



Detention Services Order 06/2013

Reception, Induction and Discharge Checklist and Supplementary Guidance

Process: To provide centre supplier staff with guidance on the process for admitting, inducting and discharging a detainee from an immigration removal centre, short-term holding facility or the pre-departure accommodation.

Implementation Date: November 2013 (reissued July 2016)

Review Date: July 2018

Contains Mandatory Instructions

For Action: Home Office staff and suppliers operating in Immigration Removal Centres, Residential Short Term Holding Facilities and Pre Departure Accommodation.

For Information: Home Office caseworkers

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Processes Affected: Reception, induction and discharge processes

Assumptions:

Notes: Operating Standards for IRCs and the PDA cover admission/reception requirements. This DSO provides additional guidance on the requirements of centre supplier staff undertaking reception, induction and discharge processes to ensure standardisation across the immigration detention estate.

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Introduction

1. This instruction provides a mandatory checklist and supplementary guidance on specific areas which must be addressed by supplier reception and induction officers when admitting a new detainee to an immigration removal centre (IRC), residential short-term holding facility (STHF) or the pre-departure accommodation (PDA). References to “centre” in this document cover IRCs, STHFs and PDA.

Purpose

2. The purpose of this instruction is to standardise the information **sought from** and **provided to** detainees by centre supplier staff and the reception, induction and discharge processes that should be followed.

Procedures

3. This Detention Service Order (DSO) provides guidance on detainee admission, induction and discharge from a centre, in addition to the Detention Services Operating Standards, the PDA Operating Standards, the Detention Centre Rules 2001 and any contractual or service level agreement (SLA) requirements.
4. Centre suppliers must put in place locally agreed procedures to ensure that each item on the checklist has been covered by staff involved in reception, induction and discharge procedures. They must be able to demonstrate that this has been done as and when required to the Home Office Immigration Enforcement (HOIE) Manager and for the purposes of any audit, investigation or inspection.
5. Entering detention (or changing detention locations) can be a stressful time for detainees and this may impair a detainee’s ability to fully absorb important messages the first time they are delivered. Centre suppliers are therefore encouraged to repeat important information at regular intervals and using different formats, such as posters and leaflets. In addition supplier staff should ensure that all processes are fully understood by detainees whose first language is not English. Professional interpreting facilities must be used whenever language barriers are identified on reception, induction or discharge.

Reception

6. The checklist at Annex A details the mandatory actions to be undertaken by the centre supplier at the point of admission, accompanied by explanatory notes at Annex B.

Emergency contact details

7. Centre supplier staff must ask all detainees to provide an emergency next of kin contact for use in emergency situations, including unexpected illness or an accident. Details should include a name, contact number and the relationship to the detainee (e.g. mother, brother, friend). This should be recorded on the Emergency Contact Form attached at Annex C and placed in the Detainee Transferable Document (DTD).

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8. Where a detainee refuses to provide any details or states that they are without any contacts in the UK and do not wish to provide any overseas contacts then this must be recorded on the Person Escort Record (PER) and DTD and on any database routinely used by the supplier to note information pertaining to a detainee.
9. All staff (supplier, Home Office and healthcare) should continue to approach the detainee for this information as it is imperative that the centre holds next of kin details that can be contacted in case of an emergency.

First night in detention

10. Detainees who have never stayed in a custodial setting may be more vulnerable in their first night in detention and, as such, may require additional support. Information contained within the PER, DTD and movement order should be reviewed to establish if it is a detainee's first night in detention.
11. An auditable system must be in place to promptly alert residential and welfare staff to a detainee spending their first night in detention so that they can provide additional support to the detainee, if required. An assessment should be made on reception of the welfare needs of the detainee, in addition to those highlighted through the room sharing risk assessment. Where needed, an individual induction plan specific to the detainee's welfare needs should be implemented and authorised by the centre supplier duty manager. If any self harm or suicide indicators or specific needs are identified, please refer to paragraphs 12-18 below.

