

## FOREWORD

---



I am very pleased to introduce this first consolidated version of the Detention Services Operating Standards manual for Immigration Service Removal Centres. This manual brings together all those standards that have been introduced since December 2002.

The aim of developing and issuing standards is to improve performance and compliance across the detention estate. The standards have been developed following consultation with contractors and other service providers, Independent Monitoring Boards, Non Government Offices and where relevant Other Government Departments. I am very grateful to all those who have played a part in their development.

The standards are designed to build on the Detention Centre Rules and to underpin the arrangements we have for the management of removal centres. They are important because they provide a means of raising standards and they are also a means of achieving a level of consistency across the removal estate. They are also a public document and this makes transparent the way we expect detainees to be treated and how our centres operate more generally.

The standards are subject to review and an important part of this exercise will be the results of the self-audit process and the role of Detention Services personnel in overseeing that process.

I urge all those who have a responsibility for the day to day care of detainees to ensure that the standards are promoted, applied and maintained.

A handwritten signature in black ink, appearing to read 'Brian Pollett'.

**Brian Pollett** Director, Detention Services

---

# CONTENTS

---

## Foreword

## OPERATING STANDARDS

<b>Access to Legal Services</b>	<b>Health Care</b>
<b>Accommodation</b>	<b>Hygiene</b>
<b>Activities (Adults):</b> Education, Library, Physical Education & Recreation	<b>Incentives Schemes</b>
<b>Activities (Children):</b> Education, Physical Education & Play Facilities	<b>Interpreters/Translations</b>
<b>Admissions/Discharge</b>	<b>Personnel: Staff Training</b>
<b>Arrangements for Expenditure</b>	<b>Race Relations</b>
<b>Case Progress</b>	<b>Religion</b>
<b>Catering</b>	<b>Removal from Association</b>
<b>Clothing</b>	<b>Safer Removal Centres</b>
<b>Communications:</b> Correspondence, Phone Calls & Visits	<b>Security Issues:</b> management, intelligence & procedures
<b>Complaints/Requests Procedures</b>	<b>Security Issues:</b> accounting and control
<b>Detainees' Cash</b>	<b>Security Issues:</b> escorts
<b>Detainees' Property</b>	<b>Security Issues:</b> keys and locks
<b>Disabled Detainees</b>	<b>Security Issues:</b> tools, equipment and materials
<b>Families with Children</b>	<b>Security Issues:</b> searching
<b>Female Detainees</b>	<b>Standards Audit</b>
<b>Handling a Death in Detention</b>	<b>Suicide &amp; Self Harm Prevention</b>
	<b>Temporary Confinement</b>
	<b>Use of Force</b>

---

Record of amendments & accompanying Detention Service Orders

Copy of Audit Worksheet (Annex A)

Copy of Temporary Non-Compliance form (Annex B)

---

## ACCESS TO LEGAL SERVICES

---

### Standard

To ensure that detainees are aware of their right to legal representation and have access to it.

### Minimum Auditable Requirements

- 1 Detainees must be advised of their right to legal representation, and how they can obtain such representation, within 24 hours of their arrival at the centre.
- 2 Where detainees have legal representation, details of the representative must be placed on the detainee's IS record.
- 3 Information about the Immigration Advisory Service and the Refugee Legal Centre must be available in the library and displayed around the centre.
- 4 A list of legal representatives, including those referred to on the Community Legal Services website must be held in the library and be made available to detainees. It must be made clear that it is a matter for detainees themselves as to whom they wish to appoint. This list should be updated on a monthly basis.
- 5 The leaflets on legal advice for detainees produced by the Office of the Immigration Services Commissioner (OISC), the Law Society and the Legal Services Commission must be available to detainees.
- 6 The OISC complaint leaflet must be made available to detainees.
- 7 Information about those advisers authorised by OISC must be available in the library and made available to detainees on request. Staff can glean this information from the OISC's website at: [www.oisc.gov.uk](http://www.oisc.gov.uk)
- 8 Detainees who cannot read or write or who do not have a translated booklet in their own language must receive assistance in obtaining legal representation from centre staff.
- 9 A copy of the Bail for Immigration Detainees (BID) notebook must be located in the library.

## ACCOMMODATION

---

### Standard

**Accommodation must be adequate for all detained persons and certified accordingly. It must meet the Immigration Service's aim of providing decent living conditions.**

### Minimum Auditable Requirements

- 1** In line with Rule 15 (2), the Centre must ensure that no room is used as sleeping accommodation unless the Secretary of State has certified in writing that:
  - its size, lighting, heating, ventilation and fittings are adequate for the maintenance of health and safety;
  - it has a wardrobe including lockable storage space; and
  - it allows the detainee to contact an officer at any time.
- 2** Living accommodation should never exceed the certified occupation level except under exceptional circumstances.
- 3** The following furniture and fittings must be provided and detainees' rooms and dormitories must be large enough to contain them:
  - a bed (there must be space for a single bed even if bunk beds are used)
  - use of a table, chair, pinboard, mirror and waste bin
  - curtains.
- 4** The Centre must carry out a pre-occupation and change of occupation check to ensure cleanliness and availability of facilities/equipment.
- 5** Lighting, heating and ventilation must be to the standards described in Detention Services Order 4/2003, 'Accommodation: lighting, heating and ventilation.'
- 6** The Centre must ensure that room call systems are checked on a daily basis and records kept to this effect.
- 7** Where detainee accommodation fails to meet the terms of its certificate this must be rectified within 24 hours.

REFERENCES:  
Detention Centre Rules 2001

Issued: January 2005

## ACTIVITIES ADULTS

---

### Standard

**In accordance with Rule 17 of the Detention Centre Rules, activities will be part of a regime which is designed to provide for recreational and intellectual needs and to relieve boredom. Activities must reflect the age, gender, cultural and ethnic needs of a diverse population.**

### Standard

**The Centre must provide the opportunity for detainees to take part in educational activities and must encourage them to do so (Rule 17 (5)).**

REFERENCES:  
Detention Centre Rules 2001

Issued: May 2003

### Minimum Auditable Requirements

#### Education

- 1** The Centre must ensure that those selected to provide education are qualified to do so and must seek evidence to this effect. Details of qualifications must be retained by the Centre.
- 2** The Centre must provide a programme of educational activities amounting to at least 25 hours per week of which at least seven hours must be in the evening. Education must be provided at least 50 weeks of the year.
- 3** The Centre must promote the educational facilities available to detainees by displaying notices around the centre in languages reflecting the diverse nature of the detainee population and include such information in the Centre Rules.
- 4** Educational classes must include the following: English language, IT and Arts and Crafts.

## ACTIVITIES ADULTS

---

### Standard

To provide a library which reflects the age, cultural, ethnic, gender and linguistic needs of a diverse detainee population (Rule 17 (8)).

### Library

- 5 The Centre must ensure that the person selected for the post of librarian is professionally qualified and obtain proof of this. The Centre must retain such information.
- 6 The library must be open to detainees 52 weeks of the year for at least 7 hours per day, of which 2 hours must be in the evening.
- 7 The Centre must provide a library stocked with a minimum of 10 books per detainee place. Books, including dictionaries must be provided in a range of languages reflecting the diverse and changing detainee population.
- 8 The Centre must ensure that nationalities represented in the removal centre have access to daily newspapers and magazines in relevant languages where they can be reasonably obtained.
- 9 Books must be kept in good condition and replaced as and when necessary.
- 10 The Centre must provide suitable numbers of religious books to cater for the religious and spiritual needs of detainees. The librarian must liaise with the manager of religious affairs to ensure that the literature is appropriate for the needs of the detainees.
- 11 The Centre must place in the library a copy of the Immigration Acts of 1971, 1999 and 2002, a copy of the Detention Centre Rules 2001, books on immigration law and any other relevant publication as advised by the Immigration Service.
- 12 The Centre must retain Home Office (IND) country information reports for use by detainees.
- 13 The library must display details about religious services, facilities and events available to detainees and about befriending groups.

## ACTIVITIES ADULTS

---

**Standard**  
**The Centre must provide detainees with access to physical education consisting of both sports and health related activities (Rule 17 (7)).**

### Physical Education

- 14** The Centre must provide at least 30 hours of physical education per week of which at least seven hours must be in the evening (weekday or weekend) and seven hours at the weekend (daytime or evening).
- 15** The Centre must ensure that access to physical education is available 52 weeks of the year, excluding public holidays.
- 16** The Centre must clarify that there is no medical reason which would prevent detainees being allowed to participate in physical education and keep records to this effect. When detainees are restricted in their access to physical education reasons for this must be recorded.
- 17** The Centre must provide appropriate footwear and clothing for physical education (see also the standard on clothing).
- 18** The Centre must provide female detainees with the option of e.g. single sex gym sessions and other physical activities appropriate to their needs and interests and monitor take up to ensure that those provided are appropriate (see also the standard relating to females).
- 19** The Centre must ensure that physical education programmes include a structured induction for detainees covering:
  - health and safety information
  - rules and regulations
  - instruction on machinery and equipment.
- 20** The Centre must ensure that the main focus of physical education is to:
  - promote healthy lifestyles
  - encourage involvement in physical activity
  - promote specific sports and leisure activities for male and female detainees, taking into account the needs of a diverse population.

## ACTIVITIES ADULTS

---

### Standard

The Centre must ensure that recreational activities are available to detainees and that they are encouraged to make full use of them (Rule 17 (1)).

### Recreation

- 21 Recreational activities must be available every day of the year, including every weekend day and every evening.
- 22 Recreational facilities must as a minimum include access to satellite television, music CDs, foreign videos and games including electronic games.
- 23 The Centre must ensure that detainees are given the opportunity to spend at least one hour in the open air every day (DC Rule 18 (1)) unless there are security or safety reasons for not doing so.
- 24 Where detainees are not allowed to spend time in the open air, full details of the reason why must be recorded.
- 25 The Centre must display information about recreational activities available in languages reflecting the diverse nature of the detainee population.
- 26 The Centre must invite detainees to offer suggestions about what other recreational activities might be made available.
- 27 The Centre must review the provision of facilities (with detainee representatives), quarterly to determine the appropriateness of the provision.



## ACTIVITIES FAMILIES/CHILDREN

---

### Standard

**The education, physical education and play facilities offered to the dependent children of detainees must be designed to reflect the needs of different age groups and must follow the national curriculum where it is relevant to do so.**

### Minimum Auditable Requirements

#### Education, physical education and play facilities

- 1** The Centre must ensure that school age children have places within the education provision of 23 hours per week for 50 weeks per year, excluding public holidays, following the national curriculum where appropriate.
- 2** The Centre must have education for school age children where children may be resident in the centre for more than 14 days. In centres that have provision, children must have access to it from their arrival.
- 3** Where education is provided for children the Centre must have facilities in the family accommodation area for delivery of the national curriculum where appropriate.
- 4** The Centre must provide a range of facilities (reflecting the needs of those up to and including 17 year olds), 52 weeks per year, excluding public holidays, which will include but not be limited to books, arts and crafts, electronic games, music, IT equipment and the provision of physical education.
- 5** The Centre must put in place specialist nursery facilities for the very young, and make available toys, games and video facilities suitable for that age group.
- 6** The Centre must provide a play area for children in the open air.
- 7** The Centre must ensure that where participation in other activities takes place at the same time as the education of dependent children, parents must have the opportunity to be with their children during their education and to discuss their children's education with the teachers concerned.
- 8** The Centre must ensure that opportunities to engage in other regimes are still available to parents.

