

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

## **Lunar House, Croydon**

7 June 2012

by HM Chief Inspector of Prisons

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# Overview

The UK Border Agency's (UKBA's) short-term holding facility at Lunar House comprises two holding rooms separated by an office for detainee custody officers. It is run on behalf of UKBA by Reliance.

During the three months before our inspection, 253 detainees had been held. Nearly all were detained after attending the asylum screening unit at Lunar House, a reporting venue for those wishing to claim asylum. Most asylum seekers are housed in the community where their claims are processed through the new asylum model. Cases that can be decided quickly are managed through the detained fast track procedure. Following a screening interview and consideration by the fast track intake unit, those deemed suitable for fast track are held in the short-term holding facility before transfer to an immigration removal centre.

Compared with other short-term holding facilities, detainees were held for relatively short periods of time. The average length of detention was three hours four minutes, with the longest being seven hours and 45 minutes. Three detainees were held during our inspection. At the time of the inspection, the Independent Monitoring Board had not been able to start visits.

## **Lunar House, Croydon**

Inspected: 7 June 2012

Last inspected: 7 June 2009

## **Inspectors**

Colin Carroll

Bev Alden

# The healthy custodial establishment

- HE.1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, immigration detention facilities and police custody.
- HE.2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the UN Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.
- HE.3 The concept of a healthy prison was introduced in this inspectorate's 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.4 The purpose of this inspection was to follow up the recommendations made in our last inspection of 2009 and assess the progress achieved. 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

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- HE.5 Detainees boarded escort vehicles in a public area. Male and female detainees were transported separately. Detainees entered the facility before being served with their reasons for detention. There were no regular checks or oversight of the facility by an immigration officer. Authority to detain paperwork (IS91) was served but the risk assessment section was not always completed. Detainees were given bail application forms (B1) and written reasons for detention (IS91R), but in English only. Information about legal services was out of date.
- HE.6 Detainees could not send faxes but staff helped detainees to call legal representatives. Detainees generally had good access to telephones but those without a mobile or funds were not routinely offered a free call.

- HE.7 Children were no longer held in the facility.
- HE.8 There had been a recent attempt by a detainee to hang himself. Staff had reacted quickly to this incident and a paramedic arrived swiftly. However, detainee custody officers (DCOs) did not routinely carry anti-ligature knives and did not receive regular refresher training in anti-bullying and suicide and self-harm prevention.
- HE.9 Detainees subject to use of force were not routinely checked by a health care professional unless there were obvious signs of injury. There were no use of force incidents in the three months before our inspection. DCOs received annual refresher training in control and restraint techniques.

## Respect

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- HE.10 The smaller holding room was used by the UK Border Agency (UKBA) to interview detainees, which meant that men and women were not held separately. The décor in the holding rooms was shabby. A toilet door could not be locked and the toilets had no seats.
- HE.11 DCOs were polite and greeted detainees on arrival. UKBA officers used interpreters but DCOs did not use interpreters with the same detainees. DCOs had not undergone refresher diversity training. There was no ongoing programme of equality impact assessments.
- HE.12 Complaints forms were available in foreign languages but not in English. The complaints box was not emptied for up to a month at a time. DCOs routinely offered food and drinks.

## Activities

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- HE.13 Detainees could practise their religion. There was insufficient reading material in foreign languages. Detainees could not go outside. Televisions in the two holding rooms did not work. Detainees could not receive visitors.

## Preparation for release

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- HE.14 Detainees could receive property from friends or family. In the three months before our inspection, about three quarters of detainees left the facility for Harmondsworth or Yarl's Wood immigration removal centres where their asylum claims would be considered under the fast track procedures. Detainees were not routinely handcuffed on departure and boarded escort vehicles in a public area.

# Section 1: Progress on recommendations

## Recommendations

To UKBA

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### Arrival and accommodation

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- 1.1 The holding room should be visited each day by an immigration manager, and part of the visit should include a check on the welfare of detainees held. (1.26)

**Not achieved.** A log was kept of visits undertaken by an immigration officer. The last visit had taken place two months previously in April 2012. We were told that when visits did occur, they did not always include a conversation with detainees to check on their welfare.