Identifying vulnerability / Assessment Care in Detention and Teamwork (ACDT)

12. Supplier staff must make an initial assessment of the arriving detainee based on the documentary evidence that accompanies them, the information conveyed by escorting officers and information provided from third parties such as the police, the courts and families. Supplier staff should also make their own assessment of the detainee's mood, behaviour and interactions.
13. Vulnerability issues include (but are not limited to): susceptibility to bullying, mental health issues, noticeable medical conditions, pregnancy, overt sexuality, unusual behaviour, evidence of self harm, remarks indicating desires to self harm/take own life or other evidence of abuse, or potential victims of trafficking or slavery.
14. In cases where supplier staff have concerns about a newly arrived detainee being at risk of self harm or suicide they should commence the Assessment Care in Detention Teamwork (ACDT) procedures (DSO 06/2008). All other potential vulnerabilities should be escalated as appropriate to determine the best course of management within the centre (e.g. individual care and support plan). Further guidance is contained within DSO 03/2016 Consideration of Detainee Placement.
15. Supplier staff are required to undertake mental health awareness training to assist them in identifying those who may be at risk of self-harm or suicide.

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Specific needs

16. Where a detainee arrives at a centre and during the course of the reception process it becomes apparent that either the full extent of a disability has not been disclosed or that the detainee has an undisclosed disability, then the following steps should be followed:
- Healthcare must firstly make an assessment from a medical perspective as to whether the detainee's condition can be appropriately managed within the centre
 - Then, in consultation with the centre's Duty Manager (or appropriate senior manager), it must be determined whether reasonable adjustments are in place or could be put in place (without unreasonable delay or disproportionate cost) to enable the detainee to access the full range of facilities within the centre as if their disability did not exist
17. Where it is determined that reasonable adjustments are already in place or can be put in place then this must be recorded and actioned without delay. These details must be submitted on an IS91 Part C to the Detainee Escorting and Population Management Unit (DEPMU), who will update the Casework Information Database (CID), and a copy must be provided to the onsite HOIE team. This may include, obtaining mobility or other assistance aids (e.g. hearing loop, incontinence pads, large print books, audio newspapers), assigning a personal officer to the detainee, providing access to lifts (not normally accessible to detainees without disabilities) or modifying regime activities to take account of the detainee's disability.
18. Where it is determined that it is not possible to make sufficient adjustments to accommodate the detainee the HOIE Manager must be notified, who must immediately contact the Detainee Escorting and Population Management Unit (DEPMU) to arrange a transfer to a more suitable centre. Until such time as a transfer is affected the initial centre should make every effort to care for the detainee with as many adjustments as can be achieved.

Language skills

19. During the reception process staff will be expected to conduct a rudimentary assessment of a detainee's proficiency in spoken English based on their reported interactions with escort staff and their interaction/responses to the initial introductions made to them by reception staff. Where telephone interpreting services are required to conduct the reception process this should be recorded. A further assessment of English language proficiency should take place during the detainee's induction to the centre. Where available, written information should be provided either in pictorial form or in a language understood by the detainee.
20. Where a detainee displays signs of a learning disability or literacy issues, these should be noted by staff and steps taken to ensure the detainee is provided with relevant information in an accessible format.

Fast track reception

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21. For the purposes of this DSO, intra-centre moves are those that take place between two neighbouring IRC sites only, therefore this is currently only applicable to the Gatwick and Heathrow clusters.
22. In certain cases when a detainee is discharged and returns to the same centre on the same day, centre suppliers may decide that a fast track reception option can be followed. This includes but is not limited to escorted moves to Embassies and High Commissions, intra-centre moves, hospital and dental appointments, attendance at a birth, funeral or marriage or any other escort as approved by the Authority such as an immigration case related hearing or interview. For such moves, the full reception process is not required but records of the decision making process should be kept and made available to the HOIE Manager on request.
23. For detainees that remain in the custody of the centre supplier throughout the entire escort and the fast track reception route is followed, it will remain imperative that suppliers:
 - ensure the correct identity of the detainee
 - ask for next of kin details if these have not already been provided
 - conduct and implement any procedures necessary where the authority to detain is unclear for any reason
 - ensure any welfare/healthcare needs are addressed upon return i.e. offer a nurse/GP appointment
 - offer a hot/cold meal and drink if the detainee has or will miss a meal provided by the centre as per normal regime
 - ensure the detainee is housed immediately or at the latest, within the contractual time limit
24. However where responsibility for the detainee has temporarily been transferred to another supplier prior to returning to the IRC, the fast track route will not be applicable and the requirement to follow the full reception process will remain in place.

