

### **1.3 Operational Requirement**

#### **1.3.1 The Supplier shall:**

- a) Operate an Implementation Plan for the full operation and management of the IRCs and PDA. Work with external stakeholders to discuss issues relating to the operation at the IRCs and PDA. Operate a set of House Rules, which must be clearly worded and capable of being understood by a Detainee (either adult or Child). Operate a system to ensure that any communication between a Detainee and the Supplier's Staff is conducted in a relevant language i.e. a language that is understood by the Detainee.
- b) Provide signs in the IRCs and PDA which can be clearly understood by a Detainee including those for whom English is not a first language.
- c) The Supplier shall carry out an Equalities Assessment to assess the impact of delivering the Services as defined in the contract on those with protected characteristics as set out in Section 4 of the Equality Act 2010.
- d) Operate an Association Time during which time Detainees will have opportunity to access the services within the IRCs and associate with each other and a Night State period during which time Detainees will be limited to their rooms or their residential units. The Night State period shall operate in line with the DSO 'Management and Security of Night State'. The Supplier shall ensure there are local procedures in place for operating Night State and that an equalities assessment is carried out to assess the impact of operating the period of Night State on those with protected characteristics. Where the local procedures involve locking a Detainee in their room at any point during Night State or limiting access to a residential corridor as at Tinsley House IRC, this period should not exceed nine (9) hours. There will be no period of Night State in the Pre-Departure Accommodation (PDA). The Supplier shall ensure that accommodation can be changed to facilitate any change of use of available Detainee spaces (e.g. accommodating males instead of or as well as females etc.) as may be required by the Authority.
- e) Produce Service Operating Procedures (SOPs) for each of the Operational Services, detailing how each of the operational requirements set out in Schedule 2.1 (Services Description) will be delivered.
- f) Provide Detainee Records to the Authority as follows:
  - (i) Urgent (as specified by the Authority) records within two (2) hours (where held in the IRC/PDA).
  - (ii) Non-urgent (as specified by the Authority) within 48 hours (where held in the IRC/PDA).
  - (iii) Where the records are stored in an archive, within seven (7) calendar days.

### **1.4 Independent Monitoring Board (IMB)**

- 1.4.1 The Independent Monitoring Board is responsible for monitoring the conditions in which Detainees are held, their welfare and the way in which the detention estate operates. The Supplier shall co-operate fully with the Independent Monitoring Board and operate in accordance with the DSO 'Working with Independent Monitoring Boards'.