

Report on an unannounced full follow-up
inspection of the non-residential short-
term holding facility at:

Becket House

14 December 2009

by HM Chief Inspector of Prisons

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Overview

Becket House is the UK Border Agency's (UKBA's) enforcement centre for south east London and the local reporting centre for people whose applications are being processed. The reporting centre and holding rooms were open six days a week. People were either detained from the reporting centre or after they were picked up at home or in the community by an arrest team based at Becket House. The facility was run for the UKBA by Group 4 Securicor (G4S). G4S staff also worked at the nearby Communications House short-term holding facility (STHF).

There were two adjoining holding rooms, one for single adults and the other for families. The holding room logs between August and October 2009 showed that 255 people had been detained, including 39 children (15%) and 59 women (23%).

There was little recorded oversight by UKBA managers. An Independent Monitoring Board was being established, but routine visits had not yet started.

Of the 22 recommendations from the previous inspection, four were achieved, six were partially achieved and 12 were not achieved. We have made 33 further recommendations.

Inspected: 14 December 2009

Last inspected: 17 January 2007

Inspectors

Hindpal Singh Bhui

Martin Kettle

Colin Carroll

The healthy establishment summary

HE.1 The concept of a healthy prison was introduced in our thematic review *Suicide is Everyone's Concern* (1999). The healthy prison criteria have been modified to fit the inspection of short-term holding facilities, both residential and non-residential. The criteria for short-term holding facilities are:

Safety – detainees are held in safety and with due regard to the insecurity of their position

Respect – detainees are treated with respect for their human dignity and the circumstances of their detention

Activities – detainees are able to be occupied while they are in detention

Preparation for release – detainees are able to keep in contact with the outside world and are prepared for their release, transfer or removal.

HE.2 Inspectors kept fully in mind that although these were custodial facilities, detainees were not held because they had been charged with a criminal offence and had not been detained through judicial processes.

Safety

HE.3 Escort and holding room staff communicated with each other before detainees arrived. One escort vehicle inspected had not been cleaned or restocked with food before taking detainees from Becket House. Detainees were offered a free call on arrival, but this was not in private.

HE.4 There were no posters in the holding room advising detainees how to get legal advice, although one was put up in the main room during the inspection. It was not easy for detainees to fax documents and there was no information about the facility to do so. Immigration staff visited the holding room regularly, but there was little evidence of formal recorded oversight and monitoring. There was no independent monitoring of the facility, although an Independent Monitoring Board was being formed.

HE.5 Thirty-nine children had been held between August and October 2009. UKBA staff had received child protection training, most delivered through e-learning resources. It was not considered adequate by the immigration staff we spoke to. Detainee custody officers (DCOs) received some initial training in child protection issues, but no refresher training. Their awareness of child protection policy and procedures was limited. All DCOs were cleared through the Criminal Records Bureau to the enhanced level, but it was not clear whether this also applied to all UKBA staff.

HE.6 There had been one recent self-harm incident. An anti-ligature knife was kept in the staff area, but was not routinely carried. DCOs did not receive refresher training in anti-bullying or suicide prevention. Staff could not remember any incidences of bullying. We were told that women might be held in the family room, but separation was not routinely offered.

Respect

- HE.7** The standard of accommodation was reasonable and the facility was due for redecoration. The toilet contained a sanitary bin, sanitary towels and baby change facilities. Families had to go through the main holding room to use the toilet in the adjoining room.
- HE.8** There was no information available in the family room and the general G4S information sheet about detention displayed in the main room was hidden from sight. Some religious texts were available for detainee use in the main holding room. Staff said no detainees with disabilities had been held in the facility and there was no local designated disabilities officer.
- HE.9** Male and female staff were normally on duty. Staff were decent and caring and detainees in the holding room said they were treated with respect. Staff had little knowledge of some basic procedures and policies.
- HE.10** The complaints box was not regularly emptied. Detainees did not have free access to complaint forms and staff were unaware that such forms existed.
- HE.11** Hot and cold meals were of reasonable quality for short-term detention. Food and drink were offered to detainees on arrival and further drinks were available on request.

