

Report on an unannounced inspection of the  
short-term holding facility at

# **Stansted Airport**

by HM Chief Inspector of Prisons

**10 December 2013**

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Printed and published by:  
Her Majesty's Inspectorate of Prisons  
Victory House  
6th floor  
30–34 Kingsway  
London  
WC2B 6EX  
England

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# Fact page

**Task of the establishment**

To hold immigration detainees for up to 24 hours

**Location**

Stansted Airport

**Name of contractor**

Tascor

**Last inspection**

11 August 2009

**Escort provider**

Tascor

# Overview

Stansted airport is the fourth busiest in the UK. In 2012, 17.5 million passengers passed through the airport. The airport is used by many low-cost airlines serving European destinations.

The short-term holding facility is located airside in the main terminal building. It holds passengers subject to investigation by Border Force immigration officers and those who are to be removed from the UK, having been refused entry. A few detainees are held following transfer from other places of detention in the UK.

The facility is run on behalf of Border Force by the private security contractor, Tascor.

The facility comprises a staff office and a single holding room, part of which has been partitioned off to hold families. It is staffed by two detention custody officers. In the three months before our inspection, 462 detainees had been held, including 22 children. At the time of our inspection, two detainees were held.

The facility is designed for stays of no more than 24 hours and we were concerned to find that a detainee had been held for more than 40 hours shortly before our inspection. We were similarly concerned about arrangements for protecting the dignity of detainees arriving from other places of detention in the UK. These detainees were handed over in handcuffs to facility staff at the front of the airport and escorted into the facility in full view of the public.

Facility staff did not always use interpreters to communicate with non-English speakers. This inhibited their ability to care for detainees. There was no Independent Monitoring Board for the facility.

At our last inspection, we made 29 recommendations, of which nine had been achieved, two partially achieved and 18 not achieved.

## **Stansted Airport Short-Term Holding Facility**

# About this inspection and report

Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, immigration detention facilities and police custody.

All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

All Inspectorate of Prisons reports carry a summary of the conditions and treatment of detainees, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests have been modified to fit the inspection of short-term holding facilities, both residential and non-residential. The tests for short-term holding facilities are:

**Safety** – that detainees are held in safety and with due regard to the insecurity of their position

**Respect** – that detainees are treated with respect for their human dignity and the circumstances of their detention

**Activities** – that the centre encourages activities and provides facilities to preserve and promote the mental and physical well-being of detainees

**Preparation for removal and release** – that detainees are able to maintain contact with family, friends, support groups, legal representatives and advisers, access information about their country of origin and be prepared for their release, transfer or removal. Detainees are able to retain or recover their property.

Inspectors kept fully in mind that although these were custodial facilities, detainees were not held because they had been charged with a criminal offence and had not been detained through normal judicial processes.

# Summary

## Safety

- S1 At our inspection in 2009, we made 16 recommendations in relation to this healthy establishment test, six of which had been achieved and 10 not achieved.
- S2 Most detainees arrived from flights but a number were transferred from other places of detention in the UK. Detainees were escorted in public areas. Some detainees were transferred in the middle of the night even when they did not have an early morning flight. Telephone interpretation was not used by detention custody officers (DCOs) for two detainees despite obvious need. Bullying was rare. Men and women were held together which may have left women exposed to unwanted sexual attention. Female DCOs were not always on duty. DCOs carried anti-ligature knives but had not received self-harm prevention training recently. Procedures for safeguarding adults required development.
- S3 In the three months before our inspection, 22 children had been held: 17 accompanied and five unaccompanied. We were not assured that all members of the Home Office children and young person's team had received recent safeguarding training or had undergone relevant background checks. Awareness of the national referral mechanism was poor. The Home Office did not interview children in an age-appropriate environment. The family room was merely a partitioned section of the main holding room.
- S4 Detainees returning from failed removals were routinely handcuffed. Detainees could maintain contact with existing solicitors but authority had to be sought from the Home Office before faxes could be sent.
- S5 In the three months before our inspection, 462 detainees had been held for an average of eight hours 55 minutes. One detainee had been held for over 40 hours, far more than the limit of 24 hours. Two detainees had not received written reasons for their detention (IS91R) on entering the holding room. The risk assessment section of their authority to detain (IS91) had not been completed.