Induction

25. The checklist at Annex D details the mandatory actions to be undertaken by the centre supplier during induction, accompanied by explanatory notes at Annex E.
26. The induction session should be used as an additional opportunity to conduct a secondary assessment of the detainee's proficiency and understanding of English. Any noted proficiency recorded at the time of reception should be used as a benchmark for the secondary assessment. If it is considered that the initial assessment was not representative of the detainee's true English language ability then the detainee's record should be amended accordingly.
27. Where it is determined that the detainee has an insufficient knowledge of English to receive the centre induction every effort should be made to conduct the induction in a language that the detainee understands. Where available, written information should be provided either in pictorial form or in a language understood by the detainee.

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28. Suppliers must be able to demonstrate that they have given suitable consideration to language needs and have responded appropriately. Where an interpreter is used to facilitate an induction (or an alternative medium such as a pre-recorded audio version of the induction in the required language is used) this must be recorded on the detainee's record.
29. Other detainees must not be used for detainee specific translation purposes due to confidentiality and quality issues, however peer support detainee workers may be used to translate for general purposes, for example during group inductions.
30. Additionally in normal circumstances, the onsite Home Office Immigration Enforcement (HOIE) team will conduct an induction within 48 hours of a detainee's arrival at a centre, which covers things such as the role of the onsite HOIE team, the complaints system, immigration bail and access to legal aid, if required. The HOIE team will also ask and record next of kin contact details and will confirm if the detainee has received their induction from the centre supplier.

Discharge

31. The checklist at Annex F details the mandatory actions to be undertaken by the centre supplier at the point of discharge.
32. The PER and DTD must be completed by supplier staff at the point of discharge and provided to escort staff upon handover, along with the medical notes and prison file (if applicable). Supplier staff must ensure that all detainee property accompanies them in line with DSO 06/2012.
33. If a detainee has no spare clothing upon release, supplier staff should ensure that destitute clothing is provided.

Destitute payments

34. A detainee may bring to the attention of centre or escorting staff that they do not have the financial means to reach their final destination when being removed from the UK.
35. If this is raised prior to removal then centre staff should contact DEPMU directly to request that a destitute payment be made, who will update CID. For families located at the PDA, Barnardo's staff will undertake a family funding analysis and will agree with the onsite HOIE team the appropriate amount of funding to be issued.
36. If the detainee raises this during an escorted removal, then the Senior Detainee Custody Officer (SDCO) will review the detainee's property sheet to assess their personal funds available and make a decision on whether a payment is justifiable. Payment will only be made by the Home Office following a successful removal.
37. For unescorted removals, the SDCO should refer the request for a destitute payment to the DEPMU Duty Manager prior to the removal, giving details of the amount required and reason. The DEPMU Duty Manager will consider the request

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and either decline or approve payment. Payment for unescorted removals is made at the point of departure.

