

SERVICE IMPROVEMENT PLAN – HMIP INSPECTION OF LARNE, MANCHESTER, YARL'S WOOD RSTHFs

Rec No	Recommendation Addressed to	Primary Theme	Secondary Theme	HMIP Recommendation	Accepted / Partially Accepted / Not Accepted	Progress Complete / Partially Complete / Not Complete	Action Taken / Proposed	Expected Completion Within [6/12/18 Months]
5.1	Home Office and Facility Contractor <b>(Larne House)</b>	Respect	Accommodation and facilities	<b>Recommendation 2.23:</b> The improvements to the communal areas should be extended to the bedrooms, to give a simple but adequate private space. <b>(Larne House)</b>	Accepted	Partially Complete	It is accepted that the bedroom furniture is beginning to show its age and that further changes could be made to improve the comfort offered to residents.  Consideration is now being given to revamping the bedrooms and Mitie Care & Custody (Mitie C&C) have been working with IRC establishments to better understand their in-room provisions and have obtained quotes from specialist furniture suppliers to refurbish the bedrooms. This is currently being considered by the Home Office and Mitie C&C.	12 months
5.2	Home Office <b>(All Centres)</b>	Safety	Legal Rights	<b>Recommendations 2.16, 3.27, and 4.32:</b> Detainees should be issued with an IS91R form in a language that they can understand. <b>(All centres)</b>	Not Accepted	N/A	Those detained are provided with a copy of the reason for detention form (IS91R) which is only available in English. It is not feasible or cost effective to have the forms completed in all languages.  A range of interpreting facilities are available to mitigate for this including telephone interpreting or face to face qualified interpreters.  Staff are aware of the need to use interpreter services if required to explain the content of the form in more detail.	N/A
5.3	Home Office <b>(Larne House)</b>	Respect	Respectful Treatment	<b>Recommendation 2.30, repeated recommendation 1.16:</b> Men and women should be held separately. <b>(Larne House)</b>	Partially Accepted	Partially Complete	Accommodation changes are currently being planned at Larne House, which will provide for a separate contained wing for women, with single occupancy bedrooms and a separate association room. This project is currently at the quotation stage.  There are separate bedrooms for men and women and the bedroom corridor where women are accommodated is covered by CCTV. This CCTV is monitored 24/7 by the reception Detainee Custody Officers (DCO) and can also be monitored in the custody office. There is an additional communal area which is shared by men and women during the day. The communal accommodation is continually monitored by DCOs. Should a woman not wish to socialise with men in the communal area there is a bedroom with its own television that can be used for this purpose whenever possible.	18 months
5.4	Home Office <b>(All Centres)</b>	Preparation for Removal and Release	Communications	<b>Recommendations 2.36, 3.45 and 4.63:</b> Detainees should be permitted access to social media. <b>(All centres)</b>	Not Accepted	N/A	The provision of internet access is an important means of helping those detained to remain in contact with family, friends and legal representatives and to prepare for removal.  Detention Services Order (04/2016) on access to the internet was published in May 2016 and does not currently permit access to social networks.  The Home Office undertook a pilot at selected immigration removal centres on the use of Skype and similar platforms. Following this pilot, video calling has been rolled out to immigration removal centres across the detention estate.	N/A
5.5	Home Office <b>(Manchester Airport)</b>	Safety	Safeguarding Adults and Personal Safety	<b>Recommendation 3.19:</b> On site Home Office staff should maintain a record of referrals to the NRM. <b>(Manchester Airport)</b>	Not Accepted	N/A	Data is held on National Referral Mechanism (NRM) referrals and is available via <a href="https://www.gov.uk/national-referral-mechanism-statistics">National Referral Mechanism statistics - GOV.UK (www.gov.uk)</a>  These are not site specific due to the nature of how referrals can be made.	N/A