## Respect

- S6 At our inspection in 2009, we made eight recommendations in relation to this healthy establishment test, one of which had been achieved, one partially achieved and six not achieved.
- S7 The décor of the holding room was tired and padding on seats was worn. The facility lacked showers and adequate washing or sleeping facilities. There was no natural light. The family room could get uncomfortably cold.
- S8 The practice of leaving the holding room door open to ease communication between DCOs and detainees had ceased shortly before our inspection. DCOs had good intentions to treat detainees with respect but did not use telephone interpretation when it was required. Detainees could practise their religion. There was no secure box to submit complaints. Detainees were offered microwave meals, snacks, and hot and cold drinks, but no fresh fruit.

## Activities

- S9 At our inspection in 2009, we made two recommendations in relation to this healthy establishment test, one of which had been achieved and one not achieved.
- S10 There were enough activities for short stays but not for detainees held for longer periods. Detainees could not go outside in the fresh air.

## Preparation for removal and release

- S11 At our inspection in 2009, we made three recommendations in relation to this healthy establishment test, one of which had been achieved, one partially achieved and one not achieved.
- S12 Most detainees were removed from the UK on release from the facility. Others were granted leave to enter or temporary admission. A number were detained further. Detainees could have property handed in by friends or relatives. Detainees could use the telephone to make external calls. There was limited information for detainees transferring to an immigration removal centre.



# Section 1. Safety

## Escort vehicles and transfers

### Expected outcomes:

**Detainees under escort are treated safely, decently and efficiently.**

- 1.1** No detainees were transferred under escort to the facility at the time of the inspection. We were told that escort vans took detainees to the busy main entrance of the airport used by passengers. All detainees were handcuffed regardless of risk and taken through the landside airport shopping area to the staff security entrance, where they were handed over to a detention custody officer (DCO). DCOs always received advance notice of transfers to the facility. Detainees were transported at night for an early flight but other detainees were often transported with them even if they had a later flight.

### Recommendations

- 1.2** Detainees should not be handed over to facility staff in view of the public and should only be handcuffed following an individual risk assessment.
- 1.3** Detainees should not be transported at night unless they have an early flight.

## Arrival

### Expected outcomes:

**Detainees taken into detention are treated with respect, have the correct documentation, and are held in safe and decent conditions. Family accommodation is suitable.**

- 1.4** The facility was usually staffed by three DCOs, but only two were on duty during our inspection. We were told that this was a common occurrence and a female member of staff was not always on duty. When this happened, a female detainee was searched by metal detector wand only.
- 1.5** In the three months before the inspection, 85% of detainees were held in the facility after arriving at the airport by plane, 10% arrived from immigration removal centres (IRCs) and 3% returned from temporary admission. The remainder arrived from other short-term holding facilities or police stations.
- 1.6** Two Italian-speaking detainees who had travelled together from Italy were held in the facility at the time of the inspection. The female detainee spoke limited English and had limited understanding of the reasons for her detention, but the male detainee did not seem to understand.
- 1.7** The two detainees were received promptly by the DCOs and given separate induction interviews in a private area. The DCOs failed to use telephone interpretation when inducting the detainees, which raised concerns about the reception, supervision and care of other detainees who did not speak English. The DCOs tried to establish rapport and communicate through gestures, but this was clearly inadequate, particularly for the male detainee (see diversity section). The detainee's telephone was confiscated, but he was not asked if he wished to make a telephone call. He was shown the toilets and television in the holding

room and asked through gestures if he wanted food or drink. No attempt was made to identify any other immediate needs, to explain procedures in the holding room or to tell him what would happen next.

- I.8** DCOs were familiar with protocols for the issue of medication and told us they were able to call a paramedic in the case of an emergency. Neither of the two detainees was asked if they were fit and well during their induction interviews.

## Recommendations

- I.9** **A female custody officer should be on duty when women or children are detained.** (Repeated recommendation I.53)
- I.10** **DCOs should routinely check if newly arrived detainees need to make a telephone call. Facilities for making and receiving calls should be clearly explained to detainees.**
- I.11** **DCOs should assess fully newly arrived detainees needs and advise them on what will happen next.**

## Bullying and personal safety

### Expected outcomes:

**Detainees feel and are safe from bullying and victimisation.**

- I.12** DCOs could not recall any recent bullying incidents. Tascor had a national anti-bullying policy, but staff were unaware of it. Staff had received initial training on anti-bullying but no refresher training for a number of years.
- I.13** There was no separate holding room for women. They sat in the family room if it was unoccupied, but the room was uncomfortable and accessible to male detainees in the main holding area (see sections on safeguarding children and accommodation, and recommendation I.31). We were told that if a female detainee felt insecure, particularly at night, a member of staff sat with her. We were not confident that a woman who spoke no English would be able to communicate her fears without the use of interpretation (see diversity section).
- I.14** DCOs had a clear view into the main holding room, and into the section partitioned off as a family room, which had large windows. The windows had privacy blinds and, if they were drawn, the family room could be viewed through CCTV monitors in the staff area.

