

SERVICE IMPROVEMENT PLAN – HMIP INSPECTION OF OVERSEAS CHARTER FLIGHT TO SWEDEN AND ROMANIA

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 months]
7.1	Home Office	Safety	Preparation and departure from removal centres	Rule 35 reports should be prepared and responded to promptly. Priority consideration should be given to detainees with removal directions. (4.14)	Partially Accepted	Partially Complete	<p>The number of Rule 35 appointments with GPs have been increased in order to reduce the waiting time for appointments. Appointments are currently available within 5 working days although this is subject to a number of operational factors.</p> <p>Whilst there is no obligation on the Home Office to suspend enforcement action where a healthcare appointment has been scheduled but no report has been made (as no representations nor grounds which may be relevant to the immigration matter have been submitted or received); Detention Engagement Teams (DETs) will proactively seek to engage with anyone impacted by delays in Healthcare appointments, to establish whether they require assistance in making any representations via the mechanism of s.120 of the Nationality, Immigration and Asylum Act 2002.</p> <p>Prioritising those with flights is not considered the right course of action as it would mean that those without imminent flights will have to wait longer for an appointment. Given the primary purpose of the assessment is to consider the appropriateness of detention, appointments remain allocated in order of arrival date/time.</p>	6 Months
7.2	Home Office	Safety	Preparation and departure from removal centres	Risk information and vulnerabilities, including for detainees with disabilities, should be effectively communicated to escort staff. (4.15)	Accepted	Not Complete	The Home Office and its custodial partners will review the sharing of information with escort staff to see where this can be enhanced.	6 Months
7.3	Home Office, IRC Supplier (Serco and Mitie)	Safety	Preparation and departure from removal centres	<p>When detainees are moved within the IRC, the risks should be managed without the distracting presence of large numbers of other people. (4.16, repeated recommendation 4.10)</p> <p>Repeated Recommendation</p>	Accepted	Partially Complete	<p>All detained individuals are moved within the immigration removal centre in line with COVID- 19 protocols and numbers of staff members are to be kept to a minimum yet ensuring adequate supervision.</p> <p>Only the required number of staff should be present to effect a safe, secure, and ultimately successful charter return. The process of 'leaving the centre' has been shown to be a flashpoint for disruption and staff presence in number is there for the safety and security of all those concerned. We do acknowledge that there is a balance to achieve in this respect and concerted effort is being made to achieve this, which we hope will be seen in any subsequent inspection.</p>	6 Months

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7.4	Home Office, IRC Supplier (Serco and Mitie)	Safety	Security, order and personal safety	<p>Practical measures for the prevention of infection should be clearly communicated and followed. (4.26)</p> <p>Repeated Recommendation</p>	Accepted	Partially Complete	<p>Mitie Care and Custody will continue to introduce further COVID-19 controls to the workplace, including but not limited to protective screens, floor markings, hand washing stations and signage, within Spectrum House.</p> <p>To ensure there is always adequate PPE available, all escorting officers are issued PPE packs at muster. Mitie Care and Custody now include a separate supply of PPE for each coach to cover collection up to and including boarding for both officers and those detained.</p> <p>Where handwashing is not available, an adequate supply of hand sanitiser is made available for officers and those detained, who will be encouraged to sanitize.</p> <p>Those detained will be offered a fresh mask for travel. This will be recorded on the Person Escort Record (PER).</p> <p>Briefings will now include the mandatory use of PPE where social distancing cannot be maintained and the disposal of PPE.</p> <p>The Mitie Security Team Leader will also be appointed Safety Officer for the charter, they will monitor the mandatory COVID-19 controls compliance and be the focal point for any staff PPE or COVID-19 issues for lessons learnt</p> <p>Muster Briefing Form and Charter Checklists are being adjusted to cover more COVID-19 and PPE arrangements.</p> <p>Social distancing will be reinforced within the centres for both those detained and staff prior to movement to the reception area. Adequate PPE will be available and as part of the supplier's operational order staff will be advised to make use of PPE, as well as those in detention.</p>	6 Months
7.5	Home Office & Escorting Contractor	Safety	Safeguarding adults and personal safety	Interpreters should be used promptly to help de-escalate situations, before the use of force is needed, whenever possible. (4.27)	Accepted	Partially Complete	<p>The importance of verbal communication to de-escalate situations is well understood. Where required and subject to availability, interpreters should always be used to support communication between officer and detainee.</p> <p>Interpreters are identified as part of the muster briefing to ensure all staff have awareness of the resource, to be used whenever the service is considered required.</p>	6 Months
7.6	Home Office & Escorting Contractor	Respect	Physical conditions and property	Escorts should be coordinated, to minimise unnecessary wait times. (5.5)	Accepted	Partially Complete	<p>Muster times are planned based on the full or initial manifest numbers that are provided. As the charter deadline approaches, there are often reductions in the manifest numbers at a very late stage of planning/mustering.</p> <p>All reasonable efforts will be made to realign muster times with updated manifest numbers however there are a large number of stakeholders (Home Office, interpreters, medics, IMB, centre contractors, coach suppliers, overseas staff) involved and last-minute changes are not always feasible in such complex operations.</p> <p>All effort is made to minimise discomfort and unnecessary waiting times with each checkpoint in the journey coordinated with a number of suppliers and agencies.</p>	6 Months

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7.7	Home Office & Escorting Contractor	Respect	Respectful treatment	Detainees should be referred to in their hearing by name, and not by a number alone. (repeated recommendation 5.11) Repeated Recommendation	Partially Accepted	Partially Complete	<p>A detained person will not be referred to by a number and will always be respectfully referred to by their name, in any direct communication between officer and the detained person.</p> <p>The use of the manifest number is used at certain key stages of the operation, as this ensures an accurate and effective way of quickly identifying an individual. Although perhaps in earshot, this is not intended for the detained person and is exclusively for the purpose of those managing the return.</p>	6 months