Revision History

Review date	Reviewed by	Review outcome	Next review
June 2016	Emily Jarvis	General update to include discharge, fast track reception and first night detention processes	June 2018

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Annex A – Reception Checklist

Centre Supplier Reception Officer

1. Person Escort Record (PER) form up to date on arrival? If not, has appropriate action been undertaken by raising with the escorting staff and the HOIE manager for escalation?
2. Detainee transferrable document up to date? If not has appropriate action been undertaken?
3. Did the prison file accompany the detainee (where appropriate)? If not has the appropriate action been undertaken to obtain it?
4. Has the prison file been passed to the IRC security department?
5. Is the detainee accompanied by medical notes (where appropriate) and any prescribed medication?
6. Has a room sharing risk assessment been undertaken?
7. Is a single occupancy room needed? Has a single occupancy room been provided?
8. Has an initial evaluation of English language skills been made and the outcome noted?
9. Is interpreting required for the reception process? It is important that all service providers utilise professional interpreting facilities where a language barrier is identified and the information being interpreted is detainee specific. This is to be logged on the suppliers' detainee management system.
10. Have Emergency Contact details / Next of Kin details been sought and recorded?
11. Are there any initial indications of the need for an Assessment Care in Detention Teamwork (ACDT) or has the detainee transferred from another centre on an open ACDT, or have other vulnerability issues been identified?
12. Has a toiletries pack been given and recorded?
13. Has a free 5 minute phone call (or similar) been facilitated?
14. Have clothing needs been considered?
15. Has a clothing pack been issued?
16. Has the detainee been given the opportunity to note stored phone numbers from prohibited mobile phones or swap SIM card?
17. Has the detainee been asked if all property has arrived with them?
18. Does the detainee require the assistance of the welfare officer (or similarly nominated member of staff) to acquire missing property or property from outside the IRC?
19. Has the Welfare officer (or similar staff member) been notified of the location of the detainee's property in order to try and obtain it?
20. Have fingerprints been taken or checked if they have already been taken?
21. Has the detainee been provided with a copy of the centre rules and Compact in a language they understand?

Centre Healthcare Staff

1. Has the detainee been seen within 2 hours of arrival for an initial health screening?

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2. Has the detainee been advised that they may request to be seen by member of same sex (nurse/doctor)?
3. Is interpreting required for the screening process? It is important that all healthcare providers utilise professional interpreting facilities where a language barrier is identified and the information being interpreted is detainee specific. This is to be logged on the detainee's medical file and Systmone, where applicable.
4. Has the detainee been advised of their ability to request their own doctor (at their own expense)?
5. Have specific medical needs been identified?
6. Is a Personal Emergency Evacuation Plan (PEEP) needed?
7. Has the Health and Safety Officer been notified re the PEEP requirement?
8. Are mobility aids required?
9. Are reasonable adjustments needed?
10. Is a single occupancy room medically indicated?
11. Has detainee been offered an appointment with the doctor (to take place within 24 hours)?
12. Has the detainee arrived with the necessary supply of medication (if transferring from another IRC)? If not follow steps set out in accompanying guidance. Additionally ensure detainees requiring medication are aware of dispensing times and dispensing location.
13. Has a full initial assessment of vulnerability been undertaken via the healthcare screening questionnaire? If vulnerabilities have been identified have these been notified appropriately and action taken (e.g. ACDT opened)
14. Are there any pre-existing external medical appointments scheduled for the detainee?

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Annex B – Reception Checklist Guidance

PER Form

DSO 18/2012 Person Escort Record refers.

Detainee Transferrable Document (DTD)

DSO 12/2005 Detainee Transferrable Document refers.

Prison File

Where an ex-Foreign National Offender (FNO) detainee arrives at a centre, reception staff should ensure that the individual's prison file is accompanying them. This file should be passed (without delay) to the centre's security department to enable them to begin the process of evaluating the presenting risk of the individual. Where a licence is present on the file the security department should notify the centre's Immigration office accordingly. Security department staff should additionally pay careful attention to the full range of risks/vulnerabilities that are recorded within the file and cascade this information appropriately and without delay to the appropriate colleague (e.g. Healthcare). Where it is known that an individual has served a custodial sentence in prison and is brought to a centre without their accompanying Prison file it is the responsibility of the centre's security department to make every effort to try and locate the file or to contact the last known prison in an attempt to ascertain any pertinent security information about the individual.