**We repeat the recommendation.**

### Casework

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- 1.2 Written copies of the reasons for detention should be given in a language that the detainee understands. (1.40)

**Not achieved.** Detainees were given written reasons for detention (IS91R) but only in English. UKBA staff explained the reasons for detention with interpretation where necessary.

**We repeat the recommendation.**

### Additional information

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- 1.3 The authority to detain (IS91) form was issued to all detainees. It was completed correctly apart from the risk assessment section, which in one case was left blank. DCOs told us this was an ongoing problem.
- 1.4 UKBA served the reasons for detention after detainees entered the facility. We observed a detainee being interviewed by an UKBA officer. The officer was polite and addressed the detainee as 'sir', explaining: 'You are going to be detained so your claim can be heard quickly'. He gave the detainee the IS91R (see paragraph HE.5) and explained that he was being detained because he was an overstayer because he had stayed longer than his visa permitted. The detainee was given a bail application form (B1).
- 1.5 In the three months before our inspection, 253 detainees had been held, 94% of whom had attended the asylum screening unit before being detained. Six per cent had been picked up by enforcement teams or had arrived from other short-term holding facilities (STHFs).
- 1.6 During the same period, the average length of detention was three hours four minutes. Twelve detainees had been held for six hours or more and the longest period of detention was seven hours 45 minutes. In one case, the length of detention was not recorded on the holding room log.

## Further recommendation

- 1.7 The authority to detain (IS91) should include a risk assessment. If no risks are identified, a statement should be included to that effect.

## Complaints

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- 1.8 The complaints box should be checked and emptied daily. (1.80)

**Not achieved.** A log book showed that the box had not been checked and emptied for at least a month before our inspection. We left a complaint in the box asking that we be contacted upon receipt. Almost a month later, UKBA contacted us to say they had just opened the box and found our complaint.

We repeat the recommendation.

- 1.9 UKBA should make every effort to ensure that detainees receive a full reply to their complaints, even if they have been removed. (1.81)

**Achieved.** Complainants could leave a forwarding address or email on the complaints form.

## Additional information

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- 1.10 Detainees could also complete Reliance suggestion forms. The Independent Monitoring Board had not yet begun monitoring the facility.

## Recommendations

To UKBA and the facility contractor

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### Legal rights

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- 1.11 Friends and families of detainees should be able to bring in important documents for them. (1.33)

**Achieved.** Staff told us that documents could be handed in. An UKBA officer collected a detainee's purse for her from a friend outside Lunar House (see section on preparation for release).

### Child care and child protection

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- 1.12 All staff in contact with children should receive appropriate child protection training. (1.53)

**No longer relevant.** Children were not held at the facility. DCOs on duty were Criminal Records Bureau checked to enhanced level.



## Diversity

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- 1.13 There should be an assessment of the impact of policies on detainees within the different strands of diversity, including ethnicity, religion, culture, gender, age, sexuality and disability. (1.60)

**Not achieved.** There was no formal programme of equality impact assessments.  
We repeat the recommendation.

## Legal rights

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- 1.14 Detainees should be able to receive legal visitors while in detention. (1.36)

**Not achieved.** Detainees could not receive legal visitors while in detention.

- 1.15 Detainees should be able to send faxes and emails to legal representatives. (1.37)

**Not achieved.** Detainees were not allowed to use the fax machine in the DCOs' office and could not send emails.  
We repeat the recommendation.

## Preparation for release

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- 1.16 Detainees should not be subjected to frequent disorientating movements around the detention estate. (1.95)

**Achieved.** Lunar House was the first experience of detention for most detainees. The majority of detainees were transferred to Yarl's Wood or Harmondsworth IRCs where their asylum claims were fast tracked. We did not find evidence of detainees making frequent and disorientating moves around the estate.

- 1.17 Detainees should be able to receive visitors. (1.97)

**Not achieved.** Detainees could not receive visitors. They were held for modest periods of time and could receive visitors when they were transferred to IRCs.

- 1.18 Detainees should be able to receive property from family or friends at the holding facility. (1.98)

**Achieved.** Friends and family were able to deliver property to the facility. An UKBA officer went out of her way to retrieve a purse from a detainee's friend waiting outside Lunar House. The detainee had travelled with her friend to Croydon earlier in the day, so that she could attend the asylum screening unit to claim asylum. Neither had expected the woman to be detained. After being held, the detainee advised that her friend was waiting outside with her purse and the UKBA officer and an interpreter returned with the purse after 15 minutes.

