

	Concern Addressed By	HMIP Concern	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1	Home Office	<p><b>Priority concern</b></p> <p><b>Casework, including decision-making and obtaining travel documentation for detainees' removal, was often not progressed promptly.</b></p> <p>Many were not released on bail despite long delays and barriers to removal.</p>	<p>We make every effort to ensure that a Foreign National Offender's (FNOs) removal by deportation coincides, as far as possible, with their release from prison on completion of sentence. This is not always possible as we deal with significant and complex challenges which can include travel documentation, legal challenges and broader non-compliance with a lawful returns process. The length of the custodial sentence to be served following sentencing can also impact on an individual's removal before custody ends.</p> <p>We acknowledge the comments made within the report and the Home Office are committed to ensuring that all processes are expedited as quickly as possible and that FNOs are either deported or released from detention as soon as possible. We constantly review progress to ensure that our early removal mechanisms are working as effectively as possible, working closely with Her 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>The responsibility to source a bail address rests with the Home Office (who must first seek a suitable private address from the FNO) or via the Home Office Accommodation Team, when the applicant has no private bail address and has made an application for Home Office accommodation.</p> <p>Any proposed address (private or Home Office) must be checked for suitability by the Probation Service if the FNO is subject to Probation Licence conditions. Asylum seekers released from immigration detention on bail are housed in Home Office asylum accommodation. Our providers manage the security of accommodation sites and have security staff on site 24 hours a day.</p> <p>When on bail in asylum accommodation, FNOs will be subject to bail conditions such as regular reporting to the Home Office and GPS electronic monitoring.</p>
2	Home Office	<p><b>Priority concern</b></p> <p><b>Most Rule 35 assessments (see Glossary) contained insufficient detail, some reporting was vague and most made no clear finding on the likely impact of detention on detainees' health.</b></p> <p>Detention engagement team (DET) staff no longer monitored the timeliness of Home Office responses and there was evidence of some excessive delay.</p>	<p>Detention Services Order 09/2016 "Detention Centre Rule 35 and Short-term Holding Facility Rule 32" sets out the reporting requirements for doctors and other healthcare staff for preparing and submitting reports.</p> <p>Where reports are not clear, legible and do not comply with the overall reporting requirements the Home Office Team responsible for assessing all Rule 35 and Rule 32 reports will send the report back to the doctor asking for the issue to be rectified.</p> <p>The Rule 35 Team was established in 2019 and has responsibility for assessing all Rule 35 and Rule 32 reports submitted by IRC/STHF medical teams across the UK. This includes monitoring the timeliness of Home Office responses to reports: this function no longer falls to the Detention Engagement Team (DET).</p> <p>As part of the consideration process the Rule 35 Team are reliant on key partners to ensure that all relevant information (relating to immigration factors and existing vulnerabilities) is available for a decision to be made, on occasions this has resulted in the team not being able to provide a response within 2 working days. The team closely monitor the progress of responses, escalating and providing feedback to the case working team if delays are incurred.</p>
3	Centre Management	<p><b>Priority concern</b></p> <p><b>Interpreting services were not used consistently with those who did not know English well.</b></p> <p>Translated documents were available but not routinely issued to detainees when required.</p>	<p>Toolbox talks will also be created and available to staff by 31<sup>st</sup> October 2023 to increase the knowledge of all staff around the use of interpreting services and the importance of using this service as the preferred method of communication.</p> <p>Serco will issue a communication out to all staff by 31<sup>st</sup> October 2023 regarding the use of translated materials. A list of available translated documents will also be shared.</p> <p>Serco will request the interpreting service to provide usage reports and will be tracked based on the access codes used by the staff members which will identify which areas are using the interpreters services and how often.</p>
4	Centre Management	<p><b>Priority concern</b></p> <p><b>Fair treatment was not being promoted through effective use of data or consultation with members of minority groups.</b></p>	<p>Posters will be created in various languages with a generic equality and diversity email address to sign post any concerns of residents in relation to protected characteristics.</p> <p>Over the next 6 months Serco will collect data via resident surveys regarding the need for protected characteristics forums.</p> <p>This data and that already collected will then be used to identify trends to prompt remedial action.</p>