For detainees who have transferred out of a Scottish prison, the receiving centre must call the last prison the detainee was held at for a read out of any adjudications and any other relevant security information.

Medical Notes

Detainees who arrive having been transferred from other centres or from prison establishments should be accompanied by either their full medical file, a summary of their medical history/treatment from the previous establishment or a letter from the previous clinician indicating any medical conditions or special needs.

Detainees transferred from another centre should have been discharged with any medication that has been prescribed to them to ensure continuity of treatment. Where reception staff at the receiving centre become aware that medication is absent on arrival, this should be flagged to the centre healthcare team who should contact the previous centre to determine what medication is required. If the receiving centre does not have the medication in stock, and the ordering time for obtaining a replacement would result in a break in continuity of medication, the receiving centre should make arrangements for the detainee's medication from the previous centre to be transferred to the new centre without delay.

Healthcare

All detainees must receive an initial healthcare screening within 2 hours of their arrival at an IRC. An assessment of whether the detainee requires an immediate appointment with a doctor and where this is not required, a doctor's appointment to take place within 24 hours of the detainee's arrival at the centre must be offered.

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Healthcare staff must advise detainees that they may request an appointment with a medical professional of the same sex and that, if they require an examination by a doctor, that they may request to be seen by their own doctor (if their own doctor is amenable to such a request). Detainees should be made aware that there may be a delay in their own doctor attending and that their doctor may charge them a fee to enable their attendance at the centre for this purpose.

If a detainee has a pre-existing external medical appointment(s), healthcare staff must notify centre supplier staff and the procedures set out in DSO 07/2012 Medical Appointments outside of the Detention Estate followed.

Personal Emergency Evacuations Plan (PEEP)

The healthcare professional must notify the Duty Operations manager and the health and safety officer in the centre of any detainees identified with a disability or with a temporary medical condition that necessitates increased assistance (e.g. fractures, sprains, back injuries, pregnancy, learning difficulties, and dyslexia) in order that a PEEP can be prepared without delay. The H&S officer must ensure that all staff are aware of their responsibilities to individuals with a PEEP and what to do in the event of an evacuation.

Rule 35 considerations

DSO 17/2012 Application of Detention Centre Rule 35 refers.

Room Sharing Risk Assessment (RSRA)

DSO 12/2012 Room sharing risk assessment refers.

Toiletries / Free Phone Call / Clothing / Mobile Phone

Reception officers must ensure that all new arrivals are offered the free hygiene packs available at all centres or are notified at which point in the process that one will be provided, that they are offered a free 5 minute phone call (or similar), that they are provided with clothing if required and are issued with a loan telephone (where theirs is not compatible with DSO 08/2012 – Mobile Phones and Cameras in Centres) and able to transfer their SIM card or note important contact details. Where any of these services are declined the reception officer must record this and (where given) the reasons why.

Detainee Property

DSO 6/2012 Management of Property refers.

Fingerprints

DSO 15/2012 Fingerprinting of Detainees refers.

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Annex C – Emergency Contact Form

Please complete this form as accurately as possible. These details will help us should we need to get hold of your Emergency Contact urgently in an emergency only.

First Name:	
Family Name:	
CID Number:	
Detained at:	
Mobile Number:	

*Emergency Contact Details (a close relative or friend in the **UK** or **Overseas**)*

Name:	
Relationship:	
Address:	
Phone Number 1:	
Phone Number2:	
Email:	

Detainee Signature _____

Date _____

REMOVAL CENTRE USE ONLY

I confirm that the resident provided /refused to provide/was unable provide emergency Contact details

Signed _____

PRINT NAME _____

Date _____

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Annex D – Induction Checklist