Activities

- HE.12** The holding rooms had televisions and a few books, but few in languages other than English. There were few newspapers. A portable DVD player and a range of DVDs were available for children, along with some toys in the family room and more in the store room. There was no access to fresh air

Preparation for release

- HE.13** Detainees could receive incoming calls. Detainees could keep their own mobile telephones as long as these complied with UKBA criteria; loan telephones were provided if they did not. Information cards in English were available for detainees being transferred to an immigration removal centre. Staff were unsure whether or not property could be handed in for detainees.

Section 1: Progress on recommendations

Recommendations

to the BIA (now the UK Border Agency)

- 1.1 When people are taking medication, detaining immigration officers should check and record dosage instructions and whether it might be allowed in-possession, for the benefit of successive custodians as well as detainees. (1.5)
Not achieved. There was no evidence that detaining immigration officers checked, recorded or made a decision on medication carried by detainees at the time of their detention. Staff said detainees were never allowed medications in possession. If a detainee wanted to take medication they had brought into Becket House, staff checked with the telephone triage service before issuing the required dose.
We repeat the recommendation.
- 1.2 There should be regular, documented supervision of the holding room by on-site immigration managers (1.13)
Not achieved. Immigration managers had recorded visits to the holding room, often in response to specific situations requiring monitoring of decisions, but the visits were not regular and there were sometimes long gaps between them. The book used to monitor visits contained only three entries on 18 November, 20 November and 11 December.

Further recommendation

- 1.3 There should be routine supervision of the facility by senior immigration staff to check that conditions of detention are appropriate, casework is properly progressed and detainees are kept informed. These visits should be recorded.
- 1.4 Custodial staff should ask paramedics attending any incident to record their assessment of a detainee's condition in writing and sign it. This should then be attached to incident reporting documentation. (1.25)
Not achieved. Attendance by medical professionals was recorded in the narrative sections of incident reports, no records were completed by the paramedics themselves.
We repeat the recommendation.

Recommendations

to the facility contractor

Escorts, vans and transfers

Additional information

- 1.5 Detainees still comprised those detained in the reporting centre in the building and those brought in by arrest teams. The vast majority were transferred to an immigration removal centre (IRC), usually Yarl's Wood, but some were located in police custody suites overnight.
- 1.6 IS91 authorities to detain were correctly completed and staff did not accept detainees without one. Escort staff provided holding room staff with relevant information before detainees arrived

at Becket House. A caged van that arrived to transfer a detainee during the inspection had not been tidied or restocked since its previous use and no refreshments were available, although the detainee was given a sandwich as he left. A non-caged vehicle was used for transporting families. Detainees said escort staff were polite and respectful.

Further recommendation

- 1.7 Escort vans should be tidied and re-stocked with refreshments and other required items after every journey.

Arrival and accommodation

- 1.8 **The doors between the holding room and the toilet should permit privacy. (1.14)**
Not achieved. The doors still had six-inch gaps above and below and there was still no other barrier between the toilet and the main room. Detainees were not allowed enough privacy to preserve dignity.
We repeat the recommendation.
- 1.9 **Toilets should be fitted with seats, clearly designated for separate male and female use, and include a baby change and sanitary bin. (1.15)**
Achieved. Seats had been fitted, permanent signs indicated the male and female toilets, a drop-down baby change shelf had been installed and there was a sanitary bin.
- 1.10 **The uniwash units should be checked regularly to ensure they are in full working order. (1.16)**
Not achieved. Staff said checks were carried out, but the soap dispensers in both toilets were not working. Staff were aware of this and appeared to regard it as an insoluble problem.
We repeat the recommendation.

