

SERVICE IMPROVEMENT PLAN - UNANNOUNCED INSPECTION OF SCHEDULED FLIGHT TO TURKEY

Rec No	Recommendation Addressed to	Primary Theme	Secondary Theme	Repeated Recommendation	HMIP Recommendation	Accepted / Partially Accepted / Not Accepted	Progress Complete / Partially Complete / Not Complete	Action taken / proposed	Expected completion within [6/12 months]
6.1	Home Office	Respect	Respectful Treatment	N	Detainees should be told how to make complaints or submit comments about Home Office or escort staff during or after the removal. (4.11)	Accepted	Partially complete	<p>The Home Office operates a comprehensive complaints system, which is widely advertised throughout the immigration detention estate. Complaints can be made about any aspect of the service and against any custodial providers. Complaint forms are available to detainees at all stages during the removal process.</p> <p>As part of the staff briefing, escorts will be reminded to inform detainees of the complaint's procedure and a prompt will now be added to the briefing form</p> <p>Home Office published guidance, Detention Services Order 3/2015 (Handling Complaints) is currently under review. The review will seek to strengthen processes identified in independent inspection and monitoring findings to ensure the continuous improvement of the complaint handling and the experience of detainees.</p>	6 months
6.2	Home Office & Escorting Contractor	Preparation for Removal and Release	Preparation for Reintegration	N	Detainees should receive information about their destination country, including the help and support that is available on their return, before their removal. They should also receive help to make contact with sources of support and advice. (5.6)	Accepted	Not complete	<p>Where a detainee requires specific post-arrival assistance, this will have been flagged in advance by the case owner in connection with the Detention Engagement Teams (DET) at the appropriate IRC.</p> <p>Where appropriate, depending on the type of removal, arrangements will have been made by the case owner, Returns Logistics and Home Office staff at the arrival destination to ensure that immediate needs are met, for example a supply of medication for example a supply of medication for an appropriate period arranged by the Healthcare provider in the IRC.</p>	12 months
6.3	Escorting Contractor	Safety	Preparation & Departure from Removal Centres	N	Briefings should be comprehensive and include all relevant information regarding the detainees' risks and vulnerabilities. (3.13)	Accepted	Not complete	<p>During the main muster the Team Leader (TL) will complete a briefing to cover numerous aspects of the Scheduled Flight. This will include advising escorts of the individual detainee risks and vulnerabilities, which are available to them, as detailed on the movement order.</p> <p>The information provided to escorts is required to meet GDPR and Medical confidentiality therefore not all information held by the Home Office can be provided to the escorts.</p>	12 months
6.4	Escorting Contractor	Safety	Safeguarding Adults & Personal Safety	N	Escorts should not lay hands on detainees without a specific cause, justified in writing in each individual case. (3.19)	Accepted	Partially Complete	<p>There is a presumption against physical contact being used during an escorted move, and officers should never initiate contact without valid reason.</p> <p>The guiding hold is the lowest level technique under HOMES and is used to escort a detainee through or away from an insecure area to ensure the safety and security of the detainee and other personnel.</p> <p>The formal recording of 'guiding holds' was introduced in December 2019 and each use of this technique must now be justified in writing.</p> <p>In addition, there are 1st and 2nd Line assurance processes within Detention & Escorting Services (DES) with regard to Use of Force.</p>	6 months

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6.5	Escorting Contractor	Safety	Safeguarding Adults & Personal Safety	N	PERs should be completed thoroughly. (3.20)	Accepted	Partially Complete	<p>The person escort record (PER) should contain detailed meaningful information and escorts are reminded of the importance of ensuring complete information is recorded during the initial muster briefing.</p> <p>The Detainee Escort Records DSO 01/19 was published in April 2019 and replaced DSOs 12/2005 - Detainee transferable document and warrant of detention form, DSO 13/2007 - Updating of Part C risk assessment and DSO 18/2012 - Person Escort Record (PER).</p> <p>The information provided to escorts is required to meet GDPR and Medical confidentiality therefore not all information held by the Home Office can be provided to the escorts</p>	6 months
6.6	Escorting Contractor	Respect	Respectful Treatment	N	Medical information should be handled in confidence. (4.10)	Accepted	Partially Complete	<p>Access to medical records is governed by Detention Service Order 01/2016, which is being reviewed in light of the new General Data Protection Regulations.</p> <p>Medical escorts (paramedics) accompany scheduled flights when necessary to provide appropriate medical care and support to detainees.</p> <p>Medical escorts are responsible for the safeguarding of medical information during removal and as far as reasonably practical will take steps to manage the risk of inadvertently disclosing sensitive information to non-medically trained staff.</p> <p>There will be occasions where confidential medical notes will need to be read in close proximity of escorting staff.</p> <p>There is a presumption in these circumstances that staff will act with professionalism and integrity and not read information they have no right to access.</p>	6 months