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5.6	Home Office (Yarl’s Wood)	Safety	Safeguarding Adults and Personal Safety	<b>Recommendation 4.22:</b> Home Office asylum screening interviews should be held as promptly as possible following detainees’ arrival. (Yarl’s Wood)	Accepted	Completed	The National Asylum Intake Unit (NAIU) Operational Planning Hub has been created to centralise the allocation of resource to support NAIU’s priorities, including processing asylum registrations of those who are detained within Yarl’s Wood RSTHF for this purpose.  Further work is proposed around the resource modelling for NAIU, ensuring sufficient uplift to process those arrivals in the future, supported also by ongoing continuous improvement programmes within NAIU.	N/A
5.7	Home Office (Yarl’s Wood)	Safety	Safeguarding children	<b>Recommendation 4.25:</b> The Home Office should ensure that its practice at Dover complies with its duty to safeguard and promote the welfare of children arriving in the UK, so that children are not taken to places of adult detention. (Yarl’s Wood)	Accepted	Partially completed	The operational response to the significant increase in small boats arrivals has been reviewed to ensure that it is consistent and compliant with clear guidance for all officers. It is reasonable to expect that this guidance and process will be in place before the end of this calendar year.  In the meantime, on days of significant numbers of arrivals, we will prioritise unaccompanied asylum-seeking children (UASCs) by ring-fencing resources in the Kent Intake Unit (KIU). Notwithstanding operational pressures we will work to promptly screen UASCs as quickly as possible.  In addition, officers from the National Asylum Intake Unit will attend Tug Haven going forward in order to undertake initial age assessments and support other Home Office departments in ensuring that only adults are transferred to the Midlands Intake Unit.  At the Tug Haven facility, we continue to prioritise the welfare of UASCs, families and vulnerable adults. Processes have been regularly reviewed to ensure our duty is appropriately discharged. Recent unprecedented numbers of arrivals have seriously challenged our capability across the board at Tug Haven. The opening of the additional site at the Western Jet Foil has relieved some of that pressure and improved conditions.	6 months
5.8	Home Office (Yarl’s Wood)	Safety	Legal Rights	<b>Recommendation 4.31:</b> Clear records of each individual detainee, and the amount of time that individuals spend in detention, should be maintained (Yarl’s Wood)	Not Accepted	N/A	Records are held and maintained by the facility contractor that record the amount of time individuals spend within the centre.	N/A
5.9	Home Office (Yarl’s Wood)	Safety	Legal Rights	<b>Recommendation 4.33:</b> Detention should be authorised individually, and this should be based on a risk assessment and clear authority to detain. (Yarl’s Wood)	Accepted	In Progress	The Home Office has established an internal Continuous Improvement Committee in order to review and improve upon working practices in response to these pressures arriving from migrants arriving on small boats and ensure that procedures relating to detention of small boat arrivals are compliant with policy and legal requirements.	6 months
5.10	Home Office (Yarl’s Wood)	Safety	Legal Rights	<b>Recommendation 4.34:</b> The Home Office should hold surgeries to inform detainees about their detention. (Yarl’s Wood)	Accepted	In Progress	We will review the current induction and screening processes and materials provided to individuals held at Yarl’s Wood RSTHF to ensure that those in detention understand why they are detained and how they can find out more information about their immigration status.	6 months