Issued: May 2003

## ADMISSIONS/DISCHARGE

---

### Standard

**To have in place a safe and well managed admission and discharge process, recording essential information and treating detainees throughout with respect and regard for their immediate well being.**

### Minimum Auditable Requirements

#### Admission

- 1 The Centre must not accept detainees without having proper written authority for detention in the form of the IS91.
- 2 In cases of receptions on initial detention, the contractor and immigration office at the centre must be sent a completed risk assessment (IS91 RA Part B) by the Detainee Escorting and Population Management Unit (DEPMU). If one is not received, the centre must remind DEPMU and record that they have done so.
- 3 The Centre must ensure that staff employed in the admissions process have been trained to recognise behaviour and signs that indicate anxiety, distress or risk of self-harm.
- 4 The Centre must have in place systems for ensuring that information about those showing signs of vulnerability is recorded and relayed to the health care team and others responsible for the care of the detainee.
- 5 The Centre must ensure that procedures are in place to ensure that core information is gathered, which will include a photograph, date of birth, physical measurements and any distinguishing features.
- 6 The Centre must ensure that all detainees are medically screened (this must include an assessment for risk of self-harm/suicidal behaviour) within two hours of admission (see also the standards on Suicide and Self-Harm and Health Care).
- 7 As required by DC Rule 34, the Centre will ensure that arrangements are in place for detainees to have a physical and mental examination by the medical practitioner within 24 hours of their admission (see also the standard on Health Care).
- 8 The Centre must ensure that the manager or the duty manager make daily visits (times of which should be staggered), to the reception area to supervise the activity and satisfy himself that everything is in good order. These visits must be logged together with details of any observations the officer may have.

REFERENCES:  
Detention Centre Rules 2001  
Clothing Standard  
Health Care Standard  
Suicide and Self-Harm  
Standard  
Issued: February 2004

## ADMISSIONS/DISCHARGE

---

- 9 In line with Rule 4 (3) of the Detention Centre Rules, detainees must be provided with details about life in the centre and this must include a site map which denotes areas such as the: healthcare unit, place of worship, gym, library, laundry area etc.
- 10 The Centre must provide detainees with a pack of toiletries to meet their immediate needs and this must include a comb, toothbrush and paste, soap, deodorant, shampoo, razor and sanitary ware.
- 11 Where a detainee arrives with no suitable clothing they must be provided with clothing in accordance with that referred to in the Clothing standard.
- 12 Searching on admission must be carried out in accordance with the requirements in Detention Services Order 3/2003 on searching policy.
- 13 Detainees must be allowed access to a telephone within 12 hours of their arrival at the centre.
- 14 Centres with family accommodation must have separate arrangements in place for the admission of families with children and there must be an area with toys, books and suitable pastimes provided for children during the admissions process.
- 15 The admissions area must be welcoming and have facilities (including toilets and the provisions of refreshments) suitable to the needs of detainees.
- 16 The Centre must have a statement of admissions policy approved by IND, that details the way detainees will be treated and that staff will behave in executing the admissions process. Failure to adhere to the spirit or the letter of the policy will be a disciplinary offence.

## ADMISSIONS/DISCHARGE

---

**Standard**  
**To have in place a safe and well managed admission and discharge process, recording essential information and treating detainees throughout with respect and regard for their immediate well being.**

### Discharge

- 17** The Centre must have procedures in place, which ensure that detainees being discharged, whether to another place of detention or out of detention, are made ready for discharge at the correct time.
- 18** The Centre must ensure that arrangements are in place to ensure that staff correctly identify detainees for discharge. These arrangements must include checks against detainees' personal files, including photographs, dates of birth, physical measurements and features.
- 19** The Centre must ensure that the correct property, cash, valuables and any prescribed medicines belonging to detainees are placed in the care of the detainee or escort.
- 20** The Centre must ask detainees to sign a receipt for their property and where that is withheld must note the record to this effect, including reasons why the detainee refused to do so. The issuing officer must ensure that a second member of staff confirms the action and signs the record to this effect.
- 21** Where detainees have no suitable clothing or shoes of their own at the time of release or removal, the Centre must provide such clothing and footwear, taking into account the detainee's destination (see standard on Clothing).
- 22** The Centre manager or a duty manager must make daily visits (times of which should be staggered) to the discharge area to supervise the activity and satisfy himself that everything is in good order. These visits must be logged together with details of any observations the officer may have.
- 23** The Centre must ensure that the detention records of individuals are transferred with them between centres and retained when they are released from detention.
- 24** The Centre must have in place arrangements for informing the Immigration Service when discharges have been carried out.

## ARRANGEMENTS FOR EXPENDITURE

---

### Standard

**To provide arrangements under which detained persons may spend their money. Goods available must reflect the age, gender and cultural needs of a diverse population.**

### Minimum Auditable Requirements

- 1** The Centre must provide arrangements under which detainees can either use a shop within the centre, or take delivery of purchased goods by other means. If goods purchased are not available on the same day they should be available no later than the next day unless the establishment has to order them specifically from an external source.
- 2** The stock must include toiletries, tobacco products, phone cards, snacks, drinks, writing materials and postage stamps.
- 3** In contracted out centres the contract monitor must approve prices charged.
- 4** The Centre must display clear details of the prices of goods for the information of detainees.
- 5** The Centre must advise detainees that they are able to suggest items for purchase.
- 6** Gross profits generated through shop sales must be made available for the benefit of detainees.
- 7** For the purpose of expenditure within the centre, a service must be provided to exchange foreign currency for pounds sterling at market rates and at no charge to detainees.
- 8** The Centre must operate systems and controls to ensure propriety and to facilitate audit processes.
- 9** Detainees must be able to purchase international phone cards for use in the centre.

## CASE PROGRESS

---

### Standard

To provide detainees with timely information regarding the outcomes of their monthly detention reviews and updates on the progress of their cases in accordance with Detention Centre Rule 9.

### Minimum Auditable Requirements

- 1 The Centre must make available to detainees details of DC Rule 9 and ensure that it is translated.
- 2 Unless there are dedicated surgeries, detainees must be seen within 24 hours of asking to see a representative of the Immigration Service (IS). Records of such requests and subsequent interviews must be kept by IS staff at the centre.
- 3 The IS staff at the centre must have a system in place for recording those detainees who should be in receipt of monthly detention reviews.
- 4 The IS staff at the centre must record receipt of monthly reviews and ensure that they are passed to detainees on the day of receipt and keep a record to this effect.
- 5 Where detention reviews are not received on time, the IS staff at the centre must take immediate steps to ensure that this is remedied and advise the detainee that this has been done. Records must be kept to this effect.
- 6 When asked to do so by the detainee, the IS staff at the centre must make enquiries about the detainee's application and advise the detainee of the outcome. Detainees' files will record details of such requests, the action taken by the IS and when the required information was relayed to the detainee.
- 7 The IS must respond to requests for information within 24 hours of the request being made by a detainee. Where there are delays in discovering information detainees must be advised of such delays within 24 hours of the request being made. Records must be kept to this effect.
- 8 Where information is passed to the IS representative under the terms of Rule 35 of the DC Rules the IS representative must pass this information to the relevant port or ICD caseworker with a view to detention being reviewed in the light of that information. Records must be kept to this effect.

REFERENCES:  
Detention Centre Rules 2001

Issued: February 2004

## CASE PROGRESS

---

- 9 Where the IS representative receives information to the effect that a detainee may have been the victim of torture (under Rule 35 (3)) and the detainee is an asylum applicant this information must be passed to the caseworker considering the asylum application. Records must be kept to this effect.
- 10 Where a detainee has been at the centre for 72 hours the IS representative must hold an induction interview with that detainee and keep a record to that effect.

## CATERING

---

### Standard

**Removal Centres must provide a varied and healthy menu, taking account of religious, cultural and medical needs, whilst complying with all relevant Food Safety and Health and Safety legislation**

### Minimum Auditable Requirements

- 1 The Centre must deliver food hygiene training to all those who are involved in the preparation, cooking and serving of food.
- 2 The Centre must ensure that the food supply (including monitoring of deliveries) and storage arrangements comply with relevant food safety legislation.
- 3 The Centre must ensure that all food facilities, processes and practices comply with relevant Food Safety and Health and Safety legislation.
- 4 The Centre must have in place a fully documented Hazards Analysis and Critical Control Points (HACCP) system showing daily monitoring of time and temperature controls in operation.
- 5 The Centre must discuss the catering provision by means of regular meetings (at least quarterly) with detainee representatives and by inviting written comments and suggestions.
- 6 The Centre must liaise closely with the manager of religious affairs to ensure the dietary needs of detainees during special occasions of religious observance are met.
- 7 In accordance with Rule 13 (1), the Centre must have procedures in place with the healthcare team to ensure that any special dietary needs on grounds of health are met.
- 8 The Centre must provide each detainee with three nutritious, varied and good quality meals each day and ensure that they have the option of at least one hot meal each day.
- 9 The Centre must provide a multi-choice menu with a choice of at least two main courses as part of their main meal each day.
- 10 Where the Centre accommodates children a children's menu must be provided.
- 11 The Centre must ensure that vegetarian options are available each day.

REFERENCES:  
Detention Centre Rules 2001

Issued: May 2003



## CATERING

---

- 12** The Centre must provide meals with a maximum of 5.5 hours and a minimum of 4.5 hours between meals on any given day. There must not be more than 14 hours between the evening meal and breakfast the following day.
- 13** The Centre must put in place arrangements for the provision of meals outside normal meal times to meet the needs of new arrivals at the centre.
- 14** Where a meal will not be provided under the terms of the escort contract, the Centre must provide detainees who are being escorted from the Centre with a packed meal where they would otherwise have been provided a meal.

## CLOTHING

---

### Standard

**To have and retain a sufficient stock of clothing and footwear to ensure that the needs of detainees with no suitable clothes and footwear of their own can be met. Clothes and footwear must be in a range of sizes and must be suitable, clean, in good repair, well fitting and carrying no inappropriate logos or markings.**

### Minimum Auditable Requirements

- 1** The Centre must allow detainees to wear their own clothing providing it is suitable, clean, tidy and does not carry logos or markings that could cause offence to others.
- 2** The Centre must inform detainees that if they prefer they are able to request clothes from family or friends, but that such clothing must meet the requirements above.
- 3** The Centre must have in stock clothing to provide for the needs of detainees whose own clothes or footwear are not fit for wear and who are unable to obtain other clothing and shoes. In the case of underwear, the clothing must be new.
- 4** The choice of clothing provided must be suitable for the time of year and where the detainee is being removed from the UK that it is suitable for the place of destination (see requirement 5 under the arrangements for discharge).
- 5** The Centre must as necessary provide clothing and footwear, which allows detainees to take part in specific activities such as sports.
- 6** The Centre must ensure that the range of clothing reflects religious and cultural needs.
- 7** The Centre must ensure that facilities are available for the laundering of detainees' clothing and that information about the facilities is displayed.
- 8** The Centre will make checks, at least weekly, to ensure that washing machines, dryers and irons are working and where they are not, take immediate steps to remedy this. Records must be kept to this effect.

REFERENCES:  
Admissions/Discharge Standard

Issued: February 2004

## COMMUNICATIONS

---

### Standard

**Detainees must be allowed to maintain contact with family, friends and others without restrictions other than that necessary on grounds of security and safety (Rule 26).**

### Minimum Auditable Requirements

#### Correspondence

- 1 Where detainees are not able to meet the cost of writing materials or postage arrangements must be in place for them to be able to write to family/friends within reasonable limits. Rule 27, subsections (2) and (3) refer.
- 2 The Centre must provide detainees with access to writing materials (including the cost of postage) fax and photocopying facilities for the purposes of pursuing their case and meet this expense if a detainee does not have the necessary funds.
- 3 The Centre must have in place arrangements for ensuring that incoming faxes are delivered to recipients within 24 hours and preferably the same day. When the message is urgent it should be delivered immediately.
- 4 The Centre must have in place a system for collecting outgoing mail and must arrange postage at least once daily from Monday to Saturday.
- 5 In accordance with Rule 27 (4) outgoing or incoming mail must not be opened, read or stopped unless there is reasonable cause to believe that its contents may endanger the security of the removal centre or the safety of others or are otherwise of a criminal nature or where it is not possible to determine the addressee or sender.
- 6 Where the Centre considers it necessary to open outgoing or incoming mail (for the reasons referred to in 5 above) they must advise the relevant detainee of the reason for doing so and give the opportunity for him/her to be present when it is being opened.
- 7 The Centre must keep a central record (i.e. not in individual case files) of every occasion where mail is opened the reasons for doing so and whether the detainee was present.