## Self-harm and suicide prevention

### Expected outcomes:

**The facility provides a safe and secure environment which reduces the risk of self-harm and suicide.**

- I.15** Both DCOs carried anti-ligature knives. They said that incidents of self-harm were extremely rare and were recorded in the incident log. Incident records were monitored by Tascor head office.

- I.16** DCOs had received initial training in suicide and self-harm prevention but no recent refresher training. They had a reasonable understanding of how to identify and safeguard detainees at risk, although one DCO did not recognise the potential significance of missed meals. DCOs were conscious of the need to talk to, support and reassure detainees, but we were not certain that non-English speakers would be able to raise safety concerns.

## Recommendation

- I.17** **Custodial staff should receive regular refresher training in anti-bullying and self-harm prevention.** (Repeated recommendation I.26)

## Safeguarding (protection of adults at risk)

### Expected outcomes:

**The centre promotes the welfare of all detainees, particularly adults at risk, and protects them from all kinds of harm and neglect.<sup>1</sup>**

- I.18** DCOs could not recall an at-risk adult being held in the facility. There were no links with adult social services or the local safeguarding adults board. Staff completed an individual care plan for detainees with a disability. An anti-trafficking notice from Crimestoppers was displayed with a contact telephone number, but only in English.

## Recommendation

- I.19** **The Home Office and Tascor should initiate contact with the local Director of Adult Social Services and the local safeguarding adults board to develop safeguarding processes.**

## Safeguarding children

### Expected outcomes:

**The facility promotes the welfare of children and protects them from all kinds of harm and neglect.**

- I.20** During the three months before our inspection, 22 children had been held: 17 accompanied and five unaccompanied. Accompanied children were held for an average of eight hours seven minutes, with the longest period of 21 hours 35 minutes. Unaccompanied children were held for an average of 10 hours 23 minutes with the longest period of 22 hours 55 minutes. This was far too long for a child to be held without adequate washing or sleeping facilities, fresh air or natural light.
- I.21** A team of Home Office immigration officers was trained to deal with children and young people, but a member of the team was not available on every shift. We were not certain that they had all received up-to-date safeguarding training or had received background checks from the Disclosure and Barring Service. Border Force immigration staff were aware of the potential for children to be victims of trafficking but were not aware of the national referral mechanism. Social services were called to assess the age of detainees if it was in doubt.

<sup>1</sup> We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

Immigration staff reported delays in social workers attending the airport. If a detainee claimed to be a minor but their appearance strongly suggested that they were over the age of 18, a chief immigration officer could assess the detainee to be an adult and they were treated as an adult without the opinion of a qualified social worker.

- I.22** Immigration officers interviewed children in adult interview rooms which were austere. The facility did not have a separate holding room for children, but a section of the holding room had been partitioned to create a small family room (see section on accommodation). Children had to walk past adults to get in and out of the facility. The family room contained small chairs for children but none for accompanying adults. The table and chairs were too small for teenagers.
- I.23** A range of children’s toys, books, colouring books, and DVDs were available together with a Wii console in the family room. Baby change facilities with wipes and nappies were available. Care plans were completed for all accompanied or unaccompanied children held in the facility.
- I.24** Age-appropriate complaint forms were freely available in a range of languages.
- I.25** Minutes from the Tascor national child safeguarding group meeting were displayed on the office wall. The meeting was attended by representatives of Tascor, the Home Office, Barnardo’s and independent monitoring boards.

