

SCHEDULE D
Operational Specification

SCHEDULE D
OPERATIONAL SPECIFICATIONS

PART 1

This Schedule shall be subject to the provisions of Part VIII and Schedules 11, 12 and 13 of the Immigration and Asylum Act 1999, the Nationality Immigration and Asylum Act 2002, the Detention Centre Rules 2001 and Detention Services Operating Standards. Nothing within this Schedule D shall restrict the application of the 1999 Act, the 2002 Act and of the DC Rules and Operating Standards to the operation of the Contract by the Contractor.

INTRODUCTORY COMMENTS

The Contractor shall operate the Brook House Immigration Removal Centre in accordance with the requirements set out in this Schedule D, the IAA 1999, the NIAA 2002, Detention Services Operating Standards (<http://www.ind.homeoffice.gov.uk/6353/6356/operatingstandards>) and the DC Rules (<http://www.opsi.gov.uk/si/si2001/20010238.htm>) (<http://www.opsi.gov.uk/si/si2005/20050673.htm>). Amplification of the DC Rules is provided in Detention Services Order 2/2002, Guidance on Detention Centre Rules

PART 2

DEFINITIONS

Words and expressions defined in Part VIII of the 1999 Act and the DC Rules shall have unless otherwise stated the same meanings in this Schedule D. Terms defined in the Contract will have the same meaning herein. The following words and expressions in this Schedule shall, except where the context otherwise requires, have the meanings hereby assigned to them:

"Authority" means the United Kingdom Border and Immigration Agency;

"C&R" means control and restraint;

"Centre Director" means the person appointed by the Contractor and approved by the Authority as the Manager of Brook House Immigration Removal as defined under Section 148 of the Immigration and Asylum Act 1999

"Commencement Date" means the date that the service under this contract commences.

"Compact" means a document devised by the Secretary of State which sets out certain rights to be enjoyed and responsibilities to be undertaken by Detainees during their stay at the Removal Centre;

"Contingency Plans" means the Contractor's plans describing arrangements for contingencies, back-up and disaster recovery, approved from time to time by the Authority;

"DC Rules" means the Detention Centre Rules 2001, as amended and supplemented from time to time, pursuant to Section 153 of the 1999 Act;

"DCO" means a Detainee Custody Officer;

"DEPMU" means Detainee Escorting and Population Management Unit;

"Designated Languages" means those languages as directed by the Secretary of State;

"Detainee Transferable Document" means the single continuous record of information about a Detainee;

"Escort" means the process of carrying out the Escort Functions;

"Escort Staff" means any staff involved in carrying out Escorts;

"HACCP System" means Hazard Analysis and Critical Control Point System;

"House Rules" means a document written by the Contractor which provides information to a Detainee about rights and responsibilities of Detainees whilst at any part of the Facility, and which has been approved by the Authority;

"Border and Immigration Agency" means the United Kingdom Border and Immigration Agency;

"Implementation Plan" means the Contractor's proposal to bring the operation of the Removal Centre into effect;

"Implementation Team" means the team that shall have responsibility for carrying out the Implementation Plan;

"In-Country Escorting Contractor" means the contractor currently providing transport for Detainees in detention who are required to appear at appeal and/or bail hearings or who are being removed from the United Kingdom or being brought/transferred to a Removal Centre;

"Independent Monitoring Board" means the committee appointed by the authority in accordance with Section 152 of the 1999 Act;

"Removal Centre" means Brook House Immigration Removal Centre at Gatwick Airport;

"Official, Legal or Case Related Visit/Interview" means any visit/interview to a Detainee at the Removal Centre by a Detainee's legal advisor or representative, or a representative of the Authority, or notified as such by the Authority;

"Official Visitor" means any visitor so notified as such by the Authority;

"Overseas Escorting Contractor" means the contractor currently providing transport and escorting services for those Detainees who are required to be removed from the UK under escort;

"Prison Service" means Her Majesty's Prison Service;

"Relevant Language" means in relation to any Detainee a language that the Detainee is substantially capable of understanding;

"Removal from Association" means accommodation in the form of a Removal from Association Place;

"Serious Complaint" means any complaint involving assault, damage to or loss of Detainee property, or racial abuse;

"BIA Manager" means the Crown servant or servants appointed by the Authority as a Contract Monitor in accordance with section 149(4) of the 1999 Act;

"Temporary Confinement" means accommodation provided in a Temporary Confinement Room;

"Visitor(s)" means those persons visiting the Removal Centre (or any part thereof); and

"Visitor Centre" means that accommodation provided for Visitors.