Additional information

- 1.11 The accommodation was reasonable and unchanged. The family room adjacent to the main holding room had been decorated with a frieze and stickers of cartoon characters, but these were worn and peeling. The walls were grubby. The door linking the two holding rooms remained open as the only toilets and payphone were in the main room. The family room was therefore not fully separate from the main room. No information was displayed or available in the family room. Both holding rooms contained a television and water fountain. The bookcase in the main room had been removed after a detainee had torn part of it off and used it as a weapon. The few books were laid on the windowsill. The payphone now received incoming calls, although the number was not clearly displayed.

Further recommendations

- 1.12 The holding rooms should be redecorated and the family room made suitable for children with materials that are durable and can be cleaned.
- 1.13 The family room should be self-contained.
- 1.14 The telephone number for incoming calls should be clearly displayed.

Duty of care

- 1.15 **Custodial staff should receive refresher training in anti-bullying and suicide prevention procedures. (1.23)**
Not achieved. Staff had received initial training, but no refresher training.
We repeat the recommendation.
- 1.16 **Items such as belts and scarves should be removed from detainees only after risk assessment. (1.24)**
Partially achieved. Managers had instructed staff to remove belts and scarves only following a risk assessment, but staff said such items were removed automatically.

Further recommendation

- 1.17 Clothing and other items should be removed from detainees only on the basis of individual risk assessment.

- 1.18 **Incident reports should be completed in full. (1.26)**
Achieved. There was a single use of force incident report from Becket House relating to a self-harm incident in September 2009 (see additional information). Incident reports included full statements from those involved and the line manager's review section was completed. The area/operations manager's section was not filled in on the incident report form, but was recorded separately and seen by inspectors.

Additional information

Bullying

- 1.19 Staff had a clear view into both holding rooms, but the fact that men and women were sometimes held together increased the chances of women feeling intimidated. Staff did not routinely offer women the opportunity to go into the family room when it was not in use.

Suicide and self-harm

- 1.20 A recent self-harm incident involved a detainee who had been in the holding room for almost eight hours and refusing food. When he was told escorts had arrived to take him to Colnbrook IRC, he entered the toilets, removed his belt and wrapped it around his neck. Concerned about how long he had been in the toilet and that he failed to respond to their calls, the DCOs entered the cubicle and used force to remove the belt. He was taken to a chair in the holding room, where the DCOs and a chief immigration officer spoke with him, but got little response. He and three DCOs left in the escort vehicle about half an hour later, going on to collect another detainee from nearby Communications House. A few minutes after leaving there, he again attempted to strangle himself using the seat belt. The DCOs stopped him and returned to Communications House. The detainees were later taken to Colnbrook on different vehicles and arrived there about 1.5 hours later.
- 1.21 The detainee had entered the holding room at 10am but the line manager's initial review indicated that a movement order had not arrived until 1.5 hours later. This detailed important risk information, including a previous hanging attempt in an IRC and previous food refusal. It was unclear whether this information had been available to holding room staff. The incident reports did not make clear the extent of the injuries caused by the two self-harm attempts.

Paramedics were not called at the earliest possible point and there was no evidence of medical assessment before his arrival at Colnbrook, which was three hours after his first self-harm attempt and where he would have had to wait for an initial health screen.

- 1.22 An anti-ligature knife was attached to the first aid box in the staff area and was within easy reach of staff. Staff did not routinely carry ligature knives and getting the knife from the staff area risked wasting valuable time in an emergency.

Further recommendations

- 1.23 Unrelated men and women should be held separately.
- 1.24 Full risk information should accompany detainees brought into the holding area.
- 1.25 Health assessments should be conducted as soon as possible after a use of force or attempt at self-harm.
- 1.26 All staff should carry ligature knives.