## Recommendations

To the escort contractor

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### Escorts, vans and transfers

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- 1.19 Detainees should not be moved on to escorting vehicles in an area open to the public. (1.5)

**Not achieved.** Arrangements for moving detainees on to escort vehicles had not changed since our last inspection, and continued to take place in an area open to the public.  
**We repeat the recommendation.**

- 1.20 Single male and female detainees should be transported separately. (1.6)

**Achieved.** We did not observe any detainees being escorted from the facility but were assured by staff that single male and female detainees were now transported separately.

### Additional information

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- 1.21 Reliance was contracted to manage the facility and escort detainees. Detainees were brought through to the facility from the adjoining asylum screening unit. For most detainees the facility was their first place of detention and they had yet to experience escorts.

## Recommendations

To the facility contractor

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### Arrival and accommodation

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- 1.22 Single male and female detainees should be held in separate rooms. (1.18)

**Not achieved.** Single male and female detainees were not held separately. One holding room was smaller than the other and there was confusion about the function of this room. UK Border Agency (UKBA) staff interviewed detainees in the smaller holding room and served them with papers informing them they would be detained. We observed two interviews by UKBA of newly arrived detainees. The first involved a female detainee who was kept in the smaller holding room at the end of the interview, separately from a male detainee in the larger room. When UKBA officers wanted to use the smaller holding room to interview another detainee, the female detainee was moved to the larger holding room with the male detainee. It was not clear why UKBA conducted their interviews in the holding room and not in the empty offices adjacent to the facility.

**We repeat the recommendation.**

### Further recommendation

- 1.23 The smaller holding room should be used exclusively to hold detainees and not by UKBA to conduct interviews. Detainees should only enter the facility after they have been served with the correct documentation by UKBA officers.

**1.24 Families should be held together but separately from single detainees. (1.19)**

**Not achieved.** Families with children were no longer held at the facility. Families of adults were not held separately from single detainees as UKBA conducted interviews in the smaller holding room (see paragraph 1.22).

**We repeat the recommendation.**

**1.25 The bench seating in the main holding room should be replaced with upholstered seats suitable for stays of several hours. (1.20)**

**Not achieved.** Bench seating remained the same as at the last inspection.

**We repeat the recommendation.**

**1.26 A member of the holding room staff should welcome each detainee on arrival, introduce themselves and explain the facilities available. They should also check the level of understanding of English, and ascertain whether the detainee has any immediate needs or concerns. (1.21)**

**Partially achieved.** Staff greeted detainees on arrival and politely explained the facilities. The briefing was short and detainees were not asked to confirm their understanding or describe their concerns.

**We repeat the recommendation.**

**1.27 Holding room staff should offer a free telephone call in private to each detainee on arrival, and ask whether they have the means to make further calls if they so wish. (1.22)**

**Partially achieved.** Detainees were not offered a free telephone call in private on arrival. They were able to retain mobile phones without cameras or recording equipment. Those without suitable phones were lent a phone and used their own SIM card. There was no facility to make international calls.

**Further recommendation**

**1.28 DCOs should offer a free telephone call, including international calls, in private to each detainee on arrival.**

**1.29 A second loan mobile telephone should be made available. (1.23)**

**Achieved.** A second telephone had been purchased and was available to detainees.

**1.30 Hygiene packs should be available to detainees. (1.24)**

**Not achieved.** Staff did not routinely offer hygiene packs to detainees. When we requested a pack, staff were not sure if they were kept at the facility and only found one after searching the store room.

**We repeat the recommendation.**

**1.31 Interpreters or telephone interpretation should be used to communicate with detainees who do not speak English fluently. (1.25)**

**Not achieved.** While UKBA used face-to-face interpreters with two newly arrived detainees, DCOs did not use interpreters with the same detainees. One of the detainees was a distressed woman who would have benefitted from interpretation. During the three months before our inspection, telephone interpretation had been used on only three occasions.

