


Division	Safeguarding	
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8 OFFENSIVE MATERIAL

Material that may promote or glorify hatred and or violence or which may give rise to offence of a religious, racial or sexual nature will not be permitted to be on display within Gatwick IRCs. Prohibited material such as images of part or full nudity or those that glorify or promote violence will be removed. Detainees will be advised of this policy during their reception process and staff will be required to enforce the policy. The Race Relations and Diversity Coordinator through staff training will give clear examples of the material, which may offend others, and staff will be given guidance on how to proceed if they should encounter such material.

At Gatwick IRCs routine daily checks by DCO's will be carried out to the interior fabric of all areas to which detainees have access for offending material. Detainees will be subject to sanctions if they fail to remove such material from sight and if they continue to offend, sanctions under the Incentives Scheme will be implemented. Likewise, staff will equally be subject to sanctions if they fail to remove such material. Managers will undertake regular inspections to ensure compliance.

9 FOREIGN NATIONALS

The Gatwick IRCs detain individuals from a very wide variety of nationalities and backgrounds and we are committed to ensuring equality of treatment to every individual.

All individuals will have their language of choice established during admission/induction. Where the first language choice is one other than English the staff will utilise the service of an interpreter or facilitate language line.

Where an individual has no English language skills, staff will advise the RRD Coordinator who in turn will maintain a list of all non-English speaking individuals.

10 TRANSLATION AND COMMUNICATION

Communication is the key and an individual could be seen to be at a disadvantage because they are not able to communicate effectively in their daily environment.

Provision must be made to ensure that detainees can communicate with their visitors and those outside the centre. Staff and orderlies are to assist detainees in

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communicating to external people by assisting in letter writing or telephone access. This also applies in helping to make complaints; it is worth noting that the DCF 9 complaint forms are available in over 20 different languages.

For those individuals who have limited or no English language skill we will do all possible to ensure that we are providing the desired choice of interpreter for the individual by provision of a verbal language translator service.

Any detainee may translate for another on a voluntary basis. It should not be assumed that a person with the required language skills will translate when asked as detainees do not have to translate if they do not wish to do so. Paid diversity orderlies provide a translation service as part of their role.

Completing the provision of translation form for all translation needs provides evidence of the good work that we do, returning it to Diversity to collate the data allows the information to be analysed to assist implementation of best practice noting any positive and or negative findings and trends that may present themselves.

See Appendix 8 for provision of translation form.

10.1

To use telephone interpreting service:

- Dial the Big Word Freephone contact number and listen to the automated recording
- Enter your area's access code and press the # key
- Enter the language you require and press the # key

You will now be put straight through to an interpreter who will ask you in English how they may help you.

Authorisation from a Manager is not required to use The Big Word Telephone Interpreting Service and the Big Word account information is available to all staff; through posters in all areas and personal booklets and key rings with the required information.