Childcare and child protection

- 1.27 **The G4S child protection policy should be agreed with the local safeguarding children board as soon as possible. (1.30)**
Not achieved. The G4S standard child protection policy was displayed in the staff area, but had not been agreed with the local area child protection committee or local safeguarding children board.
We repeat the recommendation.
- 1.28 **Staff in contact with children should receive appropriate child protection training. (1.31)**
Partially achieved. DCOs had received some basic initial training in child protection, but no refresher training. They had minimal awareness of the G4S child protection policy and said they would inform immigration officers of any concerns about the detention of children. The referral process for any child protection concerns was clearly outlined for DCOs on a flow chart on the wall of the main office. G4S was in the process of designing ongoing child welfare training. Immigration staff had received child protection training approved by the local safeguarding children board, mostly delivered through a basic e-learning package. The family team at Becket House received additional classroom-based training lasting up to a day, but one senior member of staff said this was inadequate partly because it did not include role play. Family arrest teams did not receive specific practical training in how to communicate with children and how to manage children and families differently from single adults.

Further recommendations

- 1.29 Detainee custody officers should receive regular and evaluated refresher training in child protection.
- 1.30 The effectiveness of the current child protection training delivered to UK Border Agency staff should be evaluated, taking into account the views of frontline practitioners.
- 1.31 Family arrest teams should receive specific training on how to communicate with and manage children in these situations.

Additional information

- 1.32 Thirty-nine children had been detained in the three months from August to October 2009. The average stay for children was three hours 31 minutes, with a longest stay of 11 hours 20 minutes. Nine children had been held for more than five hours. Thirty-two had been taken to Yarl's Wood IRC, two to Tinsley House IRC and five had been released on temporary admission.
- 1.33 A family team covering central London was based at Becket House and we were told that closer working relationships had been developed with caseworkers to help manage family cases quickly. Families were picked up only if removal directions were already in place, but judicial reviews, where they did not lead to release, usually led to prolonged detention. The current system inevitably led to longer periods of detention for families regardless of the efficiency of immigration staff, with consequences for the welfare of children. The UKBA did not keep statistics on the cumulative length of detention for children.

Further recommendation

- 1.34 The UK Border Agency should keep statistics on the cumulative length of detention for children.

Legal rights

- 1.35 **All detainees should be offered a free private telephone call and be allowed to fax documents to legal representatives. This should be documented. (1.34)**
Partially achieved. Detainees were offered a telephone call on entering the holding room, either using their own mobile telephones or the office telephone, although the latter's lead did not stretch into the holding room so calls were unlikely to be private. By local agreement, G4S staff did not allow detainees to use their fax machine and instead referred any requests made after completion of the immigration interview to the UKBA. UKBA managers said such requests were accommodated. Routing fax requests through the UKBA seemed unnecessarily time-consuming and was likely to cause further anxiety for detainees at an already difficult time. These avoidable delays could also have had an impact on detainees' legal cases, including for one detainee during the inspection who needed to fax documents to legal representatives very quickly as escorts had arrived to put him on a flight scheduled to leave that evening. Free telephone calls and faxes were not recorded.

Further recommendations

- 1.36 Detainees should be offered a free telephone call on a suitable telephone that allows for privacy.
- 1.37 Detainees should be able to fax documents to legal representatives on request from the fax machine in the holding area, reducing unnecessary delays and anxiety.
- 1.38 **Reasons for detention and accompanying information, including the possibility of applying for bail and sources of legal advice, should be explained in full in a language understood by the detainee. (1.35)**
Partially achieved. We observed one man who had reported that day going into an interview with an immigration officer to learn that he was being detained. The interview lasted less than two minutes. He told us afterwards that he was clear about the reasons for his detention, but

he had not understood that he could appeal or access legal advice (see below).
We repeat the recommendation.

1.39 Information on display in the holding room should include possible sources of independent, specialist legal advice. (1.36)

Not achieved. There was no information about sources legal advice in either holding room and staff could not locate any. A poster was put on display in the main holding room on the day of inspection, but neither of the two numbers advertised (for the Immigration Advisory Service and for Refugee and Migrant Justice) was able to provide immediate access to advice. The IS91R reasons for detention form also listed these contact details and some information about bail rights, but in English only. A detainee who wanted advice before his proposed removal that evening rang the Detention Advice Service and finally got the advice he wanted.

Further recommendations

1.40 Information on display in the holding room should include a range of possible sources of independent, specialist legal advice. These should be checked and updated regularly.

