

No	Concern Addressed By	HMIP Concern	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1	Home Office	<p>Priority concern</p> <p>The Home Office was unable to provide the centre with accurate data, undermining its ability to care for the most vulnerable detainees.</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 the Performance Reporting and Analysis Unit (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 as we move into 2024.</p> <p>As the Home Office is still in the middle of this transformation, the department will need to rely on local MI more than usual while the new MI platform is still in development.</p>
2	Home Office / Centre Management	<p>Priority concern</p> <p>Many detainees had been illegitimately located in the separation unit pending charter removals.</p> <p>This was not based on individual risk nor subject to appropriate oversight, as would have been required if they had been held under Rule 40.</p>	<p>The pre departure process for charters of housing residents in the dual-purpose unit, used as a care and separation unit (CSU) or a pre-departure unit is an effective method of housing a cohort of residents departing during night hours. However, it is important to note that the unit is used either as CSU accommodation or pre-departure accommodation, not both simultaneously. When used for pre-departure, Serco maintain an effective regime to allow for appropriate access to shop provision, IT, exercise, welfare, and religious services.</p> <p>The pre-departure unit is designed to provide residents with support to prepare for their onward travel together, making use of immediate support from vital services such as Welfare, IT and one to one DCO support. Residents are not located in the pre departure unit on their own, so they are not separated from their peers.</p> <p>In the event a resident poses an identifiable risk of causing potential disruption, the Rule 40 application process will be considered to maintain safety and security.</p> <p>Serco are improving provision and will offer the residents in this accommodation fair access to the facility and regime, for the limited period of time they are located in that area.</p>
3	Home Office	<p>Priority concern</p> <p>Case progression was often slow and detainees were held for long periods despite little prospect of removal in the near future, which contributed to frustration and instability in the centre.</p>	<p>The Home Office seek to minimise the time an individual spends in detention ahead of return; however this can be impacted by factors including non-compliance with documentation processes and the submission of late claims which may lead to the cancellation of Removal Directions, often on multiple occasions. Where barriers to return cannot be resolved within a reasonable time frame or an individual is no longer suitable for detention, they are released with appropriate bail conditions. Detention is reviewed on a regular basis, in line with published policy.</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>

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4	Healthcare Provider	<p>Priority concern</p> <p>Patient safety was compromised by poor health care record-keeping, weak incident reporting and ineffective oversight by health care managers.</p>	<p>Northamptonshire Healthcare NHS Foundation Trust (NHFT) have identified areas for improvement and are currently supporting staff through guidance and training to meet expected standards for health records keeping. Achievement of standards will be assured through robust auditing and completion of any required actions.</p> <p>NHFT have an action plan to improve governance processes, including training, to improve incident reporting to ensure incidents are reported, investigated and there is shared learning. Incident themes will be monitored by Clinical Governance and reviewed at surveillance meetings.</p> <p>An active recruitment programme is in process. The Head of healthcare has been stepping into clinical roles to ensure the safety of residents. There have been several posts recruited to and these are awaiting security clearance. Bank healthcare staff are in place to provide a consistent level of staffing in the interim.</p>
5	Centre Management / Home Office	<p>Priority concern</p> <p>Women had worse access to some services than men, and the inherent risks of co-location were highlighted by the intimidation of women in a yard overlooked by a male residential unit.</p> <p>Yarl's Wood continued to hold more women than the dedicated but poorly located women's centre at Derwentside.</p>	<p>Serco are conscious of the physical challenge of the environment however are determined to take proportionate action to mitigate these impacts on our female population.</p> <p>This is a standalone unit operated by only female DCOs, whilst also offering appropriate regime access like that of the males. It is recognised there is reduced access to the gym compared to male residents, so Serco will assess if any further provision can be put in place such as external recreational sessions, organised through the Activities Department. For example, organised "Zumba", "yoga" or any activity which may be in demand from the females.</p> <p>Data will be collected and analysed regarding activity provision and usage, to allow for appropriate improvement to be undertaken.</p> <p>Serco will update the male resident Induction Booklet and House Rules to include our expectations regarding behaviour towards the female unit and any potential repercussions of unsolicited attention. This will include signage in multiple languages.</p>
6	Home Office	<p>Key concern</p> <p>Many detainees who were granted bail continued to be held at the centre because of a lack of approved accommodation.</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.</p> <p>The Home Office and Probation Service have an escalation process in place which ensures that requests from Home Office to Probation for address checks are completed within appropriate timescales and escalated at day 14, 17 and 20 when Probation have not responded. A further escalation process will be incorporated into the Case Progression Panel process (3 month stage onwards) to review cases granted bail where accommodation issues prevent release. Sourcing of suitable accommodation is often delayed due to a number of factors (this list is not exhaustive):</p> <ul style="list-style-type: none"> • The application has not been made or made under the wrong provision. • The application has been refused as the FNO is not eligible. • The FNO may appeal against any refusal to provide HO accommodation. • The FNO has risk factors which may preclude them from the majority of HO funded properties. • Probation may deem the HO property as unsuitable, so another property search is required. <p>Asylum seekers released from immigration detention on bail are housed in Home Office asylum accommodation. 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>

