

SERVICE IMPROVEMENT PLAN – HMIP INSPECTION OF ALBANIAN CHARTER FEB 2023

A	Concern Addressed By	HMIP Key Concerns	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1	Home Office	Detainees were not fully informed of the details of their removal. Most detainees did not know what time they would be collected or when they would arrive at their destination.	<p>The Home Office is not required to disclose departure and arrival times in charter removal directions but does provide those being returned on Charters with the date of the flight, the destination country, destination city and if applicable any transit points of the charter.</p> <p>Release of further flight information could lead to potential disruption in view of information about the charter programme that is already in the public domain.</p>
2	Escorting Provider Home Office	Detainees spent up to seven hours on coaches. This added to the stresses on the more vulnerable of them.	<p>Advance parties and dynamic deployment of coaches was introduced in 2022 which reduced waiting time on coaches. In collaboration with internal and external stakeholders, Mitie C & C will complete a review to determine additional methods to reduce time on coaches by July 2023. This review will also consider the more vulnerable individuals.</p> <p>Individuals are spoken with individually before being placed on a vehicle, with staff taking time to ensure there is an understanding of what is taking place and that property and personal searching processes are undertaken appropriately before being placed on a coach.</p> <p>If there is a large group of individuals, this can lead to the first individual waiting on the coach significantly longer than others. This timescale can also be extended when staff are dealing with residents who are demonstrating non-compliance, or when last minute cancellations occur.</p> <p>Once residents are on the coach, they can be provided with activity packs to help pass the time.</p>
3	Escorting Provider Home Office	Although some staff referred to detainees by their names, many still used their manifest numbers only, which was impersonal.	<p>Mitie C&C staff are reminded during the muster briefing to use resident names where possible. A reference list for identification purposes has been introduced. This confirms which order individuals leave the coach prior to boarding the aircraft. This new process has improved the use of names for individuals.</p> <p>Occasionally manifest numbers may need to be vocalised to ensure the right individuals are present (as it can be difficult to hear over background noise when a name is stated, therefore we must ensure that the right individuals are being removed). Where manifest numbers are still required, staff are reminded to also use the individual's name.</p> <p>Where staff are found to be referring to detained individuals using the manifest number alone, this will be addressed by managers informally in the first incidence.</p> <p>Home Office Contract Monitors and internal C&C Auditors are aware of this concern and ensure that this is audited in their observations and subsequent reports, with action being taken in conjunction with Mitie C & C to address this.</p>
4	Home Office Escorting Provider	Interpretation was not used sufficiently. Not all centres had interpreters on site, and they were not always used appropriately.	<p>The Home Office is reviewing the processes which are used to identify interpretation needed for individuals being returned by charter flights.</p> <p>The availability of the telephony service can sometimes be limited, depending on the time of day and current demand (this is an international market).</p> <p>A reminder will be given to all relevant parties that the Coach Commander must maintain the lead and not expect the interpreter to explain important procedural information themselves.</p>