1.41 Standard information on the IS91R reasons for detention form should be in a range of languages.

Casework

Additional information

1.42 Between August and October 2009, 255 people had been detained, including 59 women and 39 children. The average length of detention was three hours 53 minutes. Forty-six people had been held for more than six hours, with the longest single period of detention being 11 hours 20 minutes. Eighty-two detainees went to Yarl's Wood IRC, 48 to the Port of Dover STHF and eight to police stations. Twenty-six were temporarily admitted and most of the rest went to other IRCs.

1.43 UKBA and G4S staff appeared to have good working relationships and DCOs said immigration staff in the family team were willing to provide advice on the management of children. Immigration staff regularly came to the facility, but there was little recorded systematic supervision (see paragraph 1.2). An Independent Monitoring Board was been formed, but had not yet started regular visits.

Positive relationships

Additional information

1.44 Staff were respectful and helpful to detainees. One man detained before our unannounced arrival said he had been treated well and another man detained later in the day was similarly positive. However, staff had little knowledge of some basic procedures or potentially helpful information such as legal information and complaints procedures. A detainee welfare board had useful information, including minutes of G4S detainee welfare meetings, but there was little evidence it had been read.

Further recommendation

- 1.45 Staff should familiarise themselves with basic holding room procedures and policies.

Diversity

- 1.46 **Custodial staff should receive refresher training in race relations and diversity policy and procedures. (1.42)**
Not achieved. Staff received initial training in race relations and diversity, but no regular refresher training.

Further recommendation

- 1.47 Staff should receive regular training in diversity that takes account of the particular experiences of asylum seekers and refugees.

Additional information

- 1.48 A telephone interpreting service had been used 37 times in the previous six months. A Qur'an in English and Arabic, a bible in English and a prayer mat were available for detainees to use in the main holding room. A qiblah was available on request. Families had to request religious texts or go to the main holding room to get them. Staff were not aware of any diversity impact assessments. A national G4S disability lead was available for advice, but staff could not remember any detainees with disabilities being held.

Further recommendations

- 1.49 Religious texts should be available in the family room.
- 1.50 Diversity impact assessments should be completed.

Facility rules

- 1.51 **IND staff should be informed whenever force or control and restraint are used and detainees subject to control and restraint should be seen by a healthcare practitioner as soon as is practicable (1.47)**
Partially achieved. UKBA staff were informed when force or control and restraint were used and incidents were reviewed. The attendance of a medical professional was recorded in the narrative section of incident reports, but there was no signed record of a medical assessment following any use of force. Staff said healthcare practitioners were called only when injury appeared to have occurred.

Further recommendation

- 1.52 Detainees subject to control and restraint should be seen by a healthcare practitioner as soon as practicable and the practitioner should record their assessment.

Additional information

- 1.53 A copy of the national G4S information sheet for detainees, in 15 languages, was present in the main holding room, but was hidden behind laminated sheets giving advice about complaints.

Further recommendation

- 1.54 The G4S information sheet should be freely available to detainees.

Complaints

- 1.55 **Multi-lingual complaint forms should be freely available to detainees.**
Not achieved. The standard multilingual UKBA complaints forms were not freely available in the holding rooms. The general information sheet about detention (see above) included complaints, but simply advised detainees to speak to staff. Staff did not know that complaints forms existed and thought detainees had to use blank paper.
We repeat the recommendation.

Further recommendation

- 1.56 Staff should be trained in the complaints process.

Additional information

- 1.57 There was a prominent complaints box in the main holding room, but it was not regularly emptied by UKBA staff. When opened, it contained a sheet of paper with a name on it, but no other information.

Further recommendation

- 1.58 The complaints box should be emptied every day by UK Border Agency staff.

Services

- 1.59 **Women should have access to sanitary towels without having to ask staff. (1.52)**
Achieved. Sanitary towels were available in the women's toilet and the stock was checked regularly.
- 1.60 **Hot food should be available. (1.53)**
Achieved. Microwaveable meals stored at room temperature were available.

