



Home Office

Title	Detention Service Order 07/2013 Welfare Provision In Immigration Removal Centres (IRCs)		
Process	To set out the minimum requirements for the provision of welfare services in immigration removal centres		
Implementation Date	November 2013	Review Date	January 2016

Contains Mandatory Instructions

For Action

Home Office staff and suppliers operating in Immigration Removal Centres and Cedars Pre Departure Accommodation.

Author and Unit

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For Information

N/A

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Processes Affected

Provision of welfare services

Assumptions

N/A

Notes

There have been no previous DSOs on this subject.

Issued

November 2013

Version

v.0.1

Detention services order 07/2013

Welfare Provision In IRCs

Introduction

1. This Detention Services' Order (DSO) provides instruction and guidance to Immigration Enforcement staff and suppliers at immigration removal centres in relation to the minimum requirements expected for the provision of welfare services for detainees.

Background

Detention imposes limitations on detainees and their ability to conduct activities associated with concluding any personal affairs relating to their stay in the United Kingdom and in helping to prepare for their return and re-integration into their country of return. Part of the role of removal centres, in addition to providing a safe and secure environment for detained persons with as much purposeful activity as possible, is to support detainees prior to their removal. In addition IRCs should seek to minimise any unnecessary stress factors and to ensure that the transition from detention, to removal and through to re-settlement is as supported as possible, leading to detainees feeling more prepared, more informed and better able to accept the outcome of their application to remain in the country. In some cases a period spent in detention may not result in removal but in release. This welfare DSO additionally seeks to provide detainees with support to return to life in the community.

The overall objective of setting out minimum requirements for welfare provision in Immigration Removal Centres through this DSO is:

- Helping detainees to prepare for their removal from the United Kingdom;
- Providing information on the benefits of voluntary returns schemes;
- Providing information on accessing legal services.

- Assisting detainees who are released by signposting them to services and organisations which may be able to offer them support and assistance with any aspect of resettlement into the community

- Offering detainees support and guidance to ease their experience of being in detention.

Welfare Services

2. Each centre shall ensure welfare services/assistance are provided to detainees 7 days per week.
3. Welfare services shall be overseen by a member of the centre's management team.
4. Services to detainees should be provided for a minimum of 5 hours per day.
5. A reduced service may be provided at weekends and on public holidays, but for no less than 3 hours per day and may be performed by detainee custody officers whose primary duties are not welfare related but who have received training to deal with routine welfare matters on an ad hoc basis.
6. Welfare assistance must be easily accessible to detainees, either through a dedicated office or scheduled / drop in surgeries or by nominated personnel.
7. Welfare services must be publicised widely around the centre and should form part of the overall induction programme for detainees. The welfare role should cover the provision of assistance for people detained in the "fast track" process.
8. Each IRC must establish, operate and share with other centres a group generic email in box as a central point of contact for other IRCs to receive requests for assistance e.g. in locating missing property or for visitors groups and other detainee advocates to raise a welfare related issue on behalf of a detainee.

Services provided

9. Welfare services will assist detainees with:

Service	Description
Financial signposting on how to:	<ul style="list-style-type: none"> ➤ Receive money and credit their accounts. ➤ Close UK accounts / terminate direct debits or standing orders ➤ Transfer money to overseas accounts ➤ Enable Western Union / Moneygram transfers (online via the welfare office) ➤ Establish contact with a detainee's bank ➤ Retrieve cash from former detention locations i.e. police stations, prisons, other immigration centres and holding rooms. ➤ Contact former employers or business contacts.
Domestic:	<ul style="list-style-type: none"> ➤ Make contact with utilities and mobile phone companies to cancel accounts / seek refunds of over-payments ➤ Liaise with RSPCA if pets have been left behind at a property to arrange collection and re-homing ➤ Contact employers regarding owed wages (where detainee has been working legally) ➤ Establishing contact with landlords either directly or by giving welfare staff permission to do so on their behalf. ➤ Terminating tenancy agreements with a view to recovery of any bond/deposit.
Education:	<ul style="list-style-type: none"> ➤ Making contact with schools, colleges or other educational establishments to cancel enrolment ➤ Making contact with education establishments for the recovery of documents (e.g. certificates) to take abroad.