REFERENCES:  
Detention Centre Rules 2001

Issued: February 2004

## COMMUNICATIONS

---

**8** Where parcels are received for detainees these must be opened by the detainee in the presence of centre staff. Where the items therein are not ones which the detainee can keep in his/her personal possession he/she should be advised of the reason for this and informed that they will be placed with his/her property held by the centre. The detainee must be given a receipt for the property. A record must be kept.

### Phone calls

- 9** The Centre must install sufficient pay telephones (the requirement being that it is at least one incoming and one outgoing line for each 20 detainees).
- 10** The Centre must ensure that detainees have access to phones for at least fourteen hours a day, including during normal active periods.
- 11** The Centre must have in place a system for ensuring that detainees are informed promptly when they receive an incoming call.
- 12** The Centre must agree phone charges with the Immigration Service and must ensure that charges for incoming calls do not fall for payment to the Immigration Service or detainees.

### Visits (social, legal and official)

**13** The Centre must provide the opportunity for detainees to receive daily visits throughout the year, but not including Christmas Day and Boxing Day. Visiting hours must be at least five hours per day and may take place during the mornings, afternoons or evenings. With regard to weekday evenings, there must be at least 1½ hours visiting time available.

## COMMUNICATIONS

---

- 14 In those cases where a detainee is being removed on a particular day and this is to take place during the course of the visiting period, the Centre must accommodate requests for social visits outside of agreed hours.
- 15 Where requests for visits out of hours by legal representatives or officials (i.e. IS or the police) are made, the Centre must endeavour to accommodate these.
- 16 The Centre must provide refreshment facilities for the family and friends of detainees.
- 17 The Centre must ensure visitors who arrive early (and who have no other means of taking shelter), are provided with shelter.
- 18 The Centre must provide play facilities for children in the visits area.
- 19 The Centre must maintain an accurate and up-to-date record of all visitors admitted including their home address. With the exception of those referred to in 20 below such records will be disposed of 12 months after the last visit.
- 20 Where a visitor is refused access to the centre (e.g. because he/she refuses to comply with search procedures) this must be recorded and the reasons for such a decision explained. Details of this kind should be retained.
- 21 Where requested legal advisers must be allowed to access their laptop computers with the proviso that it is for their use only.
- 22 The Centre must maintain up-to-date lists of local befriending groups and contact details of the Association of Visitors to Immigration Detainees (AVID) and ensure that detainees are aware of their services.

## COMPLAINTS/REQUESTS PROCEDURE

---

### Standard

**The investigation of complaints and consideration of requests made by detainees must be timely, thorough, fair and just.**

### Minimum Auditable Requirements

- 1 The Centre must ensure that detainees are made aware of the procedures for making complaints and requests on arrival at the removal centre. This must be achieved by reference to the procedure during the induction process and by reference to it in Centre Rules (to be produced by the Centre), a copy of which detainees must receive no later than 24 hours after their arrival in a language they understand.
- 2 The Centre must display information about the complaint and requests process around the centre and in those languages reflecting the make up of the population.
- 3 The Centre must establish arrangements whereby the centre manager (or an officer designated by the manager), hears details of complaints and requests each day.
- 4 The Centre must have in place procedures for recording:
  - comprehensive details of complaints and requests, including when they were made;
  - comprehensive details of investigations or enquiries;
  - comprehensive details concerning outcomes; and
  - details of when detainees and those involved in any enquiries were informed of outcomes.
- 5 Where complaints are concerned with alleged racial discrimination the Centre must ensure that this is brought to the attention of the Race Relations Liaison Officer whose role it is to investigate such complaints.

REFERENCES:  
Detention Centre Rules 2001

Issued: May 2003

## COMPLAINTS/REQUESTS PROCEDURE

---

- 6 The Centre must ensure that the procedures allow detainees to have confidential access to the Centre Manager, member of the Independent Monitoring Board or the Contract Monitor and provide sealable envelopes marked 'Detainees' Confidential Access' for this purpose. Detainees may wish to hand these over personally, but discrete boxes, marked for this purpose, must also be provided.
- 7 The Centre must ensure that detainees are aware of the facility referred to in 6 above.
- 8 The Centre must provide a response to written and oral complaints within 3 days of the complaint being made and detainees must receive an acknowledgement relating to their complaint within 24 hours of the complaint. Where an investigation is expected to take longer than 3 days, detainees must be provided with a holding reply again within 3 days of a complaint being made.

## DETAINEES' CASH

---

### Standard

**To operate an efficient system for recording the receipt, movement, expenditure and disbursement of detainees' cash.**

### Minimum Auditable Requirements

- 1** The Centre must have arrangements in place to ensure that detainees' cash is checked and recorded on arrival and that detainees have the opportunity to agree those records and to sign to this effect.
- 2** The Centre must maintain up to date and accurate records of cash held for detainees, withdrawals and deposits. Detainees must have the opportunity to agree the accuracy of the record and to make their signature against it.
- 3** The Centre must issue receipts for all cash deposited or withdrawn. Where a detainee declines to sign a receipt for money deposited or withdrawn this must be recorded together with the reasons why. The officer concerned must ensure that a second member of staff confirms the action taken and signs the record.
- 4** Detainees must be advised that the Centre is able to hold money securely on their behalf.
- 5** Detainees must be allowed to keep cash in their possession if they so wish and must be informed that they are able to do so. Where they do so they must be advised that it is at their own risk. The Centre must display notices (in relevant languages) to this effect.
- 6** The Centre must advise detainees that permission to retain cash may be withdrawn if there is evidence that it is being used for subversive purposes.
- 7** Where detainees decide to keep money in their possession the Centre must require them to sign a disclaimer acknowledging responsibility for that cash. Where a detainee declines to do so this must be recorded together with the reasons why. A second officer must be asked to confirm this action by noting the record to this effect.
- 8** The Centre must hold a separate account for the purpose of holding detainees' cash.

REFERENCES:  
Detention Centre Rules 2001

Issued: February 2004



## DETAINEES' PROPERTY

---

### Standard

**To operate systems which record receipt, possession and storage of detainees' property, including valuable property, taking account of security needs and space constraints.**

### Minimum Auditable Requirements

- 1** The Centre must have in place arrangements for recording details of detainees' property where it is stored securely under the care of the centre rather than with the detainees. Where property is placed in store there is no need to record every item that might be placed in luggage unless the centre wishes to do so. It is sufficient to give a broad description (e.g. 'one black holdall with contents').
- 2** The Centre must allow detainees to retain personal property, save where it would be contrary to the interests of safety or security or is incompatible with the personal storage facilities provided to detainees (Rule 6(1) of the DC Rules refers).
- 3** The Centre must ensure that detainees are present at the time their property is sealed and asked to confirm, in writing, that they were present. If a full inventory is taken detainees must be asked to sign the inventory. If a detainee refuses to comply with such requests this must be recorded.
- 4** The Centre must have in place arrangements for keeping in their custody any items, such as jewellery or watches, which they or the detainee identifies as being of high value, but only where the detainee asks for such property to be stored on their behalf. Where a detainee makes such a request the centre must record such items as valuable property.
- 5** Where a detainee wishes to keep items such as those referred to in 4 above in possession the Centre must ensure that the detainee signs a disclaimer to this effect. Where a detainee declines to do so this must be recorded together with the reasons why.
- 6** The Centre must display notices (in relevant languages) advising detainees that where they decide to keep items of value in their possession they do so at their own risk.
- 7** The Centre must ensure that detainees are not permitted to retain in their possession property that the centre considers to be a threat to security or control and those which are otherwise prohibited by the centre.

REFERENCES:  
Detention Centre Rules 2001

Issued: February 2004

## DETAINEES' PROPERTY

---

- 8 The Centre must allow detainees access to their property within 24 hours of a request to do so and ensure that details of property withdrawn or deposited are recorded.
- 9 Any property which a detainee leaves behind and which remains unclaimed for a period of 12 months or more following discharge can be sold or disposed of. Records must be kept to indicate what action was taken in regard to such property and in cases where it is sold, details of any proceeds must be similarly recorded. In contracted out centres the contract monitor must be involved in this process.
- 10 Proceeds from the sale of detainees' property must be used for the welfare of detainees (in contracted out centres the contract monitor must be involved in this process). Records relating to purchases (including costs) must be kept.

## DISABLED DETAINEES

---

### Standard

**To ensure that detainees with physical or mental disabilities are able, as far as is practicable, to participate in activities within the removal centre.**

### Minimum Auditable Requirements

- 1** The Centre must ensure that procedures are in place to prevent discrimination against detainees on the grounds of disability and that local arrangements are in place to reflect this.
- 2** Arrangements must be made for an assessment of detainees' needs during reception. A record detailing specific communication and mobility needs of disabled detainees must be kept.
- 3** Allocation of accommodation must be suitable to the needs of disabled detainees.
- 4** Auxiliary aids or services as available in the community should be provided so that disabled detainees are able to make use of the centre's facilities.
- 5** The Centre must provide appropriate services for detainees who have a hearing impairment.
- 6** Detainees with disabilities must have access to education, library and, as far as practical, to physical education.
- 7** There must be a system for monitoring the number of disabled detainees who are unable to participate in activities by reason of their disability.

REFERENCES:  
Detention Centre Rules 2001

Issued: January 2005

## FAMILIES WITH CHILDREN

---

### Standard

To ensure that those centres accommodating families with children are able to maintain family life albeit within the constraints of maintaining safety and security within removal centres (Detention Centre Rule 11 (1)).

### Minimum Auditable Requirements

- 1 The Centre must implement the Detention Services' child protection policy as outlined under cover of Detention Services Order 5/2003.
  - 2 Subject to DSO 5/2003 above, the Centre must only apply restrictions relating to contact between detainees and their dependant children to the extent that they are necessary to facilitate effective operations and to maintain a safe and secure environment.
  - 3 There must be at least two members of staff (who have attained a Level 3 NVQ in Caring for Children and Young People or its equivalent) on duty at all times at the Centre.
  - 4 Where the design of the centre allows it, the Centre must admit families with children directly into the family community area to avoid their children being passed through the reception area. The same procedure must also apply during the discharge process.
  - 5 Within the family community area family members should be allocated adjoining rooms.
  - 6 The Centre must have in place separate eating, washing and laundry facilities in the designated family community area. Where the configuration of an existing centre does not allow separate laundry facilities that Centre must ensure that families have a designated time in which to use the laundry facilities.
  - 7 The Centre must provide for families to be served their meals from heated service points within the designated family community area.
  - 8 The Centre must have in place accommodation/resources to provide for the recreational and <sup>1</sup>educational needs of children (see the standard on Activities (Families/Children): Education, Physical Education and Play Facilities).
- 1 See separate standards on Activities(Families with children), MAR 2 which has the effect of exempting centres from providing education where children are not held for more than 14 days. In centres which have education provision for children, they must have access to it from arrival.

REFERENCES:  
Detention Centre Rules 2001

Detention Services Order  
5/2003  
Activities Standard  
(Families with Children)

Issued: January 2005

## FAMILIES WITH CHILDREN

---

- 9 The Centre must ensure that families with young babies are supplied with prams or pushchairs, nappies, nappy bags, facilities for the safe disposal of soiled nappies, toiletries for babies (creams, shampoos etc) and bottle warming and sterilising equipment on request.
- 10 The Centre must ensure that children, pregnant and nursing mothers have access to food outside normal mealtimes.
- 11 Where parents with children are required to be interviewed within the centre, arrangements for the supervision of the children must be provided.
- 12 Staff, visitors and anybody else who has access to children must have undergone and been cleared through an enhanced CRO check.

