in addition to the review undertaken by the Duty Director. Any concerns will be immediately escalated to the Home Office Service Delivery Manager.</p> <p>Mitie Care & Custody identified Control and Restraint champions who attended incidents as required.</p> <p>All use of force incidents were also peer reviewed by Heathrow IRC Mitie use of force committees to provide an additional layer of governance and independent scrutiny.</p>
4	Home Office	<p>Priority concern</p> <p>Some vulnerable detainees continued to be detained, despite evidence of a deleterious effect on their health and well-being.</p>	<p>Rule 35 of the Detention Centre Rules 2001 ensures that particularly vulnerable detained individuals are brought to the attention of those with direct responsibility for authorising, maintaining, and reviewing detention. All reports raised by medical practitioners, for any individual held in immigration detention managed by any detained casework command, under Rule 35 of the Detention Centre rules are assessed by the Home Office Rule 35 Team.</p> <p>The Home Office Rule 35 Team assess potential vulnerabilities against the Adults at Risk in Immigration detention policy, allowing a case-by-case evidence-based assessment of the appropriateness of detention. The team do not have ownership of cases and provide independence into the detention decision making process.</p> <p>There have been occasions where the particular vulnerabilities of individual residents have led to lengthy delays in sourcing accommodation. In such cases caseworkers carefully balance the need to safeguard vulnerable adults with the impact of ongoing detention.</p> <p>We acknowledge the comments made within the report and the Home Office is committed to ensuring that all processes are expedited as quickly as possible and that individuals are either deported or released from detention as soon as possible.</p> <p>The Home Office only detains people where removal is a realistic prospect within a reasonable timeframe, or initially to establish their identity or basis of claim. This is set out in both legislation and domestic caselaw. Decisions on the appropriateness of an individual’s detention, or continued detention, are made on a case-by-case basis.</p> <p>Home Office published detention policy makes it clear that immigration detention must only be used where necessary, and for the shortest possible time.</p> <p>We constantly review progress to ensure that our early removal mechanisms are working as effectively as possible, working closely with His Majesty’s Prison and Probation Service. Detention is an essential part of effective immigration control and are taken on a case-by-case basis in accordance with published Home Office detention policy.</p> <p>Individuals also have the option of applying for bail at any time. Our series of detention safeguards, including the Detention Gatekeeper, Case Progression Panels, and our Adults at Risk in immigration detention policy, ensure proper scrutiny of detention decisions.</p> <p>Case Progression Panels in particular review cases for progression and to ensure those detained are returned in a reasonable time frame. They provide a second line assurance function by reviewing the appropriateness of ongoing detention for individuals detained, ensuring a consistency of process and approach, driving case progression towards return and providing additional oversight for the identification and management of potentially vulnerable people.</p>

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5	Centre Management	<p>Key concern</p> <p>There was insufficient focus on the needs of women in detention, in policy and practice.</p> <p>Some staff showed insufficient awareness of women’s needs.</p>	<p>Since the inspection took place steps were taken to address these concerns by:</p> <ul style="list-style-type: none"> - Focusing on the arrangements set out in both Detention Service Orders 06 /2016 – Women in the Detention Estate and DSO 05/2016 – Pregnant Women in the Detention - Multi-disciplinary daily manager morning meeting consisting of Mitie Care & Custody, Spectrum Health and Home Office staff continue to be held with an agenda item to discuss the needs of specific residents with any actions disseminated across the Centre through the meeting minutes. - A weekly drop-in session is being provided by the Home Office to assist staff through the sharing of best practice around support for female residents. - A Mitie Equality Diversion and Inclusion (EDI) Lead in post (October 2022) and an EDI Strategy put in place in December 2022, which reflected Protected Characteristics at Derwentside. - Greater frequency and management focus on resident forums, to help better understand women’s immediate and longer-term needs, with minutes shared amongst those in attendance plus across the wider Centre including both residents and staff. - Existing policies and procedures were reviewed to ensure they reflect the needs of residents at Derwentside. - External delivery partners were identified and are contacted to establish support for residents and staff on EDI topics. - EDI request and suggestion boxes are in place for the residential units.
