

**Cover Note:**

**Please note that the following action plan relates to issues currently being addressed at quarterly meetings of the Refugee & Migrant Forum Manchester and the UK Borders Agency. The action plan will not contain the full range of issues that have been raised. Please also see meeting minutes and the original report on the Refugee & Migrant Forum Manchester's 2006 consultation into refugees, asylum seekers and immigration advisors experiences of the UK Immigration Service at Dallas Court at [www.mrsn.org.uk/forum/publications.html](http://www.mrsn.org.uk/forum/publications.html)**

**UK Borders Agency / Refugee & Migrant Forum Manchester – Action plan 010508**

Issue	Owner	UKBA response	Action taken	Status / Date	Evidenced by UKBA
<b>1. Improving provision of information</b>					
1.1 Lack of information about rights, procedures for complaints, details of who to contact for what issue	MW  MW  MW  CB	BIA appreciate that many reportees may not currently know these procedures	Posters will be displayed in the waiting room giving details of the complaints procedure – Mo Williams to liaise with communications team to arrange.  Electronic message board in place with information about how to make complaints  Complaints and Internal Investigations Team and IPCC to attend June event  Organogram of new regional structure with contact details to be circulated once one is available	?  closed  10/6/08  ongoing	RMFM could be shown information on next visit?
1.2 No 'customer feedback' system	MW		Local UKBA will sample 50 reportees per month, by handing out cards randomly on which reportees will be asked to tick boxes recording their experience of the service.	?	RMFM consulted on content of cards and results shared?
1.3 Reasons for decisions or procedures are not clear to reportees/detainees and not always explained in a language they understand	SC  EM / MW	Introduction of case resolution /asylum case owners should alleviate this	Case resolution and asylum representatives to attend annual event  RMFM and UKBA will produce draft info leaflet on rights and responsibilities, RMFM to consult reportees on content and report back to next meeting.	10/6/08  24/4/08	?

	MW		Final version of information leaflet being distributed to reportees	Sept 08	
	MW		Emma Sheehy to look into possibility of adding information on right to telephone interpretation to electronic message board	May 08	
	CB	Detaining officers explain detention procedures and serve IS 151F. Language line is available where necessary.	CB to give RMFM contact numbers for police detention suites	?	
			CB to investigate possibility of translating IS 151F into key languages	?	
			RMFM to monitor cases where this is not happening	ongoing	
1.4 No notification of changes in status and lack of communication between asylum and enforcement teams leading to errors in support received and sometimes detention	SC	Expect case owner system to improve file management  All records and systems checked prior to detaining	To consider methods by which UKBA can inform individuals of their current status	?	?
1.5 Dallas Court is difficult to find and would benefit from better signposting	MW		In discussion with local authority	ongoing	
<b>2. Improving service in the reporting centre</b>					
2.1 Staff do not appear to know complaints procedures	MW	Staff are currently receiving training on new complaints procedure, to be publicised in reporting centre and at Annual Event		?	?
2.2 Reportees are not always treated with respect and	MW		Refugee awareness training to be undertaken by reporting centre	?	

understanding			and front of centre security staff then immigration officers and G4S holding room staff (subject to renewal of contract)  UKBA to make contact with Refugee Action about training  UKBA to contact Manchester Advice about 'working with interpreters' training	24/4/08  ?	
2.3 It is frequently not possible to get through to the reporting centre by telephone during opening hours – serious repercussions experienced by reportees	MW	The concerns are recognised, however current staffing constraints may lead to delays in answering the phone. Dealing with reportees at counters prioritized.	To monitor this situation.  Reporting Centre Manager to conduct a review of reporting frequencies	?  ?	?  ?
2.4 Valid reasons for changing a reporting date such as sickness are not being accepted by staff	MW	Sickness should be accepted as a reason not to report if not used repeatedly.	Staff were reminded of this after November meeting.  January and April RMFM meetings and reporting diaries indicate that this is not taking place  All reporting centre staff to be reminded of these responsibilities again	May 08	?
2.5 Staff are not using the telephone interpretation service and not gaining reportees' consent before using informal interpretation	MW		RMFM meetings with reportees suggest this is still not happening  ?	?  ?	?  ?
2.6 People on Section 4 and NASS support are not being informed of entitlement to travel tickets and are not being sent tickets by post after missing a date for a valid reason	MW		Staff were reminded of this after November meeting.  February meeting reporting centre staff member reported that he was not aware that this should happen automatically		