## FEMALE DETAINEES

---

**Standard**  
**To provide a safe and secure environment, which meets the needs of women.**

### Minimum Auditable Requirements

- 1** Women must only be housed in accommodation certified as suitable under the terms of Rule 15 of the Detention Centre Rules (Certification of accommodation).
- 2** The Centre must inform female detainees by means of house rules and by any other method that they are entitled to ask to be examined by a female nurse/doctor (Rule 33 (10) of the DC Rules refers).
- 3** The Centre must ensure that women are not required to undress within sight of another detained person or within sight of a male member of staff (Rule 7(3) of the DC Rules refers), except that is where the detainee has consented to be treated by a male member of the healthcare team.
- 4** The Centre must provide for women to be served their meals within the dedicated female dining area. If they wish to do so, women will be allowed to eat their meals in association with men in a communal dining room.
- 5** The Centre must ensure that female detainees are accompanied by at least one female detainee custody/escorting officer when being escorted to or from the removal centre.
- 6** The Centre must ensure that the female population has equal opportunity of access to all activities within the Centre.
- 7** The Centre must provide female detainees with the option of e.g., single sex gym sessions and other activities appropriate to their needs and interests and monitor take up to ensure that those provided are appropriate.
- 8** The Centre must involve female detainees in the process of identifying appropriate activities.
- 9** Females must only be searched by a member of staff of the same sex (Rule 7 (3) refers).

REFERENCES:  
Detention Centre Rules 2001

Issued: December 2002

## HANDLING A DEATH IN DETENTION

---

### Standard

**Removal Centre staff will act constructively, openly and sensitively in their dealings with bereaved families and agencies in the handling of a death in detention.**

### Minimum Auditable Requirements

#### Immediate action

- 1 There must be in place a contingency plan that sets out the necessary actions to be taken and by whom when a death in detention occurs. Such a plan must include clear requirements in respect of the first member of staff at the scene; arrangements for recording essential information; and arrangements for preserving the integrity of the scene.
- 2 The Centre must comply with instructions from the police/coroner (or the Procurator Fiscal if in Scotland) about the transfer of the body to hospital for a post mortem.

#### Contacting family and others

- 3 The local IS manager or the IS on call senior manager, must advise the next of kin (and any other person the deceased may have asked should be informed), the police, the coroner (in Scotland, the Procurator Fiscal), the Prisons and Probation Ombudsman (but not if the death occurs in a centre in Scotland) and the relevant Embassy. Where the deceased was an asylum applicant, details of this must not be disclosed to the Embassy.
- 4 The local IS manager or the IS on call senior manager must act as a named point of contact for the family of the deceased.

#### Support for staff and detainees

- 5 The Centre must advise staff and detainees of a death and must provide support for those staff and detainees affected by the event.
- 6 The Centre must advise the manager of religious affairs of a death in custody within 8 hours of a death and he/she (the manager of religious affairs) must pass such information to those providing pastoral care at the centre.

## HANDLING A DEATH IN DETENTION

---

### Transfer of the deceased to the next of kin

- 7 Following the approval of the coroner or the procurator fiscal, the Centre must make arrangements for the transfer of the body to the next of kin where they require it to be sent home for burial regardless of whether this is in the UK or abroad.

### Investigation and inquest (or, in Scotland, fatal accident inquiry)

- 8 The Centre must co-operate fully with external and internal enquiries into a death whilst in detention.
- 9 The Centre must ensure that staff understand the purpose and workings of a coroner's inquest or, in Scotland, the procurator fiscal's fatal accident inquiry, and the range of verdicts that can be recorded.
- 10 Staff attending an inquest or fatal accident inquiry must be advised that they should not do so in uniform.
- 11 The Centre must ensure that staff are later notified of the outcome.

### Property

- 12 Where a detainee dies in custody and his property is unclaimed it should be retained by the Centre for a period of at least two years so that any next of kin has ample opportunity to make a claim on such property. If unclaimed after this period, records must be kept as to what action was taken with regard to such property and in cases where it is sold, details of proceeds must similarly be recorded.
- 13 With regard to 12 above, proceeds must be used for the benefit of detainees and in contracted out centres this must be agreed with the contract monitor. Records relating to purchases (including costs) must be kept.



## HANDLING A DEATH IN DETENTION

---

### Learning lessons

- 14 Recommendations from the investigation, inquest or fatal accident inquiry, must be implemented and monitored.
- 15 The Head of Detention Services Operations must make provision for sharing recommendations and ensure that they are applied estate wide.

## HEALTH CARE

---

### Minimum Auditable Requirements

#### Standard

**All detainees must have available to them the same range and quality of services as the general public receives from the National Health Service.**

#### Qualifications, training and professional development

- 1 The Centre must employ experienced professional and qualified medical personnel for the care of detainees. Doctors delivering primary care must be vocationally trained General Practitioners registered within the meaning of the Medical Act 1983 (a). The Centre must require proof of this and retain the following details: qualifications, General Medical Council registration and type (full, temporary etc) and evidence of annual renewal.
- 2 The Centre must ensure that the medical practitioner fulfils all the requirements made by the Certificate of Competence from the Joint Committee on Post Graduate Training in General Practice.
- 3 The Centre must ensure that the medical practitioner holds a Certificate of Competence from the Joint Committee on Post Graduate Training in General Practice and must retain a copy. The Centre must ensure that all doctors are able to access continuing professional development such that they are able to meet their professional revalidation criteria.
- 4 The Centre must employ qualified nurses and must require and retain evidence of qualifications, Nursing and Midwifery Council pin number, expiry dates, annual reviews and evidence of re-registration every three years.
- 5 The Centre must ensure that all members of the healthcare team have access to an ongoing programme of professional development and clinical supervision. The professional development and clinical supervision for each individual should be planned and reviewed on an annual basis and the details recorded.
- 6 The Centre must ensure that all members of the healthcare team attend training relevant to the identification of those presenting with mental illness and those who may have been tortured. Details of relevant training including who attended and when must be retained by the Centre.

#### REFERENCES:

Detention Centre Rules 2001  
Detention Services Order 3/2005  
(Outside Medical Appointments)  
Operating Standard on Case  
Progress  
NHS Codes of practice  
(Confidentiality)

Issued: May 2003.

## HEALTH CARE

---

- 7 Additional training requirements must be based on the needs of the population as clarified in the Health Needs Assessment and the specific development needs of the individual health professionals. Consideration should be given to the specific medical needs of this diverse population and cultural sensitivity in delivering healthcare services for them.

### Monitoring and improving healthcare services

- 8 The Centre must develop needs based health services in partnership with their local Primary Care Trust and NHS providers. This should be done through Health Needs Analysis and a Health Improvement Plan which is time based and which identifies who is responsible for delivery. This must be reviewed annually.

### Communication with detainees

- 9 The Centre must have in place a clear policy statement about what primary care, dental and specialist clinical services are available and who is responsible for providing them.
- 10 The above information should be communicated during the initial health assessment and should be displayed in written form in languages reflecting the diverse nature of the detainee population in a place where it is visible to detainees.
- 11 Confidentiality must be maintained in accordance with the Data Protection Act 1998 and professional codes of conduct. The Centre must ensure that detainees are aware that matters relating to their healthcare are treated in confidence. This should be communicated to the detainees during their initial assessment and notices to this effect must be placed around the healthcare area in languages reflecting the diverse nature of the population.
- 12 Where any procedure or intervention is considered necessary, the Centre must ensure that the detainee is made aware of the reason for the procedure and that fully informed consent is obtained.

## HEALTH CARE

---

- 13** The Centre must ensure that appropriate decisions are made about the use of interpreters or translated materials on a case by case basis. The level of communication must be adequate to ensure correct clinical outcomes. Particular consideration to this should be given in cases where there may be sensitive health issues, issues of confidentiality or the need to obtain fully informed consent.

### Access to healthcare within the Centre

- 14** The Centre must ensure that all detainees are medically screened (this must include an assessment for risk of self-harm/suicidal behaviour) within two hours of admission (see also the standard on Suicide and Self-Harm).
- 15** As required by Rule 34 of the DC Rules, the centre must ensure that arrangements are in place for detainees to have a physical and mental examination by the medical practitioner within 24 hours of their arrival at the removal centre. The purpose of the initial health assessment is to identify any immediate and significant mental or physical health needs, the presence of a communicable disease and whether the individual may have been the victim of torture.
- 16** The Centre must inform detainees that they are entitled to be examined by a doctor of the same sex (DC Rule 33 (10) refers).
- 17** Following the initial assessment the healthcare team must, where necessary, make care plans to manage the needs of detainees.
- 18** Detainees requiring a routine appointment during Monday to Friday must be seen within 48 hours. Those requiring a routine appointment with a nurse must be seen within 24 hours. For those making such appointments during a Saturday or Sunday they must be seen no later than the following Monday.
- 19** The Centre must have in place arrangements for access to 24 hour health cover. This may be through on-site staff or an out of hours service depending on the requirements of the centre.

## HEALTH CARE

---

- 20 Arrangements must be in place to ensure that when emergency treatment is required patients have appropriate and prompt access to care, such as ambulance, accident and emergency departments and through appropriately trained health care staff locally.
- 21 Staff outside the healthcare team must be made aware of the rights of detainees to access healthcare and their own role in facilitating access to healthcare services as part of their duty of care.

### Access to specific healthcare services and secondary care

- 22 Every effort should be made to avoid cancelling appointments made with local hospitals or other healthcare services (subject to the terms of Detention Services Order 3/2005; Outside Medical Appointments).
- 23 The Centre must ensure that where it is necessary to cancel an outside medical appointment, detainees are advised of this.
- 24 The Centre must provide primary care services for the observation, assessment, and management and care of detainees with mental health care needs. Where a detainee presents serious mental health needs the healthcare team must make arrangements for an assessment of that person and facilitate access to secondary care services where required. Detainees must be treated by appropriately trained healthcare professionals in line with national standards and guidance.
- 25 The Centre must arrange access to specialist services for the care of detainees in respect of dental, maternity (in those centres where females are detained), optical, psychiatric, genito-urinary care, X-ray and pharmaceutical services and any other secondary care services in order to meet the needs of the detainees. The Centre must arrange for these to be provided either within the centre (where facilities exist for this purpose) or from outside services. The Centre must ensure that the healthcare team establishes formal arrangements with outside services where they are to be used.

## HEALTH CARE

---

- 26 Effective arrangements for the identification, prevention, control and management of communicable diseases must be established. This should include access to an X-ray facility for TB screening purposes where clinically indicated. The Centre must have in place contingency plans for the management of detainees with communicable diseases (in respect of their care and of other detainees) and for the notification of the Consultant in Communicable Disease Control.
- 27 All staff within centres should be made aware of the symptoms of TB to allow possible cases to be identified promptly.
- 28 The Centre will provide health promotion and harm minimisation services as needed. The requirement for these services should be based on the Health Needs Assessment of the specific population.

### Suicide, self-harm and torture

There are exceptional circumstances which can override an individual's wishes when the information is required by statute or court order, where disclosure is essential to protect the patient, or someone else from risk or serious harm, or for the prevention, detection or prosecution of serious crime. The decision to release information in these circumstances should be made by a nominated senior professional and it may be necessary to take legal or other specialist advice.

- 29 The Health Care team must report to the centre manager cases where a detainee's health is likely to be significantly harmed by being detained (Rule 35 (1) refers). In doing so the Health Care team must be mindful of the need to maintain medical confidentiality unless the patient has given consent to disclosure of information. But please see information aside.
- 30 The Health Care team must ensure that systems are in place for informing the centre manager of cases where it is suspected that a detainee has suicidal intentions and ensure that arrangements are made for the person concerned to be observed (Rule 35 (2) refers). In doing so the Health Care team must be mindful of the need to maintain medical confidentiality unless the patient has given consent to disclosure of information. But please see information aside.
- 31 The Health Care team will report, with the patient's consent, to the manager on the case of any detained person where there is concern that the person concerned may have been the victim of torture (Rule 35 (3) refers). But please see information aside.

