

Gatwick IRC/PDA – PDA Management of Staff & Staff Training

Document Control

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Author	Natalie Griffin
Owner	Steve Hewer - Contract Director
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Distribution

Date	Name and Title	Organisation
29/11/2019	All staff	Serco

History Sheet

Version No.	Date	Details of changes	Distributed to
V1	07.05.2020	Reviewed by Sacha Godfrey Home office	All Staff
V1	20/05/2021	Issued to all staff	All staff
V1	18/11/2021	Full annual review, no change	All staff

Document References

Ref	Document title and reference	Version Number
1	The Equality Act	(2010)
2	The Lampard Review	11/2018
3	Schedule 2.1	2020

1.0 Introduction

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This Standard Operating Procedure (SOP) provides guidance in supporting families and children that arrive at the Pre-Departure Accommodation (PDA) here at Gatwick IRC.

The Gatwick IRC SMT and PDA management team will liaise with the Gatwick IRC/PDA Detail and Training managers to ensure that there is an availability of appropriately trained staff all times.

2.0 Information

Serco will use its training strategy and planning to recruit and retain staff.

Excluding initial training for FCOs, all other PDA training requirements will be pre-populated into Serco's Workforce Management Tool (Time2Work). This will ensure that PDA staff and their managers have sufficient notice for all planned training and appropriate cover is in place in order to meet staffing and operational requirements, therefore reducing any need to cancel or reschedule training sessions.

Staff will be able to view and access any scheduled training at least 12-weeks in advance via the Time2Work function on tier smartphone or work/personal computer.

The training department will maintain a training record for all PDA staff and will work closely with detail to ensure all training needs are planned accordingly and within any required/mandated timescales.

3.0 Training

When staff is undertaking training, this will reflect the diverse population of Gatwick IRC/PDA.

All Serco and non-Serco staff (including sub-contractors and healthcare provider) working in the PDA will complete a PDA induction programme.

All staff will be provided with the information and resources to gain an understanding of the plethora of cultures within Gatwick IRC/PDA. All staff training should be provided to both increase staff awareness and aid communication. Training will be a combination of the following and delivered by Serco staff, external providers and on-line programmes:

- Classroom based face-to-face (accredited and non-accredited)
- On-line (accredited and non-accredited)
- Pre-loaded tablet technology programmes
- On-the-job training.

In addition to completing the 9-week standard DCO training course, all FCOs and FCMs are required to complete the following:

- Safeguarding level 1 and level 2
- Childcare level 3 inclusive of related procedures for children [\(in sufficient numbers\)](#)
- MMPP
- Mental Health Awareness
- Paediatric First Aid
- Lone Working
- Solution focussed therapy
- Child development

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- Family therapy
- Mediation
- Cognitive behavioural therapy
- Communications inclusive of the values and principles of ~~detainees~~ residents in the PDA
- Equality, Diversity Inclusion and Religious Affairs
- Managing behaviour of children and families
- Trafficking
- FGM Awareness
- Domestic violence awareness
- Security awareness
- Safer PDA
- Personal protection
- First Aid at work
- Health and Safety.

The Children's Service's Manager will be trained to a minimum of Safeguarding Level 3.

4.0 Refresher Training

Training and refresher training must be provided and promoted for staff. All refresher training sessions will take place at the required timescales e.g. annually and delivered by Serco staff, online e.g. Serco Essentials and Local Safeguarding Board or by external providers.

As a minimum, PDA staff will receive the following refresher training:

- Immigration procedures including DSOs and SOPs
- Safer detention/ACDT / ACRT
- H&S
- First Aid
- Mental Health First Aid
- Safeguarding inclusive of Children, Adults and Adults at Risk
- Culture and Conduct
- C&R, MMPR, Personal Protection, SPEAR
- Security Awareness
- Searching
- Equality, Diversity and Inclusion
- GDPR.

Staff who have contact with children and families within the PDA / Borders will be offered the following training and be provided with refresher training at regular intervals or upon request:

- Safeguarding of Children, Adults and Adults at Risk
- Safer detention / ACDT/ ACRT
- H&S
- Equality, Diversity, Inclusion and Religious Affairs
- Security Awareness

- Personal Protection.

The attendance and completion of training, training records and refresher training will be held centrally by the training department for all staff at Gatwick IRC.

Steve Hewer
Contract Director, Gatwick IRC
Serco Justice & Immigration

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