**We repeat the recommendation.**

### **Additional information**

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- 1.32 The facility was open from 1pm to 7pm, Monday to Friday, and at weekends on an *ad hoc* basis; UKBA could request that it be opened if extra asylum claimants were being screened or if an enforcement team was carrying out weekend operations.
- 1.33 The two holding rooms contained toilets and chairs and tables. The décor was worn and both rooms needed repainting. The male toilet door did not lock in the larger of the two holding rooms. The toilets were made of stainless steel and had no seats.
- 1.34 The facility was usually staffed by two dedicated DCOs: one male and one female. During our inspection, two male officers were on duty, neither of whom regularly worked at the facility. In the absence of a female DCO, an UKBA officer assisted in searching female detainees. If a female UKBA officer was not available, a wand was used.
- 1.35 On arrival, detainees' property was bagged and tagged. Detainees arriving with limited property could ask for friends and family to deliver more to the facility. A small supply of spare clothing was available. The payphones in both holding rooms accepted incoming calls.

### **Further recommendations**

- 1.36 The holding rooms should be redecorated and refurbished, and each toilet should have a seat and lock on the door.
- 1.37 A female DCO should always be on duty.

### **Positive relationships**

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- 1.38 **Staff should interact directly with detainees in their presence or through an open door, and not through a hatch, unless justified by evidenced risk of physical harm. (1.29)**
- 1.39 **Achieved.** The smaller holding room held a distressed female detainee and the door was closed. Rather than use the hatch, DCOs entered the room to interact with her. Staff entered the larger holding room to speak to other detainees.

### **Additional information**

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- 1.40 We observed three detainees arriving at the facility. DCOs were polite and wore name badges.

### **Legal rights**

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- 1.41 **Detainees should be informed of their right to apply for legal advice and bail soon after arriving at the facility and, where necessary, given assistance; access or refusal should be documented. (1.34)**

**Partially achieved.** UKBA officers informed detainees of their right to apply for bail and gave them a bail application form (B1). Detainees were not advised orally of their right to legal advice but information was contained in the documents served to them. DCOs were not qualified to help detainees to make bail applications.

#### Further recommendation

1.42 Detainees should be informed of their right to legal advice and given details of the community legal advice helpline.

1.43 **Information about legal services should be available in all the main languages. (1.35)**

**Not achieved.** Information displayed about legal services was up to two years out of date. Notices advertised the services of two defunct organisations, the Immigration Advisory Service and Refugee and Migrant Justice.  
**We repeat the recommendation.**

#### Additional information

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1.44 Many detainees had claimed asylum earlier that day at the asylum screening unit and were being routed into the detained fast-track procedures at Harmondsworth and Yarl's Wood immigration removal centres (IRCs). Detainees without legal representation were allocated a legal representative at the centres through the duty advice rota administered by the Legal Service Commission. A detainee received assistance to call her legal representative using the telephone in the DCOs' office.

### Duty of care

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#### Bullying

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1.45 **Detainee custody officers should receive regular refresher training in anti-bullying and self-harm and suicide prevention. (1.47)**

**Not achieved.** DCOs did not receive regular refresher training in anti-bullying and self-harm and suicide prevention.  
**We repeat the recommendation.**

#### Suicide and self-harm

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1.46 **Detainee custody officers should carry anti-ligature knives at all times. (1.48)**

**Not achieved.** Neither of the two DCOs present during our inspection carried an anti-ligature knife.  
**We repeat the recommendation.**

#### Additional information

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1.47 During the previous three months, there had been one self-harm incident. A detainee had attempted to hang himself with a shoelace tied around his neck and around a door. Incident

report forms showed that staff reacted quickly. The detainee custody manager entered the holding room and broke the shoe lace. The detainee was placed in the recovery position and a medic called. Two paramedics and a police officer arrived approximately 15 minutes later. The detainee was taken to hospital where he was assessed as fit to detain.

## Child care and child protection

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- 1.48 **The child protection policy should be tailored to the specific purpose of the holding room and should be agreed by the local safeguarding children board. (1.52)**

No longer relevant. Children were no longer held at the facility.

### Additional information

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- 1.49 UKBA and Reliance staff confirmed that children were no longer held at the facility. The claims of asylum seekers with children were processed under the new asylum model in the community rather than the detained fast track procedure.

## Diversity

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- 1.50 **Staff training in diversity should be up to date. (1.58)**

Not achieved. Staff had not undertaken refresher diversity training.  
We repeat the recommendation.