## HEALTH CARE

---

- 32** Where a medical practitioner advises the centre manager of his concern that a detainee may have been tortured the centre manager, in order to comply with Rule 35 (4), must ensure that a copy of that report is passed to the IS manager at the Centre.
- 33** On receipt of information as set out under 32 above, the local IS manager must ensure that such information is passed to those responsible for reviewing detention and where the person concerned is an asylum seeker to the caseworking section responsible for considering the application. The IS manager must keep records to this effect. (See too the standard on Case Progress).

### Clinical records

- 34** Discrete clinical records must be opened for every new detainee and efforts must be made to merge these with existing clinical records. Confidentiality of clinical information must be managed in accordance with the Data Protection Act 1998.
- 35** The health care team must obtain, so far as is reasonably practicable, relevant health information from previous healthcare providers. This should be done with the consent of the detainee.
- 36** Where detainees are being transferred to another removal centre or to prison, the Centre must ensure that clinical records are transferred to the receiving centre or prison at the time of transfer.
- 37** The Centre must have arrangements in place to allow current and former detainees to access their clinical records under the provisions of the Data Protection Act 1998.

## HEALTH CARE

---

### Pharmacy

- 38** The prescribing, dispensing, storage and control of drugs, including controlled drugs must be in line with the Medicines Act 1968 and the Misuse of Drugs Act 1971.
  
- 39** Arrangements must be in place for a secure out of hours cupboard, with recorded access by healthcare staff only, containing medication which may be required for urgent prescribed treatment out of hours.



## HYGIENE

---

### Minimum Auditable Requirements

**Standard**  
**To comply with the terms of Rule 16 of the DC Rules and to provide living, educational and recreational conditions that are hygienic and at least equivalent to those expected in the community.**

- 1** The Centre must have arrangements in place for providing detainees with basic toiletry requirements on admission (see Admission standard) and thereafter as and when required (Rule 16 (2) of the DC Rules refers).
- 2** The Centre must ensure that detainees have access to toilet and handwashing facilities 24 hours per day.
- 3** The Centre must ensure that detainees have access to a bath or shower daily.
- 4** Toilet and washing facilities must be provided for staff and visitors to the centre sufficient to comply with the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992. Such facilities must include child changing facilities.
- 5** The Centre must arrange for the cleaning of the entire centre (detainees cannot be made to undertake this task), ensuring there is a schedule in operation for regular cleaning.
- 6** The Centre must establish a system for monitoring the cleaning service to ensure that a good standard is maintained.
- 7** In accordance with DC Rule 16 (5) the Centre must ensure that detainees have access to a hairdressing facility.

REFERENCES:  
Detention Centre Rules 2001

Issued: January 2005

## INCENTIVES SCHEMES

---

### Standard

**Establishments must operate an Incentives Scheme, with either two or three levels of facilities, to encourage responsible behaviour, participation in constructive activity and a more controlled and safer environment for detainees and staff. Schemes will apply to detainees aged 18 and above.**

### Minimum Auditable Requirements

#### Criteria for levels

- 1 Three-level schemes must consist of standard, enhanced and basic levels. Two-level schemes must consist of standard and enhanced and not standard and basic. The levels must be clearly differentiated.
- 2 Detainees coming into the system enter schemes at the standard level (but see MAR 16).
- 3 A statement of all facilities available to detainees (both inside and outside any Incentive Scheme) must be published and reviewed annually.

#### Composition of levels

- 4 Facilities for inclusion in any incentives scheme must be drawn only from the following list. It is not essential to include all the items on the list (for example where there is no single room accommodation it may not be possible to provide additional TV facilities). Visits and expenditure of personal money must not be included.
  - additional facilities in rooms e.g. TV, video
  - additional entertainment or recreational facilities
  - ability to purchase wider range of goods
  - additional education or physical education activities
  - payment of variable rates of allowance (where allowance exists)
  - payments in lieu of allowance, e.g. shop vouchers
  - more favourable type of accommodation, for example lower occupancy room rather than a dormitory
  - free letters and phone calls (non-legal), subject to the need to comply with Rules 27 (2) and 31 (4) of the DC Rules.

#### Determination of level

- 5 Decision-making must involve more than one member of staff (and must be endorsed by a manager) and must take account of views from a variety of sources.

REFERENCES:  
Detention Centre Rules 2001

Issued: January 2005

## INCENTIVES SCHEMES

---

- 6 Decisions must be based on patterns of behaviour and not generally on a single incident unless it is especially serious.
- 7 Reasons for the decision must be recorded and notified to detainees. When doing so detainees must be reminded that if they wish to challenge the decision they are free to do so using the request and complaints procedure.

### Integration with other initiatives

- 8 Information provided to detainees under Rule 4(3) must take account of incentive schemes.

### Basic level (where this exists)

- 9 Detainees on basic level must be reviewed at least weekly.
- 10 Basic levels must not be equated to Rules 40 & 42.
- 11 When detainees are placed on basic level they must be informed of the steps they need to take to return to the standard level.

### Approval and monitoring

- 12 The scheme is approved by the Immigration Service (contracted out centres) or Area Manager (directly managed centres). It is published and made available to detainees and staff. Arrangements are made for detainees who have reading difficulties or where English is not their first language.
- 13 Somebody more senior than those who endorse decisions must carry out a monthly sample check to ensure that they are fair and consistent.
- 14 The use of the Incentives Scheme must be monitored including by nationality and ethnicity and quarterly figures produced for senior management and the Race Relations Committee.

## INCENTIVES SCHEMES

---

- 15** Centres must review their scheme annually to ensure relevance to the standard and population need. Immigration Service (contracted out centres) or Area Manager (directly managed centres) must renew their approval for schemes annually.

### Transfers to other centres

- 16** Where a detainee is transferred to another centre (for reasons other than security or control) and the receiving centre operates similar levels to that of the sending centre, the detainee must be placed on the level he/she was on in the sending centre.
- 17** Where a detainee's behaviour leads to a transfer to another centre for reasons of security or control, the sending centre must advise the detainee before the transfer takes place that he/she has been placed on a lower level. The detainee's transferable record must be noted to this effect.

## INTERPRETERS/TRANSLATIONS

---

### Standard

**To take account of the needs of detainees in the use of interpreters and the provision of translated information.**

### Minimum Auditable Requirements

- 1** The Centre must make available copies of the \* Detention Centre Rules 2001, the compact and centre rules in the following languages: Albanian, Arabic, Afghanistan (Pushtu), Bengali, Chinese, English, Farsi, French, Hindi, Portuguese, Punjabi, Romanian, Russian, Serbo-Croat, Sinhalese, Somali, Spanish, Tamil, Turkish and Urdu (these may be revised or augmented).
- 2** Where it is not possible to provide a translated copy of the Rules and other documents steps must be taken to identify someone who can translate the document in a language that the detainee understands. Another detainee or a member of staff can be asked to provide this service.
- 3** The Centre must retain details of official interpreters who can be called upon if needed to ensure that clear communication can take place.
- 4** It is acceptable for the Centre to use other detainees, visitors or staff to interpret for other detainees, provided that both parties agree. Language Line may also be used.
- 5** Where detainees and staff are used for the purposes of translating, the Centre must bear in mind possible sensitivities and ensure that a detainee or staff member of the same sex (as the detainee requiring assistance) is asked to perform the task.
- 6** With regard to medical matters it must be for the doctor or other healthcare team member to take a view on whether an interpreter is necessary. Other detainees or members of staff may also assist if the detainee is content with such an arrangement.

\* Electronic copies of these are available from Detention Services Policy Unit

Issued: February 2004

## PERSONNEL: STAFF TRAINING

---

### Standard

**Staff must undertake training and development in order to meet the aims, objectives and needs of the IND Detention Estate.**

### Minimum Auditable Requirements

- 1 The Centre must employ staff with responsibility for planning and the management of training and produce plans.
- 2 Staff training must take account of the diverse nature of the removal centre population, which will require the provision of background information about the many different cultures staff are likely to come into contact with. All training must incorporate the need to understand and better communicate with detainees.
- 3 Centres must maintain records of all individual training undertaken and when.
- 4 Centres must have systems in place for recognising when individuals are required to take refresher training.
- 5 Centres must implement training and refresher training programmes which include, but are not limited to, the following elements where relevant (i.e. child protection training will not be relevant to those centres not housing families):
  - communication and interpersonal skills, including with children where necessary
  - values and principles underpinning the treatment of detainees
  - first aid training to approved standards
  - suicide awareness
  - race awareness training
  - child care, protection and supervision
  - security training and practice
  - control and restraint
  - escort procedures
  - report writing

Issued: February 2004

## RACE RELATIONS

---

### Standard

**To ensure that policies and practices are in place which reflect the legal context and which are designed to tackle and eliminate improper discrimination on the part of staff, detainee or any visitor to the centre and to promote race equality.**

### Minimum Auditable Requirements

- 1** The Centre must establish a Race Relations Committee (RRC), chaired by the centre manager or a senior manager, to monitor and evaluate procedures and practices. Where the chairman is not the centre manager he/she will be required to report directly to the centre manager.
- 2** The RRC must include amongst its members (but not be limited to), the religious affairs manager, representatives from the detainee population, the catering manager and the Race Relations Liaison Officer (RRLO).
- 3** The Centre must invite a member of the Independent Monitoring Board to attend its meetings.
- 4** The RRC must hold minuted meetings and have set terms of reference. Amongst other matters the RRC must address incidents/complaints of a racial nature. The RRC will agree clear action points to address issues of concern. It will be for the chairman to ensure that these are progressed and that outcomes are recorded.
- 5** The Centre must appoint a Race Relations Liaison Officer (RRLO) who must be trained to Prison Service standards to assist in the process of monitoring complaints, their outcomes and to ensure that any necessary action is taken.
- 6** The Centre must keep records of the training the RRLO received and when.
- 7** The RRLO must be responsible for developing a programme for the training of all staff in race awareness and will maintain a record of those staff who have received such training. All staff must have refresher training annually.
- 8** The Centre must ensure that information on policy and practice relating to race relations is readily available to staff, detainees and visitors.

## RACE RELATIONS

---

- 9 The Centre must ensure that the Home Office Race Relations Policy Statement is displayed around the centre, in relevant languages, and in prominent places so that it is readily accessible to staff, detainees and all others who visit the centre.
- 10 The Centre must report on race relations to the Immigration Service as required and in any event annually.



## RELIGION

---

**Standard**  
**Removal Centres must ensure that detainees' religious/spiritual needs are met as far as practicable and that facilities are available for prayer, religious services and for their pastoral care.**

### Minimum Auditable Requirements

- 1** The Centre must seek the Secretary of State's approval for the appointment of a manager of religious affairs (Rule 22 (1) of the DC Rules refers).
- 2** The Centre must ensure that the religion to which a detainee wishes to belong is recorded, provided that the detainee so wishes, and the relevant religious minister informed (Rule 22 (2) of the DC Rules refers).
- 3** If detainees so wish, they must be visited by a minister of their religion as soon as practicable after reception and thereafter as often as reasonably possible.
- 4** Where a detainee makes a request to see his/her minister of religion, the relevant minister must be notified within 24 hours of that request and notification details recorded.
- 5** The manager of religious affairs must establish a multi-faith team, which will hold minuted meetings at least quarterly.
- 6** The Centre must publish a calendar of religious festivals/observances so that recognition is given to those events and those concerned are enabled to observe such events.
- 7** Where a detainee is removed from association (DC Rule 40) or placed in temporary confinement (DC Rule 42), the manager of religious affairs must be advised without delay with a view to making arrangements to visit the detainee (40 (5) and 42 (6) of the Rules refer).
- 8** Where practicable a minister must visit all detainees of his/her religion who are in hospital, in temporary confinement or removed from association if the detainee so wishes (Rule 22 (4) of the DC Rules refers).