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7	Centre Management / Home Office / Healthcare Management	<p>Key concern</p> <p>Potentially dangerous control and restraint techniques had not been identified on review</p> <p>and</p> <p>health care staff had failed to refer an alleged assault to Serco or the Home Office for investigation.</p>	<p>Serco will review their SMT responsibilities of Governing use of force incidents, ensuring review occurs promptly after incident to enable appropriate follow up and quality assurance. There will be improved recording of the analysis of incidents during the use of force committee, ensuring any trends are reviewed and documented.</p> <p>The Supervisor training package will be reviewed and refreshed with all Operational Managers. Training will be a key focus, ensuring Serco Supervisors are aware of their responsibilities and the expectations of Leaders.</p> <p>The Home Office compliance team will ensure that every use of force incident is reviewed and actions from those reviews will be documented and escalated. Any additional quality assurance required will be provided by the Detention Services Use of Force Team.</p> <p>Healthcare staff had ensured that the physical health needs of the patient were prioritised and acted upon. However, staff have been reminded of the importance of sending the correct documentation to the Home Office and Serco. This will ensure that an investigation can be completed. NHFT will monitor this through spot checks for assurance.</p>
8	Home Office	<p>Key concern</p> <p>Some detainees lacked mental capacity and were assessed as unfit for detention but were still in detention for long periods.</p>	<p>The Home Office adults at risk in immigration detention policy came into force on 12 September 2016 with DSO 08/2016 issued in support of the policy.</p> <p>The policy introduced a case-by-case assessment of the appropriateness of detention for anyone who is considered in some way vulnerable, including individuals with mental health conditions, balancing their vulnerability against the immigration control considerations that apply in their particular case. An individual considered to be at risk in the terms of the policy, including an individual suffering from a serious mental health condition may be detained, but only where the immigration control considerations outweigh the risk factors that apply in their case. The Adults at Risk in Immigration Detention policy will be updated to work with the provisions in the Illegal Migration Act 2023.</p> <p>DSO 04/2020 “Mental vulnerability and immigration detention – non-clinical guidance” was published in July 2020. This DSO provides guidance to staff in IRCs on how to identify and support individuals who may lack mental capacity or who suffer from a mental disability. A training programme to support the introduction of this DSO was initiated in July 2021 and has since been delivered to over 120 frontline Home Office staff working in IRCs. Rollout of this programme is continuing on a mandatory basis to new Home Office staff working in the IRC estate.</p>
9	Home Office / Healthcare Management	<p>Key concern</p> <p>Many Rule 35 reports were of poor quality and did not provide adequate assessment of the impact of continuing detention on detainees’ health.</p>	<p>The Rule 35 Team (established in 2019) 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 and taking appropriate action to remedy delays.</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 in the DSO, the Team will send the report back to the Doctor asking for the issue(s) to be rectified.</p> <p>A training package has also been developed by the Rule 35 Team and is being delivered to medical practitioners and other relevant healthcare staff. The package focusses on the process for preparing and considering reports, outlining expected standards and the key information required.</p> <p>NHFT are working with their subcontracted GP provider to ensure GPs are suitably trained by the Home Office and therefore skilled to complete a full and adequate assessment of the impact of continuing detention on detainees’ health. Future ‘Rule 35 reports’ will be audited for quality.</p>

SERVICE IMPROVEMENT PLAN – HMIP INSPECTION OF YARL'S WOOD IRC – 2023

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10	Centre Management	<p>Key concern</p> <p>The quality and variety of food were inadequate and the cultural kitchens were underused.</p>	<p>Serco will commit to carrying out a review of the menus supported by the Serco Catering General Manager, ensuring residents are consulted and any change is appropriate for the diverse needs of the population and nutritionally diverse.</p> <p>The Service Delivery Manager will seek advice from the MoJ Catering Service Adviser to support any changes to the menu provision at Yarl's Wood.</p> <p>Serco dedicate two DCOs to manage the Cultural Kitchens during the day. Serco will review their booking system, ensuring fair and equal access is managed throughout the populations.</p>
11	Healthcare Management	<p>Key concern</p> <p>Detainees did not receive a full range of health care provision because of gaps in staffing, particularly in mental health and psychosocial services.</p>	<p>NHFT have an active recruitment programme is in process. NHFT are recruiting to a newly commissioned service model which came into place in April 2023. There are several posts where recruitment action is at an advanced stage, some of which are awaiting Home Office security clearance.</p> <p>Bank healthcare staff are in place to provide a consistent level of staffing in the interim. We have recruited nurses to our mental health services and are imminently due to recruit psychosocial support staff. In the interim there is psychosocial support offered by another service.</p>
12	Healthcare Management	<p>Key concern</p> <p>Health care risk assessments for hospital escorts were completed poorly. Health care staff failed to consider proportionality of handcuffing and wrongly assumed that detainees should be in restraints unless assessed out of them.</p>	<p>NHFT have identified that there is an action to improve communication between healthcare staff and Serco staff to fully understand the risk related to the requirement to use handcuffs for patients who need to be escorted to hospital. NHFT are working with Serco to devise a local procedure. All NHFT staff are aware that this is an area for improvement, and this will be audited through regular spot checks.</p>
13	Centre Management	<p>Key concern</p> <p>There was poor take-up and ineffective promotion of education provision.</p>	<p>Serco will encourage residents to partake in education, through additional visual materials in multiple languages and actively encouraging in person.</p> <p>A survey will be undertaken to establish what modules may interest the population, to increase classroom attendance.</p> <p>Notice boards will be reviewed and increased, if necessary, with an expansion of the learning portfolio available to residents undertaken.</p>
14	Centre Management / Home Office	<p>Key concern</p> <p>The men's activity areas lacked rooms suitable for association and informal pastimes and men tended to congregate in crowded corridors.</p>	<p>Serco will review their activity areas ensuring appropriate seating areas are available as and where necessary. There are building restraints, and it is recognised the male IRC population may need additional seating in some locations.</p> <p>Serco Activities Department will develop an annual calendar of events and ensure weekly organised activities are held to try and prevent loitering.</p> <p>On unit activities areas will be improved, with appropriate organisation and facilitation, with additional games and recreational facilities sought.</p>
15	Centre Management / Home Office	<p>Key concern</p> <p>The mobile phone signal in most of the centre was poor, especially in detainees' rooms.</p> <p>This limited detainees' ability to make calls when they were locked in their rooms at night.</p>	<p>Serco will explore what options are available to try and improve the signal. This will involve costings being considered, and a proposal formulated and presented to the Home Office if appropriate. As there may be infrastructure changes, the proposal will outline exactly what is required and the justification, with cost-benefit analysis.</p>