- 1.51 **There should be a diversity policy displayed in the holding room in the main languages spoken by detainees. (1.59)**

Achieved. A diversity policy in 16 languages was displayed in the holding room.

- 1.52 **There should be a nominated disability liaison officer. (1.61)**

Achieved. There was a disability liaison officer with a national remit, to whom staff could refer questions or concerns.

- 1.53 **All notices should be displayed in the main languages. (1.62)**

Achieved. All key notices and information in the facility were displayed in the main languages.

- 1.54 **Staff should always use interpretation for detainees who do not speak fluent English, to explain what is happening to them on first detention and whenever necessary thereafter. (1.63)**

Not achieved. See paragraph 1.31.

### Additional information

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- 1.55 Two prayer mats, a compass, copies of the Qur'an and the Bible were freely available. There was no toilet for people with disabilities.

## Activities

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- 1.56 Newspapers, magazines and books reflecting the main languages spoken by detainees should be available and reviewed regularly. (1.66)

**Not achieved.** The range of foreign language reading material was insufficient. All the reading material was in English apart from an Arabic language newspaper.

**We repeat the recommendation.**

- 1.57 Detainees should have access to exercise in the fresh air. (1.67)

**Not achieved.** Detainees had no access to exercise in the fresh air. However, they were held for short periods and were often transferred to IRCs where they could exercise in the fresh air.

### Additional information

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- 1.58 Both the main and smaller holding rooms had televisions but neither worked. Staff said there was a DVD player but they were unable to locate it or any DVDs.

### Housekeeping point

- 1.59 Detainees should have access to a television and DVDs in a range of languages.

## Facility rules

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- 1.60 All use of force documentation should be reviewed by an appropriate manager who was not involved in the recorded incident, and the relevant section on the forms should be completed. (1.73)

**Achieved.** Staff said that incidents of use of force were rare. The detainee custody manager reviewed and signed off the forms if not involved in the recorded incident himself, or they were reviewed and signed off by his manager. Force had not been used in the three months before our inspection.

- 1.61 All detainees subject to use of force should be examined as soon as possible by a medical practitioner and the details recorded on the use of force reports. (1.74)

**Not achieved.** Detainees subject to use of force were not routinely examined by a medical practitioner unless there was an obvious injury which warranted calling the emergency services. Otherwise detainees had to wait to be seen at the IRC they were being transferred to, potentially several hours later.

**We repeat the recommendation.**

### Additional information

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- 1.62 A booklet setting out basic information, rules and expectations was available in the holding room in 16 languages. The wall-to-wall perspex windows gave staff good visibility of both holding rooms. Detainees could easily attract the attention of staff. The area was covered by CCTV cameras. DCOs had received annual refresher training in physical control and restraint techniques.

## Complaints

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- 1.63 Information about the complaints procedure should be displayed in the holding room in the main languages spoken by detainees. (1.78)

**Partially achieved.** Information about the complaints procedure was available in a range of languages but only in the larger holding room.

### Housekeeping point

- 1.64 Information about the complaints procedure and complaint forms should be in both holding rooms in a range of languages.

- 1.65 Complaints forms in the main languages spoken by detainees should be freely available in the holding room. (1.79)

**Partially achieved.** Complaint forms were available in the larger holding room in 14 different languages, but not in English. There was a complaints box but no forms in the smaller holding room (see housekeeping point 1.64). Detainees could also complete Reliance suggestion forms.

## Services

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- 1.66 Detainees should be made aware that they can have food and drinks whenever they want, and these should be routinely offered at regular intervals. (1.86)

**Achieved.** Staff advised detainees that they could request food and drinks at any time and staff offered both to detainees.

- 1.67 A sufficient range of hot meals and sandwiches, including hot drinks, should be available to cater for different diets. (1.87)

**Achieved.** A range of sandwiches, crisps, snacks and microwave meals were available, including halal and vegetarian options.

- 1.68 There should be a food complaints book. (1.88)

**Not achieved.** There was no food complaints book but detainees could make a complaint about food through the normal complaints process.

- 1.69 All toilet areas should have a sufficient range of sanitary products. (1.89)

**Not achieved.** The toilet in the smaller holding room did not contain sanitary products. We repeat the recommendation.

