



Returns directorate

Title	Detention services order 04/2015		
	Unescorted domestic shuttle flights		
Process	To provide instructions and guidance for in-country and overseas escort staff on the procedures to be followed for unescorted domestic shuttle flights		
Implementation Date:	October 2015	Review Date:	October 2017

Contains mandatory instructions

For Action	Author and Unit
All staff employed by the escorting contractor	Kevin Coyle, DEPMU North, Detention Operations
For Information	Owner
Staff at immigration removal centres, short term holding facilities, pre-departure accommodation and Home Office case owners	Alan Gibson, Head of Detention Operations
Contact Point	
Kevin Coyle	
Processes Affected	
This DSO sets out instructions on the procedures to be followed by escort staff in the detention estate when dealing with an unescorted domestic shuttle flight	
Assumptions	
All staff will have the necessary knowledge to follow these procedures.	

Notes

There are no previous DSOs on this subject.

Issued October 2015

Version 1.0

Detention Services Order 04/2015

Unescorted domestic shuttle flights

Introduction

1. This detention services order (DSO) provides guidance for immigration detention escort staff on the processes that should be followed when a detainee travels unescorted on a domestic shuttle flight.

Purpose

2. The purpose of this order is to ensure that the security and safety of both the detainee and the general public is paramount at all times. It includes detail on risk assessment and procedures to be adhered to while undertaking these moves.

Procedures

3. On occasion it is appropriate for detainees to travel on domestic flights unescorted. This method of transport requires fewer resources than escorted journeys and provides a quicker and more readily available means of moving detainees than the use of ferries or vans. These flights generally occur between Scotland/Northern Ireland airports to Heathrow however this process should be in place for any other domestic shuttle flights.

Risk Assessment

4. An individual risk assessment will be completed and recorded in advance by the case-owner for all detainees subject to this form of unescorted move. The initial decision whether a detainee is suitable to be transferred on a shuttle flight without an escort is made by the Detainee Escorting and Population Management Unit (DEPMU). DEPMU holds all of the relevant risk information to make this decision and this is recorded on the Home Office Case Information Database (CID) which the detainee's case-owner will consider prior to arranging an unescorted shuttle move.
5. Following receipt of the risk information the case-owner will complete an airline risk assessment form (ICD 4607) which they will fax to the airline. The airline will use the ICD 4607 as the basis for deciding whether the detainee can be carried unescorted. In the event that the airline decides the detainee is unsuitable to travel unescorted, they must inform the case-owner of this. The case-owner will advise DEPMU who will then make alternative arrangements for the detainee to be transported. The risk information should be detailed in the Person Escort Record (PER) by the escort supplier.

6. The case owner's risk assessment should take proper account of the entire journey, the destination and public areas through which the detainee will pass while on their journey. Any information that suggests there is a risk of absconding must be considered. Should a detainee be assessed as being an absconder risk they will not be deemed suitable for an unescorted move of this type and alternative arrangements will be made. DSO 06/2014 and DSO 07/2014 provide further information on the risk assessment process. The decision by the airline to approve the risk assessment and method of travel must be recorded by the case-owner in the notes section of CID.

Pre-Flight

7. Once a detainee has been risk assessed as suitable for an unescorted shuttle flight arrangements should be made by the case-owner. When the case-owner has booked a ticket, DEPMU will inform the escort supplier of this by sending a movement order which will contain details of the flight. If the escort supplier is unable to undertake this task (movement to and collection from the airports) they will contact DEPMU and provide reasons. DEPMU will then consider alternative routes of transfer.
8. DEPMU will provide the escort supplier with the IS91M (Immigration Detainee Movement Notification) for all detainees due to be moved. The movement order covers the entirety of the detainee's journey from the original detention facility to the receiving immigration removal centre. Once arrangements have been made for an unescorted domestic shuttle flight the escort supplier will inform the airport police at the destination airport.

Flight

9. The escorts will collect the detainee(s) from the detention facility where they are detained and transfer them to the airport. On arrival at the airport the detainee(s) will be checked onto the flight, along with any luggage that may be travelling with them and escorted through security to the departures lounge to await the flight.
10. The escorts shall board the flight with the detainee(s) prior to other passengers. The escorts will provide the Senior Cabin Crew Member (SCCM) with a full brief regarding any special needs or language issues. It will be explained to the SCCM that escort supplier staff will be waiting at the flight door on arrival and that the detainee(s) must remain aboard the plane until collected by these escort supplier staff.

11. Upon completion of this briefing, the escorts will hand over the detainee(s) paperwork to the SCCM and position the detainee(s) in their seat on the plane. The escorts disembark and wait at the bottom of steps until the flight door is closed. They will then safely position themselves away from the plane but within full view of the aircraft until it is pushed back from the gate. Following this the receiving port will be contacted to advise the escort supplier staff based there that the plane has been pushed back from the gate, provide details of the detainee(s) seat numbers and of any luggage that may have been checked in. The escort supplier's operational control centre should also be contacted at this point by the escorting crew responsible for boarding the detainee to advise that the detainee(s) has been successfully boarded and that the flight has departed.
12. Escort staff should request the SCCM to advise the other cabin crew members of the presence of a detainee and ask that they monitor the detainee until they arrive at their destination. This should take place either during or immediately after boarding. The Flight Crew should also be advised by the SCCM of any detainee(s) on-board the aircraft.

Arrival Procedures

13. The movement order will provide details of the flight plus the terminal it is scheduled to arrive at. Escort supplier staff must be satisfied this is correct and when the destination airport is Heathrow the escort supplier is expected to make use of the access at Cayley House to a BAA flight computer which permits them to view 'real-time' flight arrival information.
14. The duty operations manager will task a minimum of two detainee custody officers (DCOs) to collect the detainee(s). The collecting DCOs should allow themselves sufficient time to arrive prior to the flight carrying the detainee. The DCOs should speak to the flight dispatcher and make them aware of the detainee(s) on board and that they are there to escort the detainee(s).
15. When the plane door is opened, the Senior Cabin Crew Member should be spoken to and any paperwork relating to the detainee(s) handed to the DCOs. At this point the DCOs should examine the paperwork and familiarise themselves with the identity of the detainee(s).
16. Once the passengers have disembarked, the DCOs will board the plane and collect the detainee(s) from their seats. Should the detainee(s) have any luggage they should be escorted to the relevant baggage carousel to collect this before being taken to the nearest holding room to await transportation to an immigration removal centre.

17. In the event of a detainee absconding, the escorts tasked with collecting the detainee should immediately inform the police, the duty operations manager and the escort supplier's operational control centre. Steps to locate and apprehend the detainee should be taken by the DCOs tasked with meeting the detainee's flight.
18. DEPMU should be informed that a detainee has absconded within an hour of the event. If this takes place outside of normal office hours, the DEPMU on-call HEO/SEO should be informed. Even in circumstances where the detainee is apprehended within the airport, DEPMU must still be informed of this. DEPMU will then ensure that the relevant Independent Monitoring Board is made aware of the incident.
19. Following any instance of absconding the escort provider must complete an investigation into the circumstances of the incident. The findings of this investigation are to be shared with DEPMU.

Revision History

Review date	Reviewed by	Review outcome	Next review