Additional information

- 1.61 Food was stored conveniently and appropriately in the staff area. Sandwiches were provided with a reasonable range of fillings to meet the most common dietary requirements and the supply was renewed daily. Stocks of healthy snacks and crisps had run out. There was no

system to comment on or complain about food. Detainees could keep their own money. Sanitary products and nappies were freely available.

Further recommendations

- 1.62 A supply of snack foods, including healthy options, should be available at all times.
- 1.63 Detainees should be able to write complaints or comments on food in their own language and these should be regularly checked by a manager.

Activities

- 1.64 **The holding rooms should contain newspapers, books, notices and other reading material in a range of different languages. (1.56)**
Partially achieved. There was a Spanish newspaper and several illustrated recipe books in Spanish. The selection appeared to have developed by chance rather than by planned purchase.

Further recommendation

- 1.65 A selection of relevant books in a range of languages should be available to detainees.
- 1.66 **The feasibility of creating a secure outside area for detainee use should be explored. (1.57)**
Not achieved. Although the UKBA had considered the feasibility of creating a secure outside area, there was no evidence that costed options had been formulated or considered. Detainees did not have access to fresh air, even though some spent substantial periods in the holding room. A small fenced outside vehicle area was used by staff for short breaks and could have been adapted to be made suitable for detainees to use under supervision.

Further recommendation

- 1.67 Detainees held for more than a few hours should have access to the open air.

Additional information

- 1.68 The televisions in both holding rooms were adequate and there was a portable DVD player with a few DVDs suitable for children, a simple electronic game and children's activity packs. A notice in the family room stated in English that toys and games were available on request and staff said these were always offered to children of appropriate age. There was a basket of toys suitable for small children, some cheap well-used puzzle books, a large but grubby soft toy, a sticker book with no stickers and a few odd jigsaw pieces.

Further recommendation

- 1.69 The supply of children's toys should be renewed and regularly refreshed.

Preparation for release

- 1.70 Arrangements should be in place to allow detainees to recover or arrange for the disposal of their property and detainees should be informed of this. (1.60)
Not achieved. Staff said detainees were very occasionally allowed to hand out or receive property through family or friends, but there was no routine provision for this. The 72-hour period of detention that most detainees had at an IRC before removal was considered sufficient for personal belongings to be delivered or collected. However, some IRCs were some distance away and there was little obvious reason for this restriction at Becket House. **We repeat the recommendation.**

Additional information

- 1.71 No visits were allowed. No spare clothing was available. Suitable zipped bags were issued to detainees who needed them. Small cards giving brief information about the IRC a detainee was being transferred to were given out.

Further recommendations

- 1.72 Detainees should be able to receive visits.
- 1.73 Spare clothing should be available for issue in case of need.

Section 2: Summary of recommendations

The following is a list of further recommendations included in this report. The reference numbers in brackets refer to the paragraph location in the main report.

Recommendations	To UKBA
<hr/> Escorts, vans and transfers <hr/>	
2.1	When people are taking medication, detaining immigration officers should check and record dosage instructions and whether it might be allowed in-possession, for the benefit of successive custodians as well as detainees. (1.1)
<hr/> Arrival and accommodation <hr/>	
2.2	There should be routine supervision of the facility by senior immigration staff to check that conditions of detention are appropriate, casework is properly progressed and detainees are kept informed. These visits should be recorded. (1.3)
<hr/> Duty of care <hr/>	
2.3	Full risk information should accompany detainees brought into the holding area. (1.24)
<hr/> Childcare and child protection <hr/>	
2.4	The effectiveness of the current child protection training delivered to UK Border Agency staff should be evaluated, taking into account the views of frontline practitioners. (1.30)
2.5	Family arrest teams should receive specific training on how to communicate with and manage children in these situations. (1.31)
2.6	The UK Border Agency should keep statistics on the cumulative length of detention for children. (1.34)
<hr/> Legal rights <hr/>	
2.7	Reasons for detention and accompanying information, including the possibility of applying for bail and sources of legal advice, should be explained in full in a language understood by the detainee. (1.38)
2.8	Standard information on the IS91R reasons for detention form should be in a range of languages. (1.41)
<hr/> Complaints <hr/>	
2.9	The complaints box should be emptied every day by UK Border Agency staff. (1.58)