Centre Supplier Induction Officer

1. Is interpreting required for the Induction process? It is important that all centre suppliers utilise professional interpreting facilities where a language barrier is identified and the information being interpreted is detainee specific.
2. Has a full tour of the centre been undertaken - pointing out key facilities and amenities including (but not limited to) library and internet access, education, sport and leisure activities?
3. Has the role of the supplier at the centre been explained?
4. Has the role of the on site immigration team been explained?
5. Has the role of the Independent Monitoring Board been explained, including an explanation of a detainee's ability to make complaints to Board Members in person or via the IMB complaints boxes?
6. Have the procedures and times for meals been explained?
7. Has access to healthcare been explained?
8. Welfare Officer / Welfare Services role explained?
9. Has the anti bullying strategy been explained and the helpline number provided?
10. Has the role of the Religious Affairs team been explained and places of worship signposted?
11. Has signposting been undertaken to support groups e.g. visiting groups – including AVID, Samaritans, Red Cross
12. Has access to legal advice been explained, including Duty Solicitor Scheme, its independence from the centre, the times of surgeries and that it is free of charge?
13. Has the weekly allowance disbursement been explained?
14. Have the rules surrounding paid work been explained?
15. Has voluntary departure been discussed?
16. Has a secondary evaluation of special needs / vulnerabilities been undertaken?
17. Action taken as a result?
18. Has the complaints system been explained and the confidentiality of the complaints system emphasised – including both Home Office and NHS complaints processes?
19. Have the procedures and times for social / legal visits been explained?
20. Have the smoking arrangements in the centre been explained?
21. Management of property volumes/weights explained?
22. Shop opening hours / functions explained e.g. phone credit top ups.
23. Confirm that detainee has received all entitled provisions if needed i.e. clothing, loan mobile phone, toiletries, 5 minute telephone call
24. Detainee buddy system explained and buddy assigned (where applicable)?
25. If not already undertaken arrange for a post first night assessment to be undertaken

Healthcare Staff

1. Has Rule 35 been actively considered during the doctor's appointment?
2. Is interpreting required for the Induction process? It is important that all service providers utilise professional interpreting facilities where a language barrier is identified.

Annex E – Induction Checklist Guidance

Tour of the centre conducted

Detainees who are entering a removal centre for the first time must receive a full tour of the centre during which the location of key areas and facilities should be pointed out such as:

- Bedroom Accommodation
- Dining Hall
- Library
- Welfare Office
- Recreation / sporting / education facilities
- IT facilities
- Shop
- Healthcare
- Social visits lounge (and visiting times)
- Outdoor recreation/leisure areas
- Immigration offices
- Complaints boxes
- IMB office / complaint boxes
- Faith / prayer rooms

Where a detainee has been accommodated at the centre in the recent past and is re-entering the centre for a second time a reduced version of this tour can be conducted subject to there having been no significant alterations to the location of key facilities.

Role of supplier explained

Detainees should receive an explanation of the role of the supplier at the centre and the type of matters that they can assist the detainee with e.g.

- Provide safety and security functions e.g. dealing with bullying, facilitating fire drills, ensuring building and it's contents are safe for use
- Provide for the care and welfare of detainees e.g. being available for detainees to flag concerns of self harm or suicide risk for themselves or on behalf of others
- Provide cleaning and catering services
- Responsible for ensuring there is faith provision
- Responsible for ensuring there are educational, recreational and cultural activities

Role of on-site immigration team explained

Detainees should be advised how to contact the immigration team at the centre and have the role of the on site immigration team explained in general terms that they:

- Act as a link between the detainee and their caseworker
- Will encourage the detainee to make a voluntary departure
- Will answer questions posed by detainees about the current position of their immigration case and plans for removal
- Will serve paperwork to the detainee on behalf of their caseworker
- Are not responsible for making any decisions on their case
- Will monitor the overall running of the centre to ensure that detainees receive care and facilities in line with the supplier's contract / SLA with the Home Office

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- Will deliver a separate induction from the service provider

Role of IMB explained

Detainees should be advised of the role of the IMB at the centre and how to contact them including that:

