

	Concern Addressed By	HMIP Concern	Home Office Response to HMIP Concern	Expected completion within
1	Home Office	<p>Priority concern</p> <p>While the length of detention had reduced at all the sites, it remained too long for many. A child had been held for 51 hours at Manston and adults at KIU Folkestone had been detained for up to 33 hours.</p>	<p>Partially Accept</p> <p>Border Force aim to keep detention to the shortest length of time possible, prioritising young and vulnerable people however there will be occasions where, due to the complexity of cases or safeguarding concerns, individual stays may go beyond normal expectations. Border Force's overriding consideration, as with all cases of the young and vulnerable, is to ensure the provision of appropriate, safe and secure accommodation.</p> <p>Extensions beyond 24 hours in a short-term holding facility, in exceptional circumstances, with the appropriate level of authority, are covered by the short-term holding facility rules.</p> <p>Action Taken Border Force has a dedicated detention management team in place in Manston responsible for monitoring detention periods and ensuring that necessary detention reviews are carried out. When arrivals are due to exceed their detention limit, a detention extension is requested at the appropriate level and individuals are provided with the necessary legal documents. This has been enabled by improvements to IT systems, additional staff training and stand-up calls to coordinate contractors to ensure arrivals are processed efficiently through the system.</p> <p>Action proposed Length of detention will continue to be monitored as part of business as usual activity and second line assurance.</p>	N/A as ongoing
2	Home Office	<p>Priority concern</p> <p>Border Force did not always explore safeguarding concerns sufficiently in interviews with adults and children, and child safeguarding referrals were not always made when necessary.</p>	<p>Accept</p> <p>Border Force takes its safeguarding responsibilities extremely seriously and has already made progress in rolling out additional bespoke training and the provision of materials to support the safeguarding role. Border Force accepts however that there is more work to be done to ensure that appropriate governance structures and robust assurance processes are in place.</p> <p>Action Taken Border Force has a network of safeguarding leads in place across the small boats operation to support colleagues in this important area of work. To build on existing safeguarding knowledge, a 3 day bespoke safeguarding training package continues to be rolled out to all officers, further supplemented by a suite of reference documents, including process maps, guides and a National Referral Mechanism (NRM) information gathering tool, boosting the quality of information gathered.</p> <p>Action proposed A safeguarding working group was established in July 2024, comprising leads from across the small boats operation, to assess the current position of the safeguarding response and identify improvements to the process taking into account operational efficiencies.</p> <p>This will include</p> <ul style="list-style-type: none"> • An overarching safeguarding strategy for small boat arrivals – December 2024 • Options for governance structures at strategic and tactical levels – December 2024 • Audit and assurance options for the end to end response – December 2024 • Proposals for reporting products – January 2025 	<p>Dec 2024 – strategy & options paper</p> <p>Jan 2025- proposals for reporting product</p>

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3	Home Office	<p>Priority concern</p> <p>The large number of different service providers at Western Jet Foil and Manston created risk and problems, including the failure to ensure that detainees had fresh air or a bed during longer periods of detention.</p>	<p>Accept</p> <p>Border Force accepts that a large number of service providers across the small boats operation can at times result in challenges to the process. Work is in hand address this. With regard to the example of ensuring fresh air and beds are provided, at WJF arrivals are not detained but in Manston, the marquees and RHR do have access to fresh air areas and beds are available in the RHR for longer stays but it is agreed that ensuring their use is appropriately maximised can be improved.</p> <p>Action Taken: In addition to routine contract monitoring, detention provision is reviewed regularly at governance meetings to mitigate any risks. End to end process reviews are currently being carried out with the three medical providers to ensure effective handover of patient care. New IT solutions are also being explored with commercial teams to align the medical recording of all three practitioners,</p> <p>In terms of improved use of outside areas, instructions to contractors have been issued but action has to be balanced against the fact that generally people are moving through the system quickly or want to rest after the trauma of their journey.</p> <p>Action proposed: Work has been taken forward with commercial partners to procure a one supplier contract which will oversee all suppliers on site across the small boats operation. It is expected that this will go live in 2026 and provide a more coherent end to end service.</p>	2026
4	Home Office	<p>Priority concern</p> <p>Many detainees did not understand what was happening to them because of a lack of professional interpretation at key moments of their detention.</p>	<p>Partially Accept</p> <p>Border Force is committed to providing professional interpreting services across the operation, whether this is using face to face interpreters or electronic translation devices. There are operational, logistical and financial implications with sourcing face to face interpreters and as such they are prioritised for induction and asylum screening. These mitigations reduce the operational risk and allow staff to identify any potential vulnerabilities and safeguarding issues. Elsewhere in the process, electronic translation devices are used, however a review of current provision will be taken forward by a newly established Interpretation & Translation working group.</p> <p>Action Taken:</p> <p>All arrivals are offered face to face interpretation services at Kent Intake Unit (KIU) and Manston and checks are in place to ensure claimants understand everything that is asked of them before and during the screening/welfare interview.</p> <p>Display information screens are also positioned in all areas. The displays in holding rooms have been further enhanced to ensure wordings (displayed in the top 10 languages of arrivals), are succinct and provide key process information in its simplest format, including timeframes, rights and process information. Should arrivals have any questions or concerns, staff have access to translation devices and the use of translation services to be able to communicate effectively.</p> <p>Action proposed: An Interpretation & Translation working group has now been commissioned. The Group, which will comprise members from across small boat operations, will review the current position of interpretation & translation provision against an assessment of need and will identify improvements that are required to ensure adequate provision and operational effectiveness.</p>	November 2024