REFERENCES:  
Detention Centre Rules 2001

Issued: December 2002

## RELIGION

---

- 9 The manager of religious affairs, members of the multi-faith team and the centre manager must agree arrangements to be made for ministers to conduct services for detainees of their religion at specified times.
- 10 Religious books relating to their religion must be available for the personal use of detainees.

## REMOVAL FROM ASSOCIATION

---

### Standard

**The use of removal from association must achieve the correct balance between the need to maintain safety and security and the need to show due regard for the dignity of the individual. Procedures must comply with the requirement of Rule 40.**

### Minimum Auditable Requirements

- 1 The Centre must ensure that no room is used for removal from association unless the Immigration Service has certified in writing that:
  - its size, lighting, heating, ventilation and fittings are adequate for the maintenance of health;
  - it allows a detainee to contact an officer at any time.
- 2 Where use of Rule 40 is under consideration and the detainee may be at risk of self-harm or suicide Rule 40 must only be used as a last resort and must be with the authority of the contract monitor (in contracted out centres) or the centre manager (in directly managed centres).
- 3 Use of Rule 40 may be with the agreement or at the request of the detainee where he/she feels vulnerable for any reason.
- 4 Where a detainee has been removed from association the Centre must ensure that he/she receives visits (those who are required to visit and frequency of visits are referred to in Rule 40 (9)), for the purposes of reviewing whether removal from association remains necessary. Association with others who are subject to Rule 40, and a staged return (but not as part of an Incentives Scheme), must also be considered.
- 5 The Centre must maintain records of all cases where Rule 40 is applied and thereafter all subsequent reviews and actions in each particular case.
- 6 The Centre must ensure that a representative of the Independent Monitoring Board is advised in accordance with Rule 62 (1) (a) and keep a record to this effect.

REFERENCES:  
Detention Centre Rules 2001

Issued: February 2004

## SAFER REMOVAL CENTRES

---

### Minimum Auditable Requirements:

**Standard**

**Removal Centres to maintain a safe environment for detainees and have strategies in place to deal with anti-social behaviour, bullying, self-harm, drugs, health screening, and distance from home, induction, regimes and staff/detainee relationships.**

- 1** There must be published policies based on an analysis of the prevalence, type and location of bullying, self-harm and drug abuse by detainees of different ages and gender within each establishment; which is approved by the Head of Detention Operations or the Prison Service Area Manager on the prevention of bullying, self-harm and drug abuse.
- 2** Information about procedures for dealing with bullies and their victims must be displayed in a variety of languages where staff, detainees and visitors can see it.
- 3** Managers must be appointed as co-ordinators of bullying, self-harm and drug abuse in order that they may analyse information and provide audit trails demonstrating that targeted action has occurred in the following areas:
  - a) detect, measure/monitor the problem and supervise,
  - b) change the climate/culture,
  - c) provide support for victims, self-harmers and drug abusers,
  - d) challenge bullying behaviour,
  - e) identify reasons for self-abuse/harm.
- 4** All injuries to detainees must be investigated and action taken recorded.
- 5** The Centre Manager must monitor levels of assaults and fights.
- 6** Allocation of detainees to Removal Centres must take into account the history of the detainee's behaviour and the risk the detainee poses to the safety and security of other detainees, staff and visitors.
- 7** Local indicators of safety and control must be developed and intelligence-gathering objectives must be identified based on threats to safety.
- 8** Incidents of bullying/self-harm must be discussed at Senior Management Meetings.

REFERENCES:  
Detention Centre Rules 2001

Issued: September 2004

## SAFER REMOVAL CENTRES

---

- 9 The Centre must provide healthcare screening for all detainees, identifying treatment and providing appropriate resources to meet their immediate health needs.
- 10 An induction programme will be in place for all new detainees upon their reception, providing information about non-acceptance of anti-social behaviour, and regimes offered to them.
- 11 All managers will ensure that policies exist to promote a professional rapport promoting positive staff/detainee relations.
- 12 Acknowledgement must be given to any staff who has supplied positive intelligence.

## SECURITY: MANAGEMENT, INTELLIGENCE AND PROCEDURES

---

### Standard

**Security shall be maintained, but with no more restriction than is required for safe custody and well ordered community life (DC Rule 39). Each Centre must have a local agreed policy, which includes intelligence arrangements.**

### Minimum Auditable Requirements

- 1.1** Each Centre must have a local Security Document, agreed by the Head of Detention Operations or the Prison Service Area Manager. This document must include all extant instructions relating to security and reach the minimum requirements of the Security Operating Standards.
- 1.2** The local Security Document must include arrangements for:
  - a) the gathering of intelligence and the setting of intelligence objectives,
  - b) the keeping and maintaining of records (Regulation of Investigatory Powers Act (RIPA), Data Protection Act (DPA) and Human Rights Act (HRA)),
  - c) liaison with the UKIS Intelligence Community, Regional Intelligence Units and other law enforcement agencies,
  - d) arrangements for minimum levels of training,
  - e) IT security,
  - f) Receipt and management of risk assessments of individual detainees (Form IS91 RA Parts A & B) and submission and management of changes to risk factors (Form IS91 RA Part C),
  - g) The appropriate security clearance of staff operating Intelligence Systems,
  - h) Forwarding security information/files to other Centres,
  - i) Instructions for the reporting of incidents (Detention Services Order 1/2004).
  - j) The provision of on call arrangements for UKIS and the Prison Service.
- 1.3** A Centre Duty Manager must be available at all hours of the day and night. Local instructions will provide a 24-hour Duty Manager Roster and details of the Duty Manager who must be contactable and able to respond immediately by telephone or in person.
- 1.4** There is a trained Security Manager, who is responsible for the day-to-day running of Security.

#### REFERENCES:

Detention Services Order 1/2004  
(Reporting of Incidents)

Issued: September 2004

## SECURITY: MANAGEMENT, INTELLIGENCE AND PROCEDURES

---

- 1.5** There is a Security Committee that:
- meets once a month,
  - has Terms of Reference agreed by the Head of Detention Operations or the Prison Service Area Manager,
  - has formal minutes kept,
  - is chaired by a senior manager.
- 1.6** A training and security briefing is provided to all new staff. Training must take into account any local factors and include all relevant aspects of the local Security Policy. Training must be recorded on the individual training records of all staff.
- 1.7** Staff must report any malfunction of security equipment as agreed locally.
- 1.8** All security-related equipment must be tested in accordance with an agreed programme and to appropriate time scales:
- tests must be recorded,
  - remedial action must be completed.
- 1.9** There must be investigations into all reports of loss of plans, keys, tools, materials, vehicles and compromises of keys.
- 1.10** There must be local procedures in place for staff to report immediately to a designated person the:
- loss or suspected loss of any key,
  - actual or possible compromise of any lock,
  - damage to any lock or key.
  - any major or minor incident as identified in Detention Services Order 1/2004.
- 1.11** Any actual or apparent loss of a key or lock compromise must be reported to:
- The Duty Centre Manager and local UKIS on call Duty Manager.
  - Locking Section, National Operations Unit and Area Manager (HMPS only).

## SECURITY: MANAGEMENT, INTELLIGENCE AND PROCEDURES

---

- 1.12** Any Centre unable to fully meet the minimum requirements of the Security Operating Standards must immediately notify the Security Policy Group at IND, or the Area Manager in the case of HMPS. A request for a Temporary Non Compliance must then be raised on the appropriate form DCF 12 7.5 (Detention Services Order 2/2003).
- 1.13** Management must set intelligence objectives that contribute to the overall security aims of the Centre.
- 1.14** Intelligence Assessments must:

  - a) be produced monthly, or more frequently if required,
  - b) include conclusions drawn from information; be presented to the Centre Manager, HMPS Area Manager, UKIS operational Managers and the Operational Security Advisor.
- 1.15** A system of self-audit for Security Standards must be in place.
- 1.16** Incidents must be reported to UKIS via the Reporting and Handling of Incidents system in accordance with Detention Services Order 1/2004.
- 1.17** All security information relating to detainees must be recorded on a Security Information Report.
- 1.18** The Security Department must raise a Security File if there is security information on a detainee. These files must be kept in a secure cabinet but must also be available to authorised staff when the Security Department is closed.
- 1.19** A member of staff who is trained and has security clearance evaluates SIR information and records findings in the Security File.
- 1.20** Each SIR form:

  - a) has a unique identification number,
  - b) is copied for the detainees security file
  - c) is endorsed on the front page in red if the information is graded as H/H and the information brought to the immediate attention of the representative of the authority.



## SECURITY: MANAGEMENT, INTELLIGENCE AND PROCEDURES

---

- 1.21** The Security Officer will liaise with INDIS in the identification and handling of Covert Human Intelligence Sources (CHIS).
- 1.22** Arrangements will be in place for relevant intelligence to be recorded in IT.
- 1.23** The Police must be advised of alleged or actual criminal offences.
- 1.24** Any further risk factors identified must be recorded on Form IS91 RA Part C and faxed to DEPMU.
- 1.25** IT procedural security checks must be carried out by a competent person to ensure that:
  - a) the computer is not equipped with a modem and software for internet connection,
  - b) Only licensed software is used,
  - c) Files containing pornography, drug-related material, racist and other illegal or undesirable material is not present or accessible,
  - d) When searches are carried out the contents of floppy discs can be scanned.

## SECURITY: ACCOUNTING AND CONTROL

---

**Standard**  
**Measures are in place to ensure that detainees are accounted for and properly supervised.**

### Minimum Auditable Requirements

- 2.1** All areas must be patrolled at regular and unpredictable intervals ensuring supervision of all detainees throughout a 24-hour period.
- 2.2** There must be written instructions setting out arrangements for ingress into detainees' mail in order to find illicit items in line with Rule 27 of the Detention Centre Rules 2001.
- 2.3** There must be local procedures and instructions in place for managing and supervising visits in line with Rule 57 of the Detention Centre Rules 2001.
- 2.4** Centres must provide a system of checking the identification of all visitors to detainees.
- 2.5** There must be a system in place to prevent detainees leaving with, or posing as, visitors.
- 2.6** Staff must have access to all living areas. Homemade screening must not be allowed.
- 2.7** There must be a system in place, which enables an accurate roll of the Centre to be obtained at any time it is needed.
- 2.8** A nominated manager will complete relevant documentation highlighting that a roll check has been completed at least twice in every 24 hours. Such documentation will be retained for a minimum of one month.
- 2.9** Stand Fast Roll Check exercises must be held bi-monthly or at periods determined by the Head of Detention Operations or HMPS Area Manager.
- 2.10** Approved Contingency Plans must be in place and reviewed annually by the Head of Detention Operations or HMPS Area Manager. Copies to be kept at UKIS and National Operations Unit (HMPS).

REFERENCES:  
Detention Centre Rules 2001

Issued: September 2004

## SECURITY: ACCOUNTING AND CONTROL

---

- 2.11** A member of the Senior Management Team must visit all populated areas of the Centre during the night shift on a monthly basis and record details of the visit.
- 2.12** Night staff must have easy access to night operating procedures including what to do in the case of an emergency.
- 2.13** All staff on the commencement of their shift must be provided with a briefing about:
- a) intelligence information,
  - b) any serious incidents which have occurred during the past 24 hours.
- 2.14** Staff must carry, or have immediate access, to ligature scissors for use in an emergency.
- 2.15** Control Room staff must be trained and have written instructions covering:
- a) immediate response to alarms, monitoring equipment and the radio net,
  - b) accurate recording of information received,
  - c) reporting of information.
  - d) action in line with local contingency plans,
  - e) instructions in response to specific incidents or situations,
  - f) organisation and control of the initial response to an emergency incident,
  - g) records of the identities of all radio outstations and the reference number of the radios issued to them,
  - h) regular test calls,
  - i) the use of nationally approved call signs for outstations and the base station,
  - j) the investigation of the failure to respond to a test call,
  - k) who is allowed access to the Control Room and in what circumstances,
  - l) supervision of Control cleaning staff and outside contractors to prevent them seeing sensitive material,
  - m) recording everybody entering or leaving the Control Room.
- 2.16** The Centre Duty Manager must visit the Control Room at least daily.