<p>Contact with friends and family & general:</p>	<ul style="list-style-type: none"> ➤ Making contact with the Red Cross to obtain Red Cross tracing services ➤ Tracing telephone numbers of friends in the UK. ➤ Assistance in contacting Consular / Embassy officials. ➤ Liaise with social services to seek advice on how a detainee might arrange contact (where allowed) with children in local authority care ➤ Contacting local visitors schemes if the detainee is isolated or remote from any UK relatives or friends i.e. AVID. ➤ Contacting GPs in the community ➤ Signposting detainees to additional support services within the removal centre (i.e. counselling)
<p>Property:</p>	<ul style="list-style-type: none"> ➤ Explaining options for the delivery of property to the Removal Centre, within permitted weight and volumetric restrictions. ➤ Providing information about shipping property abroad or assistance in contacting friends and relatives to collect excess property from the IRC ➤ The retrieval of property and documents retained by Immigration Enforcement or the police. ➤ Helping to make contact with providers of supported accommodation, local authorities and private landlords to locate and attempt to retrieve property left behind at previous addresses
<p>Legal:</p>	<ul style="list-style-type: none"> ➤ Alert detainees to the Duty Solicitor scheme which operates in the individual IRC, the timetable of provision and the mechanism for making an appointment. ➤ Signpost detainees to information about how to find an alternative solicitor or other immigration advisor accredited by the Office of the

	<p>Immigration Services Commissioner.</p> <ul style="list-style-type: none"> ➤ Provide information about how to make a complaint about a legal advisor through the Office of the Immigration Services Commissioner or the Legal Ombudsman. ➤ Accessing/providing the Bail for Immigration Detainees (BID) notebook on bail ➤ Accessing bail application forms (B1); application forms for section four support
Departures/Voluntary departures:	<ul style="list-style-type: none"> ➤ Providing informative advice about the benefits of making a voluntary departure using a recognised scheme. ➤ Assisting detainees with completing relevant application forms for voluntary departures. ➤ Assistance in meeting needs likely to arise at the removal destination such as clothing, mosquito nets.
Preparation for Return:	<ul style="list-style-type: none"> ➤ Contacting a known relative overseas to make arrangements for reception / collection on arrival. ➤ Identifying public transport options for travelling from the point of arrival to the ultimate destination. ➤ Assist in researching any charitable organisations in the country of return from which the detainee might seek assistance ➤ Assist in researching any general enquiries about conditions in the country of return i.e. schools, colleges, employment agencies, housing etc.
Centre regime:	<p>Providing information to detainees about the Centre's regime, including:</p> <ul style="list-style-type: none"> ➤ Facilities available in the Centre ➤ How to Contact a member of the on site

	<p>immigration enforcement team</p> <ul style="list-style-type: none"> ➤ Requesting a transfer to another removal centre ➤ Signposting detainees to welfare groups / advice surgeries operating in the centre ➤ Signposting detainees to the Independent Monitoring Board ➤ Provide information on how to make a complaint about any aspect of their experience in an IRC or during escort and where required (for detainees without the appropriate skills) will make a transcript of the verbal complaint on the appropriate complaints form. ➤ Acting in the best interests of the detainee in assisting them with any issues associated with their ability to cope better with detention.
Release of Detainees:	<p>Signposting detainees to information relative to:</p> <ul style="list-style-type: none"> ➤ Housing provision ➤ Local charities / support groups <p>Providing assistance with:</p> <ul style="list-style-type: none"> ➤ Making contact with previous landlords ➤ Planning travel to release addresses (train times etc.) ➤ Other reasonable tasks associated with re-establishing life in the community ➤ Contact details for the nearest One Stop Service ➤ Contact with the Children’s Panel (for under 18s and for under 21s with responsibility for minor dependents)

Work of Welfare Services

10. Staff must keep accurate records of all enquiries from detainees and actions completed. Records should include a **short** formal needs assessment of each detainee seen which may consist of a simple checklist identifying the specific areas covered by this DSO that a detainee requires assistance with. Where agreed, this assessment should accompany the detainee to other centres when they are transferred.

11. Records of actions undertaken or welfare assistance given to detainees should remain confidential unless consent is obtained from the detainee to share that information.

12. Welfare services should establish links with local and national NGOs who may be contacted by the IRC to provide additional assistance to detainees.
13. The welfare service should include a programme of workshops and presentations from NGOs on topics of interest to detainees, including:
 - Making a voluntary departure from the UK
 - Applying for bail
 - Red Cross tracing services
 - Roles of other support organisations in the IRC

Staff must not provide any advice to detainees on legal or other immigration case-working matters. They must not pass comment on the credibility of a detainee's application or the likelihood of it succeeding. Local procedures should ensure that all actions requiring staff intervention have a written authority from the detainee to act on their behalf.

Sharing best practice

14. Welfare services will become a standard agenda item at the Centre and Escort Managers meeting forum where updates and good practice can be shared.
15. The meetings will aim to share best practice, provide support and advice and consider potential new services and the best way to deliver them, including whether a standardised welfare request form can be developed to aid continuity of assistance between centres
16. The welfare service should produce quarterly reports to monitor its work and identify trends in demand for the welfare service. These reports should be shared with Immigration Enforcement prior to the Centre and Escort Managers meeting forum. Particular regard should be paid to identifying trends relative to protected characteristics as identified in the Equality Act 2010.