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5	Home Office	Key concern Induction and initial interviews to identify individual risks and needs were not always private and they were not age appropriate for children at KIU Dover.	Partially Accept Action Taken: The KIU has established processes that takes into consideration the risks and needs of all children in its care. Action proposed: On arrival at the facility, children are registered by its contractors and directed to wait in the holding room. This registration process is brief and seeks to determine the individual's details. It is accepted that the section of the facility where the Mitie Care and Custody registration process takes place could be made more private. We will seek to address this by the end of 2024. All welfare interviews however, are conducted by a Border Force officer with the use of a face to face interpreter and are always held in a private interview room.	Dec 2024
6	Home Office	Key concern There were not enough accurate safeguarding data to assess the performance of different parts of Border Force in identifying vulnerability.	Accept Border Force has made significant process in the way it manages data. The SBOC Data Cell (SBDC) is now established and ingests, scrutinises and reconciles complex historical data and supports the development of reporting and assurance requirements. However, Border Force accepts there is more work to be done to ensure effective capture and reporting of safeguarding data across the small boats operation. Action Taken: An enhanced safeguarding assurance pilot is being run across WJF and Manston, with a deep dive into 15% of safeguarding referrals to assure whether safeguarding referrals have been made and actioned in line with operating instructions and if they have been correctly updated to home office systems. A safeguarding working group was also established in 10 July 2024, comprising leads from across the small boats operation, to assess the current position of the safeguarding response and identify improvements to the process taking into account operational efficiencies. Action proposed: The safeguarding working group is already taking forward a number of workstreams and deliverables including:. <ul style="list-style-type: none"> • The appointment of a senior safeguarding lead across the small boats operation – November 2024 • An overarching safeguarding strategy for small boat arrivals – December 2024 • Options for governance structures at strategic and tactical levels – December 2024 • Audit and assurance options for the end to end response – December 2024 • Proposals for reporting products – January 2025 	Nov 24 – Appointment of a senior Safeguarding Lead Dec 24 – Strategy & Governance Paper and assurance options Jan 25 – proposals for reporting products

SERVICE IMPROVEMENT PLAN – HMIP REPORT ON AN UNANNOUNCED INSPECTION OF STHFS AT WESTERN JET FOIL, MANSTON AND KENT INTAKE UNIT 1 – 12 July 2024

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7	Home Office & Service Providers	Key concern Residential accommodation was not used enough for those being detained for more than 24 hours.	<p>Accept</p> <p>Border Force accepts that the Residential Holding Room (RHR) at Manston could be used more extensively. However, at times where a person is to be allocated an onward move within or close to the 24hrs limit, then use of the RHR may be limited.</p> <p>Action Taken:</p> <p>The RHR is dynamically used to assist the operation and process flow through Manston and allows the small boats operation to better meet the needs of those arrivals who may be detained for up to 96hrs, in accordance with the Short-Term Holding Facility Rules 2018, such as those with more complex cases.</p> <p>Continued work and development of the RHR is ongoing to ensure the facility provides the operation with a flexible response where detention in excess of 24 hours is likely.</p> <p>Action proposed:</p> <p>A facilities project is currently being taken forward to incorporate an induction and discharge facility within the RHR to provide a more streamlined process for those who may require onsite screening or engagement with off site agencies. This is currently at the scoping stage with proposals expected November 2024 and commencement in January 2025.</p>	Jan 2025
8	Home Office & Service Providers	Key concern Facilities for medical isolation at Western Jet Foil remained unfit for purpose	<p>Reject</p> <p>Border Force consider that the three isolation facilities at WJF are suitable, given the current physical constraints at the site and ensures that when isolation is required, following identification of any communicable diseases, they are used for the shortest time possible. All three units have been reviewed by external Health bodies and any concerns addressed.</p>	N/A
9	Home Office & Service Providers	Key concern Detainees were given no opportunity to write down contact numbers to make calls to family and friends before their phones were confiscated.	<p>Accept</p> <p>Border Force has a process in place to ensure that detained persons can write down contact numbers or have them added to their electronic record before their phones are stored with their belongings in property bags in readiness for their transportation to Manston. However, in view of HMIP findings, staff will be reminded of the process to be followed.</p> <p>Action proposed:</p> <p>Staff will be reminded of the importance of asking arrivals to take down contact numbers that they will need before their phone is stored with their other belongings.</p>	Nov 2024
10	Home Office & Service Providers	Key concern Child safety seats were not provided in the regularly used transport vehicles.	<p>Partially Accept</p> <p>Border Force use private hire vehicles and third party contractor vehicles when children require transportation from Western Jet Foil, Kent Intake Unit and Manston. We are working with our third party contractor to ensure compliance with contractual obligations to provide/use appropriate safety seats and will separately explore current arrangements in place with private taxi hire.</p>	January 2025