## Recommendations

- I.26 DCOs and Border Force immigration officers should receive regular refresher training in safeguarding children.**
- I.27 The Home Office children and young people’s team should be checked to enhanced level by the Disclosure and Barring Service.**
- I.28 All Border Force immigration officers should be familiar with the national referral mechanism.**
- I.29 All detainees claiming to be children should be treated as such until an independent professional assessment, usually by a social worker, confirms otherwise.** (Repeated recommendation I.6)
- I.30 Children should be interviewed in an age-appropriate environment.**
- I.31 Families with children and women should be held in separate and appropriate accommodation.** (Repeated recommendation I.7)

## Use of force

### Expected outcomes:

**Force is only used as a last resort and for legitimate reasons.**

- I.32** Force was rarely used and staff could not remember the last time it had been used spontaneously. However, detainees returning from failed removals were routinely handcuffed even when they were compliant. We reviewed documentation for a detainee who had been taken to a flight without incident and boarded. Before pullback, the detainee was taken off the flight at the captain’s request and, although compliant, he was placed in handcuffs. The

incident report noted: 'At this point the detainee was passive and compliant and was walking back without problem'. Handcuffs were not removed until the detainee returned to the facility.

## Recommendation

- I.33 Detainees should only be placed in handcuffs when the risks justify their use; as a last resort and for the minimum amount of time.**

## Legal rights

### Expected outcomes:

**Detainees are fully aware of and understand their detention. Detainees are supported by the facility staff to exercise their legal rights freely.**

- I.34** Detainees could maintain telephone contact with their solicitors. DCOs sought approval from the Home Office before allowing detainees to use the fax machine. Detainees did not have access to the internet or email (see recommendation I.72).
- I.35** Detainees without a legal representative who were claiming asylum could contact the Civil Legal Advice helpline. Notices in different languages were displayed in the facility. The helpline sign-posted asylum-seeking detainees to publicly funded immigration solicitors. Detainees who were not claiming asylum could not use this service.

## Recommendation

- I.36 Detainees should be able to send faxes to solicitors without permission being sought from the Home Office.**

## Casework

### Expected outcomes:

**Detention is carried out on the basis of individual reasons that are clearly communicated. Detention is for the minimum period necessary.**

- I.37** From September to November 2013, 462 detainees had been held. The average length of detention was eight hours 55 minutes. Staff told us that a number of detainees were held overnight, and too many detainees were held for more than 24 hours, 15 in the three months before our inspection. A few days before our inspection a detainee had been held for 40 hours 40 minutes in very poor conditions with no bed, access to a shower or proper washing facilities and no natural light. He could not spend time in the open air.
- I.38** The two detainees who were held at the time of the inspection had not been issued with an IS91R (written reasons for their detention on entering the facility) and the section of the authority to detain (IS91) detailing risk factors had not been completed correctly.
- I.39** DCOs confirmed that they would not accept a detainee into their custody without the IS91.

- I.40** Detainees facing prosecution for using false documents or arriving without a document were transferred to police custody.

### **Recommendations**

- I.41** Detainees should not be held for more than 24 hours.
- I.42** Written reasons for detention should be provided at the time of detention in a language the detainee can understand. (Repeated recommendation I.15)
- I.43** The risk factor section should be completed on detainee's authority to detain (IS91). Where there are no risks, this should be documented.

# Respect

## Accommodation

### Expected outcomes:

**Detainees are held in a safe, clean and decent environment.**

- I.44 The facility comprised a staff area and a single holding room. Staff could see into the holding room through a two-way observation window. The holding room contained enough fixed bench seats for the numbers accommodated but there was no appropriate furniture to allow detainees to sleep. A supply of blankets and pillows were cleaned each week, leaving one night when there was not enough bedding for the detainees.
- I.45 A small part of the holding room had been partitioned to act as a family room. It contained floor to ceiling glass walls on two sides with blinds for privacy and seating for children.
- I.46 The decoration was looking shabby and the thin padding on the bench seats was worn and peeling off. More informal decoration was needed to soften the environment.
- I.47 There were two toilets, a water fountain and payphone in the main holding area. There were no showers in the facility. Detainees were given a hygiene pack and were expected to wash in the toilet basins. Neither basin had a plug, but the water could be regulated to a safe warm temperature. One of the toilets contained a supply of sanitary items and a baby changer.
- I.48 There was no natural light in the facility. Strip lighting could be dimmed, but heating could not be controlled by staff. Staff heated the holding room with a fan heater plugged into a socket in the staff area, but this did not heat the family room which we were told could get uncomfortably cold.
- I.49 A booklet containing basic information about the holding facility was available in 15 languages.