			All reporting centre staff to be reminded of these responsibilities again	May 08	?
2.7 Children and families policy is unclear	CB	New strategies to be discussed at stakeholder event in Liverpool in April	All staff now receive training in 'Keeping Children Safe'	?	?
2.8 Reporting frequencies do not take account of individual circumstances	MW		New reporting centre manager tasked with reviewing reporting frequency  MW to look into what statistics could be made available on numbers of asylum seekers expected to report – may be a snap shot of one week or one month.  RMFM to ask Eddy Montgomery what case resolution reportees should do if they want to ask for their frequency to be relaxed	?  May 08  10 June	?
2.9 People have to queue for a long time often in cold or wet weather, including pregnant women and young children	MW	Landlord will not allow UKBA to build a shelter onto front of building. In long term lease with landlord so can't move premises - solution is to reduce waiting times	Opening hours have been extended by one hour to reduce waiting times  Time slot system introduced to try and reduce waiting times  Negotiations with landlord - ongoing?  New reporting centre manager tasked with reviewing reporting frequency	Mar 08?  Jan 08?  ?	?   ?

### 3. Improving detention and enforcement operations

3.1 Detainees at Dallas Court are	CB	?	?		
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not given enough time to make arrangements for their belongings to be brought to them and not told where they are being taken in time to notify key contacts (or not told where they are going at all)					
3.2 Detainees experience unnecessary delays in gaining access to a telephone and often need to make more than one call but may not have money for the pay phone, for example to contact family and a legal representative		<p>Telephone is offered and offer recorded. If detainee has no money guards will make a call and ask receiver to ring detainee</p> <p>Guards can offer numbers of legal representatives</p>	Draft information leaflet to be amended to make the process clearer	Closed: ongoing monitoring	<p>One entry in an excerpt from holding room log provided</p> <p>- how monitored?</p>
3.3 No system in place to ensure asylum seekers have been able to see a medical professional before being considered for detention - torture survivors being detained	CB	<p>Pre-detention checks are completed and record maintained. Medical issues taken into account if known to immigration.</p> <p>No definite rules on what UKBA will accept as 'independent evidence of torture' – require independently corroborated evidence from a credible source</p>	<p>RMFM to invite Medical Foundation to a meeting</p> <p>?</p>	24/4/08	
3.4 Detainees have experienced an aggressive approach to enforcement visits such as banging forcefully on the door and using handcuffs unnecessarily	CB	<p>Officers required to treat people with respect and dignity, receive arrest training, step approach to conflict management.</p> <p>Arresting officers decide whether or not to use handcuffs based on whether someone likely to do harm to themselves or others or to attempt to escape</p>	<p>Immigration officers have been reminded of guidelines regarding enforcement visits but a recent incident demonstrated that not all officers are putting them into practice.</p> <p>CB to raise this at team meetings and send another notice about this by email to all Immigration Officers</p> <p>RMFM will consult with</p>	May 08	?

			communities about acceptability of members attending a visit	Sept 08	
3.5 Asylum seekers are being detained for long periods of time without being removed and it is very difficult to secure their release	CB	Strict reviews adhered to and recorded for detentions at 24 hours, 7 days, 14 days and 28 plus days	RMFM to provide CB with case studies of when this has happened over the last 12 months	Sept 08	
<b>4. Centre Contractor issues: G4S</b>					
4.1 No information in the holding room about how to make a complaint to G4S	Gail Peers		G4S have displayed information on how to complain in the holding room in 21 different languages	Reported 1/5/08	RMFM could be shown the information on their next visit?
4.2 HMIP report on follow up inspection of Dallas Court – Jan 07 indicated G4S staff not all familiar with operational and policy guidance	Gail Peers		RMFM to contact Gail Peers with details of which areas of G4S policy guidance they would like to receive	May 08	
4.3 Information about training received by G4S security staff	Eric Alex.		G4S training modules to be provided to RMFM (SK to contact Eric Alexander)	May 08	
<b>5. Contact Management Policy issues</b>					
5.1 Travel tickets are not supplied for destitute asylum seekers to attend Dallas Court or interviews at London embassies or for reportees on Section 4 vouchers who live within a 3 mile radius of Dallas Court	SC		Issues to be raised with contact management policy team at June event	10/6/08	
	MW		MW to look into whether these statistics could be gathered from UKBA 'no show' reports.	May 08	
	Liz W		LW to find out if everyone going through AVR programme should be on Section 4 support	