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5	Home Office & Centre Management	<p><b>Key concern</b></p> <p><b>IT problems meant staff could not access a reliable report of detainees assessed to be at risk in any immigration removal centre.</b></p> <p>Staff in Tinsley House were not aware of all detainees assessed to be at risk.</p>	<p>Currently there is an ongoing Management Information (MI) Transformation programme, changing the way that immigration data from various systems is made available to the MI platform used and maintained by PRAU and bringing the underlying technology up to modern standards.</p> <p>This is a large and complex task which is bringing a myriad of different datasets together so that the department can be more streamlined and dynamic in providing MI in the future.</p> <p>As we are still in the middle of this transformation, the department will need to rely on local MI more than usual to answer some questions where the new MI platform is still in development.</p> <p>Serco will review the initial training and yearly staff refresher courses to ensure these adequately cover the adults at risk policy.</p> <p>Serco have issued communications to staff with the key information they need to know regarding the Detention Services Order on adults at risk.</p>
6	Centre Management	<p><b>Key concern</b></p> <p><b>The provision of education was limited and oversight was weak.</b></p> <p>There was no monitoring of education attendance, measuring of progress or professional development of teachers.</p>	<p>Serco monitor the attendance of residents to classrooms and provide monthly reports on this to the Home Office.</p> <p>Methods to monitor and quality assure education delivered to residents, and the professional development of teachers is being addressed by Serco.</p> <p>The activities management team is now back to full complement and a monthly meeting is now held between the teachers and the Assistant Director for Residence and Regimes. Curriculum planning now forms part of the standing agenda for this meeting.</p> <p>Teachers will present monthly on learner achievement and consider more creative methods of teaching the subjects detailed in the contract.</p> <p>As part of development, teachers are offered Level 3 Award in Education &amp; Training (PTLLS) online course, CTC training.</p>
7	Centre Management	<p><b>Key concern</b></p> <p><b>The library was poorly organised and lacked oversight.</b></p> <p>There were still no systems to manage borrowing, monitor use or replenish stock. The range of books in the library did not meet the needs of the detainees.</p>	<p>Serco have undertaken a project to refurbish and improve the library within Tinsley House. This will include the introduction of kindles with a system to manage borrowing and monitor use of these and a review of the range of reading materials provided. This should be completed by 31st January 2024.</p>

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8	Home Office	<p><b>Key concern</b></p> <p><b>The needs of those leaving the centre were not always met.</b></p> <p>There were delays in securing bail accommodation, and the needs of vulnerable detainees and those released homeless were not systematically assessed and addressed.</p>	<p>We make every effort to ensure that a Foreign National Offender’s (FNOs) removal by deportation coincides, as far as possible, with their release from prison on completion of sentence. This is not always possible as we deal with significant and complex challenges which can include travel documentation, legal challenges and broader non-compliance with a lawful returns process. The length of the custodial sentence to be served following sentencing can also impact on an individual’s removal before custody ends.</p> <p>We acknowledge the comments made within the report and the Home Office are committed to ensuring that all processes are expedited as quickly as possible and that FNOs are either deported or released from detention as soon as possible. We constantly review progress to ensure that our early removal mechanisms are working as effectively as possible, working closely with Her 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>The responsibility to source a bail address rests with the Home Office (who must first seek a suitable private address from the FNO) or via the Home Office Accommodation Team, when the applicant has no private bail address and has made an application for Home Office accommodation.</p> <p>Any proposed address (private or Home Office) must be checked for suitability by the Probation Service if the FNO is subject to Probation Licence conditions. Asylum seekers released from immigration detention on bail are housed in Home Office asylum accommodation. Our providers manage the security of accommodation sites and have security staff on site 24 hours a day.</p> <p>When on bail in asylum accommodation, FNOs will be subject to bail conditions such as regular reporting to the Home Office and GPS electronic monitoring.</p>