## SECURITY: ACCOUNTING AND CONTROL

---

- 2.17** Reception staff must confirm the identity of all detainees entering/leaving the Centre and keep a running total of the roll, agreed by the Gate.
- 2.18** Arrangements must be in place to aid the identification of detainees including:
- a) a personal file
  - b) detailed description
  - c) photographs
- 2.19** Perimeter fencing must be illuminated to ensure observation is possible during the night.

## SECURITY: ESCORTS

---

### Standard

**Arrangements for detainees under escort must be based on the safety and security of the detainee as determined by individual risk assessments.**

### Minimum Auditable Requirements

**3.1** The local security strategies, for both the Centre and the Escort Contractor, must clearly set out the procedures involved in the planning of escorts outside the Centre. These strategies must include:

- a) a risk assessment of the detainee/s to be escorted with reference to any security intelligence or any other relevant information such as institutional behaviour and any background information,
- b) the vehicle is safe and secure,
- c) instructions about the taking of breaks,
- d) a risk assessment of the destination,
- e) instructions on what to do in the event of an incident,
- f) reporting arrangements and emergency contact numbers,
- g) checking of restraints, if used, throughout the journey,
- h) risk assessments on the circumstances in which restraints should be used.

**3.2** The Strategy must clearly define the duties of the officer in charge of the escort including:

- a) receipt of the Movement Order or equivalent details,
- b) receipt of documentation including the detainees description and clothing form, the relevant IS91, the Gate Pass or equivalent authority, a Detainee Escort Record (DER Form), and security information,
- c) checking detainee property record sheets and property seals,
- d) ensuring the secure and safe location of property during the escort,
- e) ensuring that detainees are searched according to the Searching Policy,
- f) ensuring that the vehicle is searched, checked and has sufficient fuel for the journey,
- g) ensuring that the vehicle is suitable for the journey and the passengers,
- h) checking the security arrangements including where possible those of the destination,
- i) ensuring that seatbelts are worn by all staff and detainees,

#### REFERECES:

Detention Services Order  
1/2002(Guidelines on the use of  
handcuffs on immigration detainees  
under escort )

Issued: September 2004

## SECURITY: ESCORTS

---

- j) seating arrangements for staff and detainees during the escort,
- k) the correct use of handcuffs if required,
- l) that the driver is clear about the route to the destination,
- m) ensuring that the No Smoking Policy is observed during the escort.

**3.3** The application of restraints must be strictly in line with Detention Services Order 1/2002 (Guidelines on the use of handcuffs on immigration detainees under escort).

**3.4** At least one member of the escort team must be of the same sex as the detainee and a female officer must always be present when escorting a detainee under the age of 18.

**3.5** All detainees must be searched (generally a rubdown and with a hand held metal detector) prior to the escort in accordance with the Searching Policy.

**3.6** There must be arrangements to prevent contact between detainees who have been searched and those who have not been searched prior to escort.

**3.7** A designated manager must ensure that:

- a) the identities of detainees are confirmed,
- b) escort staff have been briefed in writing on any security or health care issue, including medication,
- c) escort staff are provided with specific details about the escort and destination,
- d) Sufficient refreshment has been supplied for the journey for all detainees and staff.

**3.8** Escort staff must ensure that property and records are placed in a safe and secure area within the vehicle.

**3.9** Babies must be provided with a baby seat and be next to the mother, or other adult family member, unless a risk assessment states otherwise.

**3.10** Incidents must be reported in accordance with the relevant Detention Services Order.

## SECURITY: ESCORTS

---

- 3.11** Any further risk factors identified must be recorded on form IS91 RA Part C and faxed to DEPMU as well as recorded on the Detainees Transferable Record.
- 3.12** During an escort any concerns about security and health issues or any other concerns must be recorded and passed to the receiving establishment by SIR.
- 3.13** A Protocol of Agreement must exist between the Centre, the Escort Contractor and the local hospitals in order to facilitate external healthcare for detainees.
- 3.14** A nominated manager from the Centre must visit a detainee in external hospitals once a day and the visit must be recorded. In the case of hospitalisation during an escort between establishments, it will be the responsibility of the despatching establishment to facilitate such visits.
- 3.15** A Bed Watch Log must be kept when a detainee is located in an external hospital under supervision.
- 3.16** A detainee under escort or on a bed watch must be supervised at all times.
- 3.17** Management must ensure that escort staff are able to maintain contact with the Centre and be contactable at all times. Reporting arrangements will be specified to escort staff prior to departure from the Centre.
- 3.18** The escort vehicle will be equipped with a First Aid Box and a Fire Extinguisher.

## SECURITY: KEYS AND LOCKS

---

**Standard**  
**The arrangements for the  
secure management of  
keys and locks.**

### Minimum Auditable Requirements

- 4.1** The local Security Strategy must set out procedures for the secure storage, allocation, issue, return and safe keeping of keys.
- 4.2** All class 1, 2 and 3 security keys and bunches of such except handcuff keys for use by staff must be given a number and stored in a key safe.
- 4.3** Spare security keys, including handcuff keys, must be kept under arrangements set out in the local Security Strategy.
- 4.4** The local Security Strategy must set out procedures for the location and use of class 1 doubles keys and class 3 master keys.
- 4.5** Instructions must be in place for the action to be taken in the event of an Authorised key holder arriving at the Centre without a key chain or tally.
- 4.6** The key safe must be locked when not in use and only authorised staff may have access to the key safe.
- 4.7** The local Security Strategy must set out the frequency and type of key checks to be made and which member of staff should do the check, but the minimum check is twice in 24 hours at staff shift changeover.
- 4.8** Arrangements must be in place to ensure that all key holders do not leave the Centre with their keys.
- 4.9** The local Security Strategy must set out instructions for the restricted use of keys during the Night State, including the carrying of keys in a sealed packet in a non-24 hour Centre.
- 4.10** Staff must not leave Class 1 or 2 locks unlocked and unattended.

Issued: September 2004



## SECURITY: KEYS AND LOCKS

---

- 4.11 The testing of locks and hinges on a quarterly basis must be part of the Planned Preventative Maintenance Programme (PPMP).
- 4.12 Procedures must be in place for the correct issuing of keys.
- 4.13 No one may add or remove any keys to/from any bunch allocated to them.
- 4.14 The Centre Manager, immediately on taking up post must undertake a complete key reconciliation and sign the key ledger as a record of reconciliation.
- 4.15 A key ledger recording all keys, including handcuff keys, must be kept and show the following information:
  - a) the total number of each key type held by the Centre,
  - b) the running total of keys in stock,
  - c) the number of each type of key in use,
  - d) to whom the keys were issued.
- 4.16 Only the Duty Manager may authorise the issue of keys to other than the tally holder and a record of the issue and return must be kept.
- 4.17 Keys must be attached to the key holder by use of a key chain, belt and pouch.
- 4.18 Keys must be kept out of sight from the public and detainees.
- 4.19 A quarterly audit of keys must be made against the register.

## SECURITY: TOOLS, EQUIPMENT & MATERIALS

---

### Standard

**The arrangements for the issue and control of plans, keys, tools, stores, materials, equipment and vehicles will be established at each Immigration Removal and Holding Centre.**

### Minimum Auditable Requirements

- 5.1** An inventory of all tools/items identified should be raised along with written instructions to cover:
- a) the maintenance of inventories of all tools and equipment,
  - b) audits of inventories,
  - c) recording additions to or from inventories as they occur.
- 5.2** Tools must be marked with:
- a) an establishment code,
  - b) a location code,
  - c) an individual tool number,
  - d) markings must be non-erasable.
- 5.3** All tools must be stored in a shadow board cabinet. All shadow boards must be kept locked except when a member of staff is issuing/receiving tools.
- 5.4** Tools and equipment must be accounted and signed for at the end of the period by the member of staff in charge of the area and audited annually.
- 5.5** The discovery of any tool loss must immediately be reported to the Duty Manager and Security.
- 5.6** Kitchen, Works and maintenance staff must keep careful account of their tools and equipment and check it daily. A quarterly audit of all tools must be conducted.
- 5.7** Staff must not bring their own tools in to an IRC; this includes pen-knives and scissors.
- 5.8** Procedures must be in place for the disposal of damaged or unwanted tools securely and records kept of the disposal point.
- 5.9** Instructions must be in place for the issue and disposal of potentially dangerous substances in line with COSHH and H&S guidelines.

REFERENCES:  
Detention Centre Rules 2001

Issued: September 2004

## SECURITY: TOOLS, EQUIPMENT & MATERIALS

---

- 5.10** Instructions must be in place for the management and disposal of waste material in line with COSHH and H&S guidelines.
- 5.11** All skips located in areas accessible to detainees must be locked when not in use and when in use supervised by staff at all times.
- 5.12** All skips must be searched prior to entering and leaving the Centre.
- 5.13** Local instructions must be in place for the oversight of high-risk vehicles, such as forklift trucks, bulldozers etc.
- 5.14** All staff involved in the escorting of contractors must have received appropriate instructions, training and briefing about their responsibilities.
- 5.15** Contractors must agree procedures for minimising risks to security.
- 5.16** The Security Department is responsible for liaising on security matters with those responsible for the security of contractors' staff and procedures. They will check at a frequency determined by management that security measures are being observed.
- 5.17** The local security strategy must set out a policy for storing and controlling the following items that may pose a risk to security:
  - a) ladders and scaffolding,
  - b) dustbins and swill bins,
  - c) vehicles, hand carts, forklift trucks and mechanical diggers,
  - d) skips,
  - e) bed frames and bedding,
  - f) sports equipment,
  - g) textiles, binding and heavy string/rope,
  - h) fire hoses and cabling.

## SECURITY: SEARCHING

---

### Standard

**Searching procedures are in place that detect and deter threats to the security or control of the Centre as detailed in the Searching Policy.**

### Minimum Auditable Requirements:

- 6.1** The frequency, type and level for routine and/or intelligence led searches is defined in the local Searching Strategy for:
- a) detainees,
  - b) domestic, official and professional visitors,
  - c) visitor areas,
  - d) Centre and Immigration staff,
  - e) Contractors,
  - f) Activity areas, grounds, accommodation areas,
  - g) Vehicles,
  - h) Incoming and outgoing goods and mail.
- 6.2** There are arrangements for keeping records of searching and finds. Search Records must be kept for a minimum of 2 years.
- 6.3** Details of who has the authority to search and to what level must be stated in the local Security Strategy.
- 6.4** There must be arrangements for qualitative management checks of searching.
- 6.5** A clear written policy on searching procedures including consent to search conditions, is made available and displayed to staff, visitors and detainees.
- 6.6** A list of prohibitive items which visitors may not bring in to the Centre must be displayed in appropriate locations where visitors can view them clearly.
- 6.7** Staff may use reasonable force to ensure that detainees comply with searches on the authority of the Duty Manager & such authority recorded.
- 6.8** Visitor areas must be searched before and after visits.
- 6.9** Procedures must be in place for the searching of detainees, staff, official and professional visitors and contractors.

REFERENCES: Detention Centre  
Rules 2001

Detention Services Order 3/2003  
(Immigration Removal Centre  
Searching Policy)

Immigration and Asylum Act 1999  
(Schedule 12)

Issued: September 2004

## SECURITY: SEARCHING

---

- 6.10** All searches must be carried out in as consistent and sensitive manner as possible taking into account gender, religious and cultural beliefs, age, disability and other relevant factors
- 6.11** The searching of staff may only be conducted in accordance with the Searching Policy (DSO 3/2003 refers).
- 6.12** Strip searching of a detainee will only be conducted if there are reasonable grounds of suspicion and following authorisation by the Centre Manager. This includes searching of refractory detainees who are being made subject to Rule 42.
- 6.13** Strip-searching must only be conducted by members of the same sex and out of sight of other detainees.
- 6.14** Only female staff may search other females.
- 6.15** A full-length physical perimeter check must be conducted daily as agreed in the Security Strategy (internal & external).
- 6.16** Checks must be made of the fabric of each room i.e. signs of damage to walls, windows, doors, locks and hinges, daily at unpredictable times and the staff member concerned must sign for the check.
- 6.17** Incoming and outgoing vehicles must be searched in accordance with the Searching Policy.
- 6.18** There must be local instructions to cover secure arrangements for the admission/exit of vehicles.
- 6.19** Detainees property must always be searched before issue and the details recorded. If the property is placed in storage there is no need to record every item that might be in a piece of luggage unless the Centre wishes to do so.
- 6.20** Detainees should not be allowed to keep property that is incompatible with the reasonable storage available in their rooms. The volume of property kept in possession must be consistent with maintaining safety and security.