Recommendations

To UKBA and facility contractor

Arrival and accommodation

- 2.10 The holding rooms should be redecorated and the family room made suitable for children with materials that are durable and can be cleaned. (1.12)

Duty of care

- 2.11 Unrelated men and women should be held separately. (1.23)

Activities

- 2.12 Detainees held for more than a few hours should have access to the open air. (1.67)

Preparation for release

- 2.13 Detainees should be able to receive visits. (1.72)

Recommendations

To the facility contractor

Arrival and accommodation

- 2.14 The doors between the holding room and the toilet should permit privacy. (1.8)
- 2.15 The uniwash units should be checked regularly to ensure they are in full working order. (1.10)
- 2.16 The family room should be self-contained. (1.13)
- 2.17 The telephone number for incoming calls should be clearly displayed. (1.14)

Duty of care

- 2.18 Custodial staff should ask paramedics attending any incident to record their assessment of a detainee's condition in writing and sign it. This should then be attached to incident reporting documentation. (1.4)
- 2.19 Custodial staff should receive refresher training in anti-bullying and suicide prevention procedures. (1.15)
- 2.20 Clothing and other items should be removed from detainees only on the basis of individual risk assessment. (1.17)
- 2.21 Health assessments should be conducted as soon as possible after a use of force or attempt at self-harm. (1.25)

- 2.22 All staff should carry ligature knives. (1.26)

Childcare and child protection

- 2.23 The G4S child protection policy should be agreed with the local safeguarding children board as soon as possible. (1.27)
- 2.24 Detainee custody officers should receive regular and evaluated refresher training in child protection. (1.29)

Legal rights

- 2.25 Detainees should be offered a free telephone call on a suitable telephone that allows for privacy. (1.36)
- 2.26 Detainees should be able to fax documents to legal representatives on request from the fax machine in the holding area, reducing unnecessary delays and anxiety. (1.37)
- 2.27 Information on display in the holding room should include a range of possible sources of independent, specialist legal advice. These should be checked and updated regularly. (1.40)

Positive relationships

- 2.28 Staff should familiarise themselves with basic holding room procedures and policies. (1.45)

Diversity

- 2.29 Staff should receive regular training in diversity that takes account of the particular experiences of asylum seekers and refugees. (1.47)
- 2.30 Religious texts should be available in the family room. (1.49)
- 2.31 Diversity impact assessments should be completed. (1.50)

Facility rules

- 2.32 Detainees subject to control and restraint should be seen by a healthcare practitioner as soon as practicable and the practitioner should record their assessment. (1.52)
- 2.33 The G4S information sheet should be freely available to detainees. (1.54)

Complaints

- 2.34 Multi-lingual complaint forms should be freely available to detainees. (1.55)
- 2.35 Staff should be trained in the complaints process. (1.56)

Services

- 2.36 A supply of snack foods, including healthy options, should be available at all times. (1.62)
- 2.37 Detainees should be able to write complaints or comments on food in their own language and these should be regularly checked by a manager. (1.63)

Activities

- 2.38 A selection of relevant books in a range of languages should be available to detainees. (1.65)
- 2.39 The supply of children's toys should be renewed and regularly refreshed. (1.69)

Preparation for release

- 2.40 Arrangements should be in place to allow detainees to recover or arrange for the disposal of their property and detainees should be informed of this. (1.70)
- 2.41 Spare clothing should be available for issue in case of need. (1.73)

Recommendation

To the escort contractor

Escorts, vans and transfers

- 2.42 Escort vans should be tidied and re-stocked with refreshments and other required items after every journey. (1.7)