6	Home Office	<p>Key concern</p> <p>Many women had long journeys and arrived late at night.</p>	<p>The Home Office and Mitie Care and Custody, the escorting contractor, seek to avoid routine night-time transfers. The escorting service operates 24/7 and covers a wide range of activity, including moves between centres. All proposed moves consider the impact on the care and welfare of a detained individual, including the time and length of the move.</p> <p>Although overnight moves are avoided where possible, moves between centres sometimes have to be conducted during the night, depending on other priorities or if they are time-specific priority moves i.e. taking individuals to flight.</p>
7	Centre Management & Home Office	<p>Key concern</p> <p>Detainees were not kept sufficiently safe by thorough processes to address any evidence of intimidatory behaviour, and to support victims.</p> <p>Data collection was weak and when investigations into alleged incidents took place, they were inadequate.</p>	<p>From January 2023 Mitie Quarterly Safer Detention surveys were distributed to the Residents in order to seek their feedback regarding the environment in terms of safety, with findings discussed at the Safer Detention meeting, and recommendations made to the Centre Manager.</p> <p>Anti-Bullying/Violence Reduction Strategy and material was disseminated to staff in September 2022 and Intimidatory Behaviour has been added to the standard agenda for supplier Safer Detention meetings.</p> <p>The centre Security Analyst attended recognised Analyst training during September 2022 to enable greater analysis regarding trends surrounding incidents and Security Information Reports (SIR) are now analysed within 72 hours of receipt with actions completed being attached to the SIR.</p> <p>Restorative practice practitioners were trained by Mitie to deliver mediation.</p>

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8	Centre Management	<p>Key concern Separation was not always clearly justified or used for the shortest time possible. It had sometimes been used punitively.</p>	<p>Detention Services Order (DSO) 02/2017 – Detention Centre Rule 40 -Removal from Association and Rule 42 -Temporary Confinement sets out guidance in this area. The use of the removal from association and temporary confinement unit is dictated by the risk an individual or individuals present to the safety and good order of the centre.</p> <p>In the three-month period to 31 October 2022 there had only been one case of Detention Centre Rule 40 and no cases of Detention Centre Rule 42.</p> <p>In the period 01 January 2023 to 31 August 2023 there were 3 cases of R40 and no cases of R42.</p> <p>All cases are reviewed by the Centre Manager and Home Office, with dynamic risk assessments completed on a case-by-case basis to ensure that separation is appropriate.</p> <p>Additional training on Rule 40 and 42 processes and paperwork was provided to staff in September 2022. Daily meetings take place at the start of each day chaired by the Centre Manager which include a discussion on any residents who had been placed into separation/Removed from Association to ensure that principles regarding least restrictive care continue to be in place for the resident to be able to return to normal location at the earliest opportunity.</p> <p>Home Office Compliance Team conduct regular checks on both justifications for and completion of paperwork in this area.</p> <p>Mitie Care & Custody undertook their Annual Audit of this area in November 2022. Results were received in December 2022 and were subsequently reviewed by the Centre Manager and Home Office and non-compliances actioned.</p>
9	Centre Management	<p>Key concern Staff and managers were not always professional in their interactions with detainees. Despite the generally good relationships, there were some disrespectful comments, and some behaviour which showed little understanding of detainees’ past traumas and present concerns.</p>	<p>Mitie worked to re-enforce the non-negotiable requirement for professional behaviours and conduct at all times.</p> <p>Support from the Mitie Care & Custody Independent Safeguarding lead was provided through regular visits to the centre.</p> <p>Work took place to improve awareness of whistleblowing processes (both Mitie Care & Custody and DSO 03/22) amongst staff from January 2023.</p>
10	Centre Management	<p>Key concern Interpreting services were used too little with those who did not know English well. This was especially an issue at key points such as reception and discharge.</p>	<p>In June 2022 a new Detention Services Order was introduced (02/2022 Interpretation Services and Use of Translation Devices) that set out guidance and instructions to be followed.</p> <p>At Derwentside there are translation services available throughout the Centre via tablets and mobile phones with details of usage now recorded on the local IT system and reviewed by managers.</p> <p>Staff were reminded of the importance of using professional interpretation services, especially at key moments- such as upon reception, at the 48hr assessment within welfare department and on discharge.</p> <p>Materials and information regarding bail and removal from the UK are now offered in a range of languages and the Home Office ensure that individuals understand their bail conditions.</p> <p>The centre reviewed translations services to ensure they were fit for purpose, including seeking feedback from residents and staff.</p> <p>Additional translation tablets were also provided by the HO for accommodation units, reception and regimes.</p>