## SECURITY: SEARCHING

---

- 6.21** Detainees must be given the opportunity to be present and reasons must be given in advance if any of their correspondence is to be opened, read or withheld (Section 27 of the DC Rules 2001).
- 6.22** All staff involved in searching must be trained, fully equipped and briefed.
- 6.23** All staff involved in searching must be provided with the authorised search procedures and techniques.
- 6.24** Technical aids to searching should be available to staff and include:
- a) hand held metal detectors,
  - b) underbody and overhead mirrors (vehicle search)
  - c) step ladder (vehicle search)
- 6.25** Individuals subject to searching must understand the reasons for the search, and the legal powers of the member(s) of staff who carry it out.
- 6.26** Rub down searches of detainees with a genuine religious or cultural objection to being searched by members of the opposite sex must be carried out by members of the detainee's own sex.
- 6.27** The searching of children will only be conducted in accordance with the procedures laid out in the Searching Policy.
- 6.28** A notice setting out the penalties applicable to any person committing offences involving assisting detained persons to escape, bringing or attempting to bring in alcohol or any other prohibited item, must be fixed outside the Centre in a conspicuous place (Immigration and Asylum Act 1999, Schedule 12 7.2).
- 6.29** Procedures for the preservation of evidence must be in place.
- 6.30** Use of graphics to illustrate procedures for searching visitors and detainees should be visible to them.

## STANDARDS AUDIT

---

### Standard

**That audit arrangements reliably measure compliance with the requirements of Detention Services operating standards and support continuous improvement.**

### Minimum Auditable Requirements

#### Self - audit

- 1** The Centre must have a system of self-audit for approval by the Immigration Service (contracted out centres) or Area Manager (directly managed centres).
- 2** The Centre must appoint a manager for the audit programme.
- 3** The frequency of self-audit must be agreed with the Immigration Service.
- 4** Details of audit findings must be recorded on Form DCF 14, the audit worksheet.
- 5** Worksheets must contain evidence that each minimum auditable requirement has been thoroughly evaluated.
- 6** Records of audit findings, including action plans, must be maintained for a period of at least two years.
- 7** On completion of the audit, a list of findings must be submitted to the contract monitor in the case of contracted out centres or to the Area Manager and the immigration manager in the case of directly managed centres.
- 8** Within 28 days of submission of audit findings the Director, Detention Services and the service provider (contracted out centres), or the Area Manager and the centre manager (directly managed centres), must agree the dates by which any outstanding action must be completed. In the case of directly managed centres, the centre manager will inform the immigration manager of the dates.
- 9** Further self-audits of any minimum auditable requirements identified as requiring action must be completed within one month of the agreed date for completed action.

## STANDARDS AUDIT

---

### Temporary non-compliance

- 10 Any variances from minimum auditable requirements are authorised by the Director, Detention Services (contracted out centres) or agreed between the Area Manager and Director, Detention Services (directly managed centres).
- 11 Compensatory measures for temporary non-compliances and action plans to achieve future compliance must be implemented and must replace original baseline for audit purposes.

### Audits by Detention Services Operations/Prison Service Area Offices

- 12 Detention Services Operations/Prison Service Area Offices must work to a programme that includes an audit of the audit standard and an audit of other selected standards in centres every two years.
- 13 Centres must make available to the above copies of self-audit reports and any other documents on request.
- 14 Centre managers must agree an action plan with the Director, Detention Services/Prison Service Area Manager within 28 days of receiving the report on an audit.
- 15 Feedback on the audit of individual standards must be provided during the course of an audit in enough detail to enable improvements to be planned.
- 16 Provisional overall ratings must be given to the centre manager at the end of the audit.
- 17 A final report must be sent to the centre manager within 28 days of the audit finishing.



# SUICIDE AND SELF HARM PREVENTION

---

## Standard

**Removal Centre staff will identify and provide care and support to those detainees at risk of suicide or self-harm.**

## Minimum Auditable Requirements

### Identification

- 1** The Centre must ensure that all detainees are first assessed for risk of self-harm/suicidal behaviour within two hours of admission (see also the minimum requirement in the healthcare standard).
- 2** The Centre must be alert to the risk of self-harm/suicidal behaviour by detainees throughout their detention. The Centre will pay particular attention to this on the first night of detention and in cases where the detainee knows he/she is subject to removal directions and immediately prior to removal.
- 3** The Centre must ensure that all staff are trained in the use of Prison Service F2052SH procedures, which will include information on recognising those who may be at risk.

### Prevention

- 4** The Centre must ensure that all staff receive suicide awareness training to the standard delivered within the Prison Service.
- 5** All staff must receive basic and refresher training (at least every three years) in suicide awareness. Details of staff training and when it was delivered must be recorded.
- 6** The Centre must display notices to visitors and detainees in relevant languages setting out that where they have concern about a detainee they should bring this to the attention of a member of staff.
- 7** The Centre will establish a Suicide Prevention Committee (SPC) chaired by the centre manager or a senior manager. Where the chairman is not the centre manager he/she is required to report directly to the centre manager.
- 8** The SPC's terms of reference must include a requirement to meet monthly and must include amongst its members representatives of the detainee population. The SPC must invite a member of the Independent Monitoring Board to attend.

REFERENCES:  
Detention Services Order 7/2004  
(Food and fluid refusals in  
immigration removal centres)

Issued: December 2002

## SUICIDE AND SELF HARM PREVENTION

---

### Response

- 9 All incidents of actual self-harm or use of F2052SH procedures must be reviewed by the SPC to assist with the management of individual detainees at risk.
- 10 The F2052SH care plans must be developed for those identified to be at risk of suicide or self-harm.
- 11 The Centre must establish measures, which ensure active engagement with detainees rather than passive monitoring.
- 12 The Centre must ensure that where a detainee is refusing food and/or fluid the procedures outlined in Detention Services Order 7/2004 are followed.
- 13 The Centre must ensure that staff are trained in the provisions of emergency aid following self-harm or attempted suicide.
- 14 Emergency first aid kits containing specified equipment must be accessible and appropriately maintained.
- 15 The Centre must seek to involve contact with someone from the detainee's own family or cultural group.
- 16 The Centre must ensure that there are arrangements in place to care for the needs of others affected by suicide or self-harm.

## TEMPORARY CONFINEMENT

---

### Standard

**Temporary confinement of refractory or violent detainees must achieve the correct balance between the requirement to maintain order and discipline whilst having due regard for the individual and in particular the need to prevent self-harm.**

### Minimum Auditable Requirements

- 1 The Centre must comply with the terms of Rule 42 of the Detention Centre Rules 2001.
- 2 Where the Centre has a discrete unit the staff employed there must be selected on the basis of their competency for such a role.
- 3 The Centre must ensure that no room is used for temporary confinement unless the Immigration Service has certified in writing that:
  - its size, lighting, heating, ventilation and fittings are adequate for the maintenance of health;
  - it allows the detainee to communicate with an officer at any time.
- 4 The Centre must ensure that details of all cases where Rule 42 is used are recorded and thereafter record all actions relating to visits to detainees, when the detainee was removed from the accommodation and any other relevant information.
- 5 The Centre must have a published routine for temporary confinement which is made known to detainees and observed by staff and which takes account of security and control requirements and the statutory entitlements and needs of detainees.

REFERENCES:  
Detention Centre Rules 2001

Issued: May 2003

## USE OF FORCE

---

### Minimum Auditable Requirements

#### Standard

**In accordance with Rule 41 of the DC Rules 2001, when the application of force is deemed necessary, no more force than necessary will be applied.**

- 1** The Centre will ensure that force is used only when necessary to keep a detainee in custody, to prevent violence, to prevent destruction of the property of the removal centre or of others and to prevent detainees from seeking to prevent their own removal physically or physically interfering with the lawful removal of another detainee.
- 2** Force will only be used as a measure of last resort and strictly within the terms of Rule 41 of the Detention Centre Rules 2001.
- 3** If handcuffs are used as part of use of force Detention Services Order 1/2002 must be adhered to.
- 4** The Centre will use and purchase training for control and restraint techniques from the Prison Service for England and Wales. Advance training should be carried out by the Prison Service training establishments for England and Wales. Basic training may be carried out by the Centre's own instructors provided that they have been trained and currently certified by the Prison Service for England and Wales.
- 5** Use of force must only be applied by members of staff who have undertaken necessary training.
- 6** In the event of force being used, the Centre must ensure that detainees are seen by a member of the healthcare team as soon as practicable.
- 7** The Centre must have a system for recording all incidents where use of force is applied and to monitor that use. Where use of handcuffs is planned in advance and the detainee does not resist, this should not be recorded under use of force.

#### REFERENCES:

Detention Centre Rules 2001

Detention Services Order 1/2002  
(Guidance on the use of handcuffs)

Issued: December 2002



**ANNEX A IMMIGRATION SERVICE, DETENTION SERVICES**

---

**OPERATING STANDARDS – AUDIT WORKSHEET**

\_\_\_\_\_  
**ESTABLISHMENT/ ESCORT PROVIDER** **AUDITOR**

\_\_\_\_\_  
Signature \_\_\_\_\_

\_\_\_\_\_  
**STANDARD** Date

\_\_\_\_\_  
**MINIMUM AUDITABLE REQUIREMENT**

\_\_\_\_\_  
**AUDIT FINDINGS**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Further details attached Yes  No

**COMMENTS OF MANAGER OF AUDIT PROGRAMMES**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Name \_\_\_\_\_

\_\_\_\_\_

**ANNEX B IMMIGRATION SERVICE, DETENTION SERVICES**

---

**OPERATING STANDARDS: NOTIFICATION OF TEMPORARY NON-COMPLIANCE**

Removal Centre/Escort Service

Standard

**MINIMUM AUDITABLE REQUIREMENT THAT IS THE SUBJECT OF THE TEMPORARY NON-COMPLIANCE**

**REASON**

Describe why requirement cannot be met





**ANNEX B IMMIGRATION SERVICE, DETENTION SERVICES**

---

**OPERATING STANDARDS: NOTIFICATION OF TEMPORARY NON-COMPLIANCE** *Continued*

---

**OTHER ACTIONS**

Describe what compensatory measures will be implemented to mitigate any risk/s identified above, during the period of non-compliance.

---

---

---

---

---

---

---

---

---

---

**IMPLEMENTATION PLAN**

Outline your plan for future compliance with the requirement

---

---

---

---

---

---

---

---

---

---

**ANNEX B IMMIGRATION SERVICE, DETENTION SERVICES**

---

**OPERATING STANDARDS: NOTIFICATION OF TEMPORARY NON-COMPLIANCE** *Continued*

\_\_\_\_\_  
Date that temporary non-compliance will  
revert to full compliance

\_\_\_\_\_  
Centre manager's/escort service  
manager's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
This Temporary Non-Compliance is  
approved by: (NAME)

\_\_\_\_\_  
Area Manager/Director

**PRISON SERVICE AREA OR DETENTION SERVICES DIRECTORATE**

\_\_\_\_\_  
Area Manager/Director signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
When complete and approved by the Area Manager/Director, this form must be  
copied to Detention Services Policy Unit (DSPU)

Copy sent to DSPU

\_\_\_\_\_  
Date sent

\_\_\_\_\_  
Signature

---