- The IMB are independent to the supplier and the Home Office
- They are appointed to monitor and report on the state of the removal centre premises, the administration of the removal centre and the treatment of the detainees
- The IMB will inform the Secretary of State immediately of any abuse which comes to their knowledge or of any matter causing them concern.
- The IMB can raise concerns about the processes and procedures which surround a detainee's immigration status (e.g. time delays in reaching a decision) but cannot concern themselves directly with the detainees immigration status (e.g. the substance or merits of any application they have made)

Procedures for Mealtimes explained

Detainees must be:

- Made aware of the arrangements for meals within the centre (e.g. if they are served on residential units via a servery or in a central dining hall)
- Shown where meal service takes place
- Notified of the times that meals are served / provided
- Advised of any pre-ordering requirements that must be undertaken
- Encouraged to raise at an early stage any special dietary requirements they have (vegetarian / vegan etc). Dietary requirements due to medical reasons will be determined and notified by the healthcare team

How to access healthcare explained

Detainees must be advised of:

- The hours of attendance of the nurses and doctors to the centre
- Hours of drop in clinics, nurses and doctor consultation times and how to make appointments to access these services
- The general principles governing "in possession" medication and the arrangements for collecting / receiving dispensed medication
- How to report that they are unwell while in the centre
- Their ability to request that they be attended by their own doctor (if their doctor is amenable to such a request) or by a doctor of the same sex. Detainees should be advised that their own doctor may request a fee to attend to them in the removal centre

Role of the welfare officer explained

Detainees must be:

- Shown the location of the welfare office
- Advised of the hours of welfare provision
- Provided with the name(s) of the welfare officers at the centre
- Given an overview of the general issues that the welfare officer can assist with and give support on (DSO 07/2013 refers)

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Anti bullying strategy explained

Detainees must be explained the anti-bullying strategy at the centre and provided with the helpline number and relevant leaflets, if available, in particular to those detainees who are vulnerable.

Faith provision explained

Detainees must be:

- Shown the location of the various worship facilities within the centre
- Made aware of the ability to request a visit by a minister of their own faith
- Notified of the hours during which they can access the worship facilities and where possible provided with the times of formal religious services and celebrations
- Advised of the availability of clothing / worship aids that the supplier can provide e.g. religious texts, prayer beads, prayer mats, Koran stands etc

Access to legal advice explained

Detainees must be:

- Advised of their right to receive legal advice during their stay in the centre
- Shown where legal texts are located in the centre's library
- Advised of the arrangements for the Duty Solicitor Scheme which operates at the centre – i.e. the days and times of consultations and the procedures for obtaining an appointment
- Advised of the ability of legal representatives to book appointments with them at the centre
- Notified of their entitlements to enable them to make contact with their legal representative (faxing and photocopying availability)

Signposting to support groups undertaken

Detainees must be:

- Advised of any visiting group / charitable organisation / support group that routinely visit the centre and be notified of the days / hours of attendance and how they might contact them
- Shown any literature / leaflets associated with groups that can offer support to detainees, where this information is available in centres

Paid work opportunities explained

The rules surrounding eligibility for paid work must be explained, along with the types of jobs available and the application process (DSO 01/2013 refers).

Voluntary departure discussed

Officers should signpost detainees to information on voluntary departure and encourage them to discuss voluntary departure with the onsite HOIE team.

Secondary evaluation of special needs / vulnerabilities

The induction process should be used by officers as an opportunity to re-assess any special needs / vulnerabilities identified at the point of reception or to identify any concerns not immediately apparent when admitted to the centre.

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Officers should give careful consideration to whether an ACDT is required (or not) following the period since initial reception. This consideration and resultant decision must be recorded.

Complaints system explained

Detainees must be:

- Advised of the formal complaints system, including healthcare complaints (DSO 03/2015 refers)
- Shown where to find complaints forms and complaints post-boxes
- Advised that assistance from staff is available to help complete a complaint form
- Advised that complaints may be submitted in languages other than English, although responses will be in English (with the exception of healthcare complaints)
- Reassured that making a complaint will not impact negatively on their treatment in the centre or on their immigration case
- Advised of the role of the Prison and Probation Ombudsman (PPO)

Social and Legal visit procedures explained

Detainees must be shown where social and legal visits can take place and must be advised of how appointment can be made.