PART 3

OPERATIONAL PROPOSALS – TABLE OF CONTENTS

SECTION 1 – OPERATIONS

- 1.1 Pre-requisites

SECTION 2 – MAINTENANCE OF SECURITY AND SAFETY

- 2.1 General Security Arrangements
- 2.2 Searching Arrangements
- 2.3 Physical Security Arrangements
- 2.4 Dynamic Security Arrangements
- 2.5 Security – Intelligence
- 2.6 Risk Assessment
- 2.7 MAPPA (Multi Agency Public Protection Arrangements)

SECTION 3 – ADMISSIONS AND DISCHARGE

- 3.1 Admission
- 3.2 Discharge

SECTION 4 – Not used

SECTION 5 – ESCORTING

- 5.1 Escorting Requirements
- 5.2 IRC Escorting

SECTION 6 – HEALTHCARE

- 6.1 Health Service Provision
- 6.2 Managing the Provision of Primary Care

SECTION 7 – CATERING

- 7.1 Food and Drink

SECTION 8 – WELFARE AND REGIME

- 8.1 Clothing
- 8.2 Hygiene
- 8.3 Activities
- 8.4 Incentives Scheme
- 8.5 Library
- 8.6 Shop
- 8.7 Weekly Allowance
- 8.8 Provision of Welfare Services
- 8.9 Voluntary participation in paid activity

14. PROVISION FOR DETAINEES AT RISK

REQUIREMENTS	THE CONTRACTOR'S UNDERTAKING/PROPOSALS	CONTRACTOR'S AUDIT PROPOSAL
14.1 DETAINEES AT RISK		
<p><i>The Contractor shall maintain order, control and discipline and a safe environment in the Removal Centre. Staff will identify and provide care and support to those Detainees at risk of suicide or self-harm.</i></p> <p><i>The Contractor shall:</i></p>	<p>GSL will submit full procedures in respect of self-harming, to the Authority for approval, 2 months before the Commencement Date.</p> <p>GSL will submit detailed procedures in respect of anti-bullying to the Authority for approval 2 months before Commencement Date.</p>	
<p>14.1.1 Minimise the risk of a Detainee harming them self. As a minimum the Contractor shall ensure that:</p> <ul style="list-style-type: none"> * Assessment, Care in Detention and Teamwork (ACDT) training is provided for all staff at the appropriate level and to a standard delivered by Prison Service ACCT (Assessment Care in Custody Teamwork) training. * Detainees at risk are identified. * There is an ACDT Committee that will meet as required or at least monthly. * Measures are established which ensure active engagement with Detainees rather than passive monitoring. * Emergency first aid kits containing specified equipment are accessible and appropriately maintained. * Links with The Samaritans are developed. 	<p>GSL will ensure that a safe environment is maintained in the Removal Centre. Staff will be trained to identify and provide care and support to those Detainees at risk of suicide or self-harm</p> <p>All operational staff will receive training in ACDT. Non-operational staff who have regular interaction with Detainees will also receive familiarisation training in the ACDT process.</p> <p>GSL undertakes to minimise the risk of Detainees harming themselves.</p> <p>As a minimum GSL will:</p> <ul style="list-style-type: none"> * Provide Assessment, Care in Detention and Teamwork (ACDT) training for all staff at the appropriate level and to a standard delivered within the Prison Service. All staff will receive annual refresher training as appropriate, and Healthcare, Admissions, Induction and Team Leader staff will receive continuous training in risk recognition and procedures. <p>GSL will adopt the practices used within the Prison Service, including the procedures, forms and guidance contained in 'The ACCT Approach – Caring for People at Risk in Prison'. 'Both</p>	<p>Auditable records of Staff training.</p> <p>Training Programme and Training Records. Minutes of ACDT Committee meetings.</p> <p>ACDT Plan – checked and endorsed daily by Duty Manager. Admissions Documentation. Unit/ Log Books and Handover Notes.</p> <p>First Aid Protocol, Policy and Procedures; Nominated First Aiders Job Description and Person specification;</p>