## Preparation for release

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- 1.70 Detainees should be given detailed information about the holding facility or immigration removal centre to which they are to be taken. (1.96)



**Partially achieved.** Detainees being transferred to an IRC were given a small credit-card sized card with contact details and a map indicating the location of the IRC. They were not given any other information about the centre.

**We repeat the recommendation.**

### **Additional information**

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- 1.71 Seventy-eight per cent of detainees were routed to the detained fast track procedures at Harmondsworth and Yarl's Wood IRCs where their asylum claims would be decided quickly. Twenty-one per cent were taken to other removal centres and the remainder (three detainees) were granted temporary admission.
- 1.72 We did not observe detainees leave the facility but DCOs told us that they were not handcuffed unless a risk assessment justified it. Detainees left the facility at the back of Lunar House down an outdoor staircase which was in full view of the public.

## Section 2: Summary of recommendations

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

<b>Recommendations</b>	<b>To UKBA</b>
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- 2.1 The smaller holding room should be used exclusively to hold detainees and not by UKBA to conduct interviews. Detainees should only enter the facility after they have been served with the correct documentation by UKBA officers. (1.23)
- 2.2 The holding room should be visited each day by an immigration manager, and part of the visit should include a check on the welfare of detainees held. (1.1)
- 2.3 Written copies of the reasons for detention should be given in a language that the detainee understands. (1.2)
- 2.4 The authority to detain (IS91) should include a risk assessment. If no risks are identified, a statement should be included to that effect. (1.7)
- 2.5 The complaints box should be checked and emptied daily. (1.8)

<b>Recommendations</b>	<b>To UKBA and the facility contractor</b>
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- 2.6 There should be an assessment of the impact of policies on detainees within the different strands of diversity, including ethnicity, religion, culture, gender, age, sexuality and disability. (1.13)
- 2.7 Detainees should be able to send faxes and emails to legal representatives. (1.15)

<b>Recommendation</b>	<b>To the escort contractor</b>
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- 2.8 Detainees should not be moved on to escorting vehicles in an area open to the public. (1.19)

<b>Recommendations</b>	<b>To the facility contractor</b>
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- 2.9 Single male and female detainees should be held in separate rooms. (1.22)
- 2.10 Families should be held together but separately from single detainees. (1.24)
- 2.11 The bench seating in the main holding room should be replaced with upholstered seats suitable for stays of several hours. (1.25)
- 2.12 A member of the holding room staff should welcome each detainee on arrival, introduce themselves and explain the facilities available. They should also check the level of understanding of English, and ascertain whether the detainee has any immediate needs or concerns. (1.26)

- 2.13 DCOs should offer a free telephone call, including international calls, in private to each detainee on arrival. (1.28)
- 2.14 Hygiene packs should be available to detainees. (1.30)
- 2.15 Interpreters or telephone interpretation should be used to communicate with detainees who do not speak English fluently. (1.31)
- 2.16 The holding rooms should be redecorated and refurbished, and each toilet should have a seat and lock on the door. (1.36)
- 2.17 A female DCO should always be on duty. (1.37)
- 2.18 Detainees should be informed of their right to legal advice and given details of the community legal advice helpline. (1.42)
- 2.19 Information about legal services should be available in all the main languages. (1.43)
- 2.20 Detainee custody officers should receive regular refresher training in anti-bullying and self-harm and suicide prevention. (1.45)
- 2.21 Detainee custody officers should carry anti-ligature knives at all times. (1.46)
- 2.22 Staff training in diversity should be up to date. (1.50)
- 2.23 Newspapers, magazines and books reflecting the main languages spoken by detainees should be available and reviewed regularly. (1.56)
- 2.24 All detainees subject to use of force should be examined as soon as possible by a medical practitioner and the details recorded on the use of force reports. (1.61)
- 2.25 All toilet areas should have a sufficient range of sanitary products. (1.69)
- 2.26 Detainees should be given detailed information about the holding facility or immigration removal centre to which they are to be taken. (1.70)

## Housekeeping points

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- 2.27 Detainees should have access to a television and DVDs in a range of languages. (1.59)
- 2.28 Information about the complaints procedure and complaint forms should be in both holding rooms in a range of languages. (1.64)

## Appendix I: Inspection photographs

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The larger of the two holding rooms