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5.11	Facility Contractor (Larne House)	Safety	Arrival and Early Days in Detention	<b>Recommendation 2.5, repeated recommendation 1.7:</b> Reception interviews should be conducted in private. (Larne House)	Partially Accepted	Partially Complete	Mitie C&C will undertake a formal review to identify where improvements can be implemented to ensure privacy of residents during the Reception Interview Process.  Currently efforts are made to maintain the privacy and dignity of residents in the facility, however the Senior Leadership Team (SLT) for Mitie C&C will formally review this process so that residents can be afforded maximum privacy.	6 months
5.12	Facility Contractor (Larne House)	Safety	Safeguarding Adults and Personal Safety	<b>Recommendation 2.10:</b> Staff should record regular information about the person's behaviour and frame of mind in every Vulnerable Adult Care Plan. (Larne House)	Accepted	Partially Complete	Staff have been reminded of the importance of asking and recording relevant questions to ensure that pertinent information is being recorded in Vulnerable Adult Care Plans (VACP).  A quality assurance process is already in place for VACPs, which will now be reviewed to ensure that standards are consistently being achieved.	6 months
5.13	Facility Contractor (Larne House)	Safety	Safeguarding Adults and Personal Safety	<b>Recommendation 2.11, repeated recommendation 1.19:</b> Onsite managers should be able to retrieve and review closed-circuit television footage easily. (Larne House)	Partially Accepted	Complete	A process is in place for all holding rooms and residential short term holding facilities to routinely view recorded CCTV following a request to the Home Office. Where CCTV needs to be reviewed urgently emergency access procedures are in place and can be implemented. Detention Services Order 04/2017 on Surveillance Camera Systems provides relevant guidance for staff.	N/A
5.14	Facility Contractor (Larne House)	Preparation for Removal and Release	Communications	<b>Recommendation 2.37, repeated recommendation 1.39:</b> The entrance to the facility should be signposted for visitors. (Larne House)	Accepted	Complete	2 signs have been purchased and erected. One sign is placed outside of the facility and the second sign is on the entrance gate, located within the grounds.  This work was carried out on 16th November 2021	N/A
5.15	Facility Contractor (Manchester Airport)	Safety	Arrival and Early Days in Detention	<b>Recommendation 3.9:</b> Reception interviews should take place in private. (Manchester Airport)	Accepted	Not Started	Mitie C&C will undertake a formal review of how private interviews for all residents arriving at the facility can be introduced.  It is proposed that the handling of property will still take place as per the current process at reception, however after the resident has undertaken a private search in the dedicated area, they will be shown into a private room whereby the reception interview can be conducted in private, on a one to one basis.  Telephone facilities are available in the interview rooms to access the translation service should it be required.  Currently all healthcare consultations are completed in private in the healthcare room with the door shut. Regular quality assurance visit(s) will test compliance.	6 months
5.16	Facility Contractor (Manchester Airport)	Safety	Safeguarding Adults and Personal Safety	<b>Recommendation 3.18:</b> Mitie Care and Custody should make sure that detainee custody officers are aware of the National Referral Mechanism (NRM), to identify and support potential victims of trafficking. (Manchester Airport)	Accepted	Complete and Ongoing	There is a module dedicated to the National Referral Mechanism (NRM) that is taught to all new DCOs on their Initial Training Course (ITC).  Mitie C&C will liaise with their Training Department to ensure this also forms part of the DCO refresher training delivered on an annual basis.  A 'Notice to Staff' detailing guidance and policy links on the NRM was issued to all Mitie C&C operational staff in October 2021. This will be re-issued on a quarterly basis hereafter.	6 months

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5.17	Facility Contractor <b>(Manchester Airport)</b>	Safety	Safeguarding Adults and Personal Safety	<b>Recommendation 3.20:</b> Only female detainee custody officers should check women’s rooms at night. <b>(Manchester Airport)</b>	Partially Accepted	Partially Complete	<p>The normal expectation is that only female DCOs will carry out welfare checks in the women’s bedroom accommodation. Only in exceptional circumstances would checks be undertaken by a male officer.</p> <p>If at any time there are female resident(s) in the facility and no female staff are available, the resident will be informed that during the specified hours a male officer will carry out the welfare check. Evidence of this information will be recorded on the Mitie MEDS IT system (notes made in the Welfare Section).</p>	6 months
5.18	Facility Contractor <b>(Yarl’s Wood)</b>	Respect	Respectful Treatment	<b>Recommendation 4.59:</b> Health care staff should collect data on Rule 32 appointments that are missed and on IS91 Part C information they send to the Home Office, for effective analysis of any trends. <b>(Yarl’s Wood)</b>	Accepted	Complete	A log and process have been put in place by the local healthcare team to collect data on missed Rule 32 appointments and IS91 Part C forms.	N/A