	<p>operational and non-operational staff will receive training in the ACDT Foundation Course. Designated Managers will undertake the Case Managers' course., All of the residential management team and other key managers who may be appointed as Case Managers will attend. A selected, multi disciplinary group of staff will attend the Assessors' Course.</p> <p>Brook House will establish a multi-disciplinary ACDT Committee whose responsibility will be to oversee and co-ordinate all open ACDT Plans, undertake reviews and CAREMAPS relating to those Detainees who have self-harmed, have a propensity for self-harm or have been identified as having such indication. It will also be responsible for ensuring information is correctly communicated throughout the Centre and with the individual Detainees.</p> <p>GSL will be responsible for ensuring that sufficient numbers of Emergency First Aid kits are accessible to fully trained First-Aid staff, (including all DCOs) throughout the Centre. GSL will also ensure that all staff are trained in suicide awareness, and how to recognise 'at risk' behaviour.</p> <p>GSL undertakes to make every effort to utilise the services of the Samaritans as part of our duty of care. We will ensure that Samaritans.</p>	<p>Staff Training Records; Training Records.</p> <p>Records of correspondence with Samaritans. Minutes of meetings</p>
14.1.2 Operate and manage an anti-self harm strategy;	GSL will operate and manage an anti-self harm strategy the primary remit of which is encapsulated within the ACDT policies and procedures.	<p>Audit of anti-self-harm policies and procedures. Training records. ACDT/Detainee Welfare Committee meetings</p>
14.1.3 Operate and manage an anti-bullying strategy that provides support to victims and requires bullies to address their anti-social behaviour;	<p>GSL will implement and manage an anti-bullying strategy, providing support to victims, and requiring bullies to address their anti-social behaviour.</p> <p>Records of incidents of bullying and anti-bullying initiatives will be made available to the Authority to identify areas of concern within the Centre and to initiate action. The Bullying Incident Record Log will hold information regarding case reviews, SIRs submitted and the extent to which the perpetrator has addressed his anti-social behaviour.</p>	<p>Induction Package Bullying Incident Record Log. Records of outcomes. Training Records. Bullying Incident Record Log. Minutes of meetings. Minutes of meeting</p>

<p>14.1.4 Identify those Detainees with special needs and then risk assess them on a regular basis and ensure that any precautionary arrangements are made to minimise the risk to the Detainee, other Detainees and staff;</p>	<p>GSL will identify Detainees with special needs and will risk assess them on at least a weekly basis - more frequently when considered necessary - and will ensure that precautionary arrangements are made to minimise the risk to the individual Detainee, other Detainees and staff.</p>	<p>Medical assessment forms. Medical Records. RFA and TC Records. Individual ACDT Plans.</p>
<p>14.1.5 Ensure that there are arrangements in place to care for the needs of others in the Removal Centre affected by suicide or self-harm.</p>	<p>GSL will ensure that there are arrangements in place to care for the needs of others affected by suicide or self-harm. All those who come into contact with or are affected by, an incident of suicide or self-harm, will be offered immediate support</p> <p>Detainees</p> <p>Members of the Health Care department, counsellors, the chaplaincy team, and other staff employed in the Centre will support Detainees who have been affected by any incident of self-harm.</p> <p>Staff</p> <p>The Staff Care Team will offer initial support to staff via their Line Managers. Additionally, GSL has a contract with ICAS (the Independent Counselling and Advisory Service) for staff counselling, whereby staff are offered both confidential telephone counselling (staff members and their family) and individual face-to-face counselling. Information regarding the service and the free-phone contact number will be available to staff through the staff handbook and through posters displayed in staff areas and within the Staff Induction Pack.</p>	<p>Individual ACDT Plans.</p> <p>Handbooks, Staff notice boards. Terms and Conditions. Staff Induction packs.</p>