Visiting hours and items that can be brought to visits for the detainee must be explained.

Smoking rules in the centre explained

Detainees must be advised of the locations in which they are permitted to smoke both inside the centre and in the outside recreation areas.

Management of property explained

Detainees must be:

- Advised of baggage limitations for their removal
- Notified that they may swap items in possession for other items brought in by visitors
- Told about other arrangements to deal with excess baggage such as paying for excess baggage to be taken on board the aircraft or paying to ship excess baggage back to their country of return as per DSO on property.
- Advised on how they can access their stored property in the removal centre

Shop hours

Detainees must be:

- Shown the location of the shop and advised of its days / hours of opening
- Advised how to purchase items
- Advised of any additional functions carried out by the shop (e.g. catalogue ordering, money exchange)
- Advised of the arrangements for the detainee weekly allowance, the criteria for initial eligibility, the amount paid, the way in which it is paid and the arrangements to receive any balance if they are transferred to another centre.

Detainee Buddy system

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Where centres operate a system of fellow detainee buddies, the inducting officer must advise detainees of this provision and outline the role that the buddy fulfils advising them if a buddy has been allocated to them. Detainees should also be advised about the procedures to become a “buddy” if this is appropriate.

Rule 35 reconsideration

The responsibility for assessing and lodging Rule 35 reports in accordance with the requirements of the Detention Centre Rules 2001 rests with the centre doctors, however officers who are involved in the induction process with detainees should be alert to any statements made, behaviours observed or reports by others which indicate that a detainee has:

- Displayed evidence that their health is likely to be injuriously affected by continued detention or any conditions of detention
- Shown evidence of having suicidal intentions
- Claimed that they have been the victim of torture

Any concerns that an officer has about a detainee relative to any of the above conditions should be reported without delay to the centre healthcare team and a record made that this has been undertaken.

Returns Directorate

Annex F – Discharge Checklist

Centre Supplier Discharge Officer

1. Person Escort Record (PER) form up to date on discharge? If not, has appropriate action been undertaken?
2. Detainee transferrable document up to date? If not has appropriate action been undertaken?
3. Detainee identified with photograph on IS91, name/date of birth confirmed and fingerprint biometrics confirmed via the fingerprint system.
4. Detainee informed on where he/she is being moved to and whether or not they had any questions with regards to this moved.
5. If being transferred to another centre has the prison file been made available to accompany the detainee? If not has the appropriate action been undertaken to obtain it?
6. Has the prison file been passed to the escorts?
7. Is the detainee accompanied by medical notes (where appropriate) and any prescribed medication?
8. If being removed, has a handover taken place with medical escort and healthcare information provided in accordance with DSO 01/2016 (Medical Information Sharing)?
9. Was telephone interpreting used for the discharge process?
10. Is there any indication of the need for an Assessment Care in Detention Teamwork or have other vulnerability issues been notified to the escorts?
11. Have clothing needs been considered (where a detainee is being removed to different climactic conditions)?
12. Has a clothing pack been issued?
13. Has the detainee been asked to check and confirm if all property is available prior to discharge?
14. Does the detainee require the assistance of the welfare officer (or similarly nominated member of staff) to acquire travel plan on release?
15. Has the Welfare officer (or similar staff member) been notified of the location of the detainee's property in order to ensure it is ready at point of discharge?
16. If being released into the community has the detainee received the necessary travel warrant or has confirmed that they have made alternative arrangements to be collected from the centre.
17. Have any vulnerabilities been identified that would affect release into the community?
18. If being released has the appropriateness of the time of release and onward journey been considered?
19. If being removed, does the detainee have the financial means to reach their final destination?