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11	Centre Management	<p>Key concern</p> <p>Consultation with detainees, to understand and respond to their needs, was poor.</p>	<p>Mitie reviewed procedures and implemented Weekly Resident Committees which were minuted and attended by the Centre Manager, members of the SMT and HO, Healthcare/Hibiscus where appropriate. Committees are promoted on each unit including time and date. Copies of minutes from previous Committees are made available to both residents and staff in different languages as appropriate.</p> <p>Informal staff interaction took place outside these weekly meetings and the Centre Senior Management Team made themselves available by regularly visiting residential units via the Duty Director rota.</p> <p>Further sections were added to the “assessment upon arrival document” to ensure that the needs of residents were captured, and a new Welfare request log recorded requests from residents and set out any subsequent actions that had been taken. This was overseen by the Head of Residence, Welfare and Safer Detention.</p>
12	Home Office	<p>Key concern</p> <p>Some key facilities were unavailable because of unfinished initial building work.</p>	<p>It is unfortunate that Block 4 at Derwentside IRC was not open to residents at the time of the inspection as this building will house the shop, salon, coffee shop and cultural kitchen, as well as some residential accommodation and a Supported Living Unit.</p> <p>Until formally opened the centre will continue to develop interim arrangements such as enabling residents to order products from the shop and have them delivered to their residential unit and providing a popular hairdressing salon in the regimes building.</p>
13	Centre Management	<p>Key concern</p> <p>There was not enough for women to do.</p> <p>There was no plan for the development and promotion of the activities provision to meet the needs of an expanding population.</p>	<p>The regimes programme at Derwentside was under review at the time of the inspection.</p> <p>Following a survey circulated amongst the residents in July/August 2022, there were several additions to the Regime.</p> <p>Events including fashion shows, sports day, Halloween night, Black History Month with a Gospel singer in attendance, Breast Cancer Awareness event, Bonfire Night, Environmental awareness, Employability classes.</p> <p>Poly Tunnel and allotments are now in place and were available to Residents by January 2023.</p> <p>Zumba and spinning classes started in January 2023 with equipment purchased and in place.</p> <p>Additional Library Books now available and in additional languages; talking books and easy books were in place by the end of 2022. Kindles are now in place for the use by residents.</p> <p>IT practical and Formal education. The IT tutor is now in place and providing the service which started in December 2022.</p> <p>Computer provision for residents was increased by a further 2 computers in the library for Residents to use.</p> <p>Play stations are now in place for residents on the accommodation units and the DVD Library has been updated.</p>

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14	Centre Management & Home Office	<p>Key concern</p> <p>The centre was not doing enough to encourage and support family contact.</p> <p>Poor mobile phone reception exacerbated the problem.</p>	<p>In cases where an individual raised that they had problems contacting family while in detention, they were signposted to relevant Mitie staff or to Hibiscus (who provide additional welfare support).</p> <p>Where a resident raises that they are struggling to make contact with a family member in another centre, the Home Office Detention Engagement Team (DET) will make enquires with other centres where appropriate.</p> <p>In addition:</p> <ul style="list-style-type: none"> - Weekly Family contact drop-in sessions were introduced by the Welfare Team in October 22 to encourage and support Residents in maintaining Family ties. - All residents receive regimes induction within 72hrs and are made aware of the availability of Skype to promote and support family contact. - Red Cross family contact posters visible on units in different languages - Information regarding opportunities to access support from external Visiting Groups is now included as part of induction. - Taxi service in place to transport families to and from public transport stations to the Centre, at no cost. - Information to promote opportunities for social visits added to induction booklet. <p>Regarding mobile phone reception the Home Office are currently trialling a system which uses antennas placed within the actual IRCs. Derwentside will be one of the sites taking part in the trial.</p>
15	Home Office	<p>Key concern</p> <p>Some women waited too long in detention,</p> <p>often because bail accommodation was not available.</p>	<p>Where a release has been authorised but delayed due to problems sourcing bail accommodation, the Home Office DET make regular enquiries with caseworking teams and other relevant stakeholders to monitor progress. Engagement Officers will have regular contact with residents providing updates on the status of accommodation.</p> <p>There have been occasions where the particular vulnerabilities of individual residents have led to delays in sourcing accommodation. In such cases caseworkers carefully balance the need to safeguard vulnerable adults with the impact of ongoing detention.</p>