## Recommendations

- I.50 **Detainees should not be held overnight without access to appropriate sleeping or washing facilities.**
- I.51 **Staff should be able to control the temperature of the holding room, including the family room.**

## Positive relationships

### Expected outcomes:

**Detainees are treated with respect by all staff, with proper regard for the uncertainty of their situation and their cultural backgrounds.**

- I.52 Staff described the importance of treating detainees with respect and of having good personal interaction with them. DCOs had recently been instructed to keep the door into the holding room closed when detainees were present. They felt strongly that it was

preferable to have the door open so that they could communicate with, supervise and care for detainees.

- I.53** While it was evident that DCOs took pride in treating detainees with dignity and respect, the failure to use telephone interpretation resulted in poorer outcomes for detainees (see section on arrival, equality and diversity, and recommendation I.59).

## Equality and diversity

### Expected outcomes:

**There is understanding of the diverse backgrounds of detainees and different cultural backgrounds. The distinct needs of each protected characteristic, including race equality, nationality, religion, disability, gender, transgender, sexual orientation, age and pregnancy, are recognised and addressed.**

- I.54** Detainees could practise their religion and religious books, prayer mats and a compass were available. The airport chaplain did not regularly visit the facility.
- I.55** Staff could not remember holding a detainee with a disability and did not know the location of the nearest toilet for people with disabilities. The facility was not appropriate for wheelchair users.
- I.56** One DCO had received recent diversity training as part of his initial training course. There was no regular refresher training on diversity.
- I.57** Tascor logs showed low usage of the telephone interpreting service for the number of detainees held in the facility. During the three months before our inspection when 462 detainees had been held, telephone interpretation had only been used 18 times.

### Recommendations

- I.58 All short-term holding facility staff should receive annual diversity refresher training.** (Repeated recommendation I.50)
- I.59 DCOs should speak to detainees in a language they understand, using telephone interpreters when necessary.**

## Complaints

### Expected outcomes:

**Effective complaints procedures are in place for detainees which are easy to access and use, in a language they can understand. Responses are timely and can be understood by detainees.**

- I.60** Complaints forms were freely available in a range of languages but the complaints box had been destroyed by a detainee a few months before the inspection. This had not been noted in the daily checks of the facility by a Home Office manager. Detainees were expected to give complaints to DCOs in envelopes, which were passed to the Home Office. In the 12 months before our inspection, only one complaint about a decision to refuse entry had been submitted.



## Recommendation

**I.61 Detainees should be able to deposit complaint forms in a secure box.**

## Catering

### Expected outcomes:

**Detainees are offered varied meals to meet their individual requirements. Food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.**

**I.62** There was a selection of microwave meals, including vegetarian and halal options, and freshly made sandwiches. Staff had access to petty cash to buy food from the airport if necessary.

**I.63** Hot and cold drinks and drinking water were available from a free vending machine in the staff office. There was a supply of biscuits and crisps in the main holding room area and the family room. No fresh fruit was provided.

## Recommendation

**I.64 Fresh fruit should be provided to detainees.**

# Activities

## **Expected outcomes:**

**The facility encourages activities to preserve and promote the mental and physical well-being of detainees.**

**I.65** There were sufficient activities for short stays. The holding room contained a suitable range of reading material in a variety of languages. There was a wide selection of DVDs which could be played on the large televisions in the main holding room and the family room. Detainees could not go out into the fresh air.

## **Recommendation**

**I.66** Detainees held for several hours should have access to an exercise area in the open air. (Repeated recommendation I.23)

# Preparation for removal and release

## Expected outcomes:

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal. Detainees are able to retain or recover their property. Families with children and others with specific needs are not detained without items essential to their welfare.**

- I.67** Detainees could arrange for property to be handed to a relative or friend, and for property to be brought in to the facility. This was not routinely explained to detainees, and staff confirmed that detainees had to ask about the possibility of an exchange. There were adequate facilities for incoming and outgoing calls, including free calls for detainees with no money.
- I.68** On leaving the facility, 53% of detainees were removed from the UK, 21% were granted leave to enter the UK and 18% were granted temporary admission. Six percent were taken to immigration removal centres (IRCs) and 2% were handed to the police.
- I.69** Detainees transferring to an IRC were given a small card with a map and contact details. No information was available on common countries of return and detainees had no access to email and the internet. There was a small stock of clothing, but it was not appropriate for removal to a cold climate.

## Recommendations

- I.70** **Detainees should be informed about the arrangements to have their property handed in and out.** (Repeated recommendation I.44)
- I.71** **Detainees should be given written information in a language they can understand explaining what will happen next, including the removal process.** (Repeated recommendation I.23)
- I.72** **Detainees should have access to the internet and emails.**

## Housekeeping point

- I.73** A range of clothing suitable for a variety of climates should be available.

## Section 2. Recommendations and housekeeping points

### Recommendations

To the Home Office

#### Safeguarding

- 2.1 The Home Office children and young people's team should be checked to enhanced level by the Disclosure and Barring Service. (1.27)
- 2.2 All Border Force immigration officers should be familiar with the national referral mechanism. (1.28)
- 2.3 All detainees claiming to be children should be treated as such until an independent professional assessment, usually by a social worker, confirms otherwise. (1.29, repeated recommendation 1.6)
- 2.4 Children should be interviewed in an age-appropriate environment. (1.30)

#### Legal rights

- 2.5 Detainees should be able to send faxes to solicitors without permission being sought from the Home Office. (1.36)

#### Casework

- 2.6 Detainees should not be held for more than 24 hours. (1.41)
- 2.7 Written reasons for detention should be provided at the time of detention in a language the detainee can understand. (1.42, repeated recommendation 1.15)
- 2.8 The risk factor section should be completed on detainee's authority to detain (IS91). Where there are no risks, this should be documented. (1.43)

### Recommendations

To the escort contractor

#### Escort vehicles and transfers

- 2.9 Detainees should not be handed over to facility staff in view of the public and should only be handcuffed following an individual risk assessment. (1.2)
- 2.10 Detainees should not be transported at night unless they have an early flight. (1.3)

## Recommendations To the Home Office and facility contractor

### Safeguarding

- 2.11** The Home Office and Tascor should initiate contact with the local Director of Adult Social Services and the local safeguarding adults board to develop safeguarding processes. (1.19)
- 2.12** DCOs and Border Force immigration officers should receive regular refresher training in safeguarding children. (1.26)
- 2.13** Families with children and women should be held in separate and appropriate accommodation. (1.31, repeated recommendation 1.7)

### Accommodation

- 2.14** Detainees should not be held overnight without access to appropriate sleeping or washing facilities. (1.50)

### Activities

- 2.15** Detainees held for several hours should have access to an exercise area in the open air. (1.66, repeated recommendation 1.23)

### Preparation for removal and release

- 2.16** Detainees should have access to the internet and emails. (1.72)

## Recommendations To the facility contractor

### Arrival

- 2.17** A female custody officer should be on duty when women or children are detained. (1.9, repeated recommendation 1.53)
- 2.18** DCOs should routinely check if newly arrived detainees need to make a telephone call. Facilities for making and receiving calls should be clearly explained to detainees. (1.10)
- 2.19** DCOs should assess fully newly arrived detainees needs and advise them on what will happen next. (1.11)

### Self-harm and suicide prevention

- 2.20** Custodial staff should receive regular refresher training in anti-bullying and self-harm prevention. (1.17, repeated recommendation 1.26)

## Use of force

- 2.21** Detainees should only be placed in handcuffs when the risks justify their use; as a last resort and for the minimum amount of time. (1.33)

## Accommodation

- 2.22** Staff should be able to control the temperature of the holding room, including the family room. (1.51)

## Equality and diversity

- 2.23** All short-term holding facility staff should receive annual diversity refresher training. (1.58, repeated recommendation 1.50)
- 2.24** DCOs should speak to detainees in a language they understand, using telephone interpreters when necessary. (1.59)

## Complaints

- 2.25** Detainees should be able to deposit complaint forms in a secure box. (1.61)

## Catering

- 2.26** Fresh fruit should be provided to detainees. (1.64)

## Preparation for removal and release

- 2.27** Detainees should be informed about the arrangements to have their property handed in and out. (1.70, repeated recommendation 1.44)
- 2.28** Detainees should be given written information in a language they can understand explaining what will happen next, including the removal process. (1.71, repeated recommendation 1.23)

## Housekeeping point

- 2.29** A range of clothing suitable for a variety of climates should be available. (1.73)

# Section 3. Appendices

## Appendix I: Inspection team

Colin Carroll  
Deri Hughes-Roberts

Inspector  
Inspector

## Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy establishment. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided.

### Safety

#### **Detainees are held in safety and with due regard to the insecurity of their position.**

- 3.1 A free telephone call should be routinely offered to detainees and access or refusal should be documented. (1.13)  
**Not achieved**
- 3.2 Detainees should have access to a health care check within 24 hours of arrival. (1.18)  
**Not achieved**
- 3.3 Copies of the generic information booklet about the holding facility should be freely available to detainees in the holding room. (1.22)  
**Achieved**
- 3.4 The child protection policy should be agreed with the local area child protection committee or local safeguarding board. (1.3)  
**Not achieved**
- 3.5 Detainee custody officers should receive regular refresher training in safeguarding children. (1.4)  
**Not achieved**
- 3.6 All detainees claiming to be children should be treated as such until an independent professional assessment, usually by a social worker, confirms otherwise. (1.6)  
**Not achieved** (recommendation repeated, 1.28)
- 3.7 UKBA should have a constant dialogue with local social services, informing them of the times that children have been held for lengthy periods to ensure that, if detained at all, children are held for the minimum possible period. (1.10)  
**Not achieved**
- 3.8 Families with children and women should be held in separate and appropriate accommodation. (1.7)  
**Not achieved** (recommendation repeated, 1.30)
- 3.9 Custodial staff should receive refresher training in anti-bullying and suicide prevention (1.26)  
**Not achieved** (recommendation repeated, 1.16)
- 3.10 There should be an assessment of ways to minimise ligature points in the holding area, without removing important facilities for detainees or affecting the decor. (1.30)  
**Achieved**



- 3.11** All staff should carry ligature knives. (I.31)  
**Achieved**
- 3.12** All incidents relating to potential or threatened self-harm, even if apparently minor, should be recorded for monitoring purposes. (I.32)  
**Achieved**
- 3.13** All detainees subject to the use of force should have a routine medical examination. (I.17)  
**Achieved**
- 3.14** The facility should display notices with up-to-date information on sources of specialist legal advice in a range of languages. (I.35)  
**Achieved**
- 3.15** Written reasons for detention should be provided at the time of detention in a language the detainee can understand. (I.15)  
**Not achieved** (recommendation repeated, I.41)
- 3.16** Standard information on the reasons for detention (IS91R) form should be updated and in a range of languages. (I.36)  
**Not achieved**
- 3.17** A published policy should be available to detainees, outlining the circumstances likely to give rise to prosecution under Section 2 of the Asylum and Immigration (Treatment of Claimants) Act and corresponding legal safeguards, including access to legal advice. (I.56)  
**Not achieved**

## Respect

**Detainees are treated with respect for their human dignity and the circumstances of their detention.**

### Recommendations

- 3.18** There should be adequate sleeping and showering arrangements for detainees held overnight. (I.39)  
**Not achieved**
- 3.19** Information on the definition of a racist incident should be displayed in a range of languages in the holding room along with advice on how to repeat one. (I.47)  
**Not achieved**
- 3.20** An assessment of the impact of policies on different religious, ethnic and cultural groups should be conducted. (I.48)  
**Not achieved**
- 3.21** All short-term holding facility staff should receive annual diversity refresher training. (I.50)  
**Not achieved** (recommendation repeated, I.57)
- 3.22** The disability policy should relate specifically to Stansted, and a designated disability officer should be appointed. (I.52)  
**Not achieved**

- 3.23** A female custody officer should be on duty when women or children are detained. (I.53)  
**Partially achieved** (recommendation repeated, I.9)
- 3.24** All holding rooms should have a menu of food items on offer, translated into common languages, or with pictures, indicating halal, vegetarian and vegan options. (I.54)  
**Achieved**

## Activities

**The centre encourages activities and provides facilities to preserve and promote the mental and physical well-being of detainees.**

### Recommendations

- 3.25** Detainees held for several hours should have access to an exercise area in the open air. (I.23)  
**Not achieved** (recommendation repeated, I.65)
- 3.26** The holding room should contain a suitable range of reading material in different languages and should contain more information in a range of languages. (I.42)  
**Achieved**

## Preparation for removal and release

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal.**

### Recommendations

- 3.27** Detainees should be given written information in a language they can understand explaining what will happen next, including the removal process. (I.23)  
**Partially achieved** (recommendation repeated, I.70)
- 3.28** There should be a stock of basic clothing for detainees who need a change of clothing. (I.40)  
**Achieved**
- 3.29** Detainees should be informed about the arrangements to have their property handed in and out. (I.44)  
**Not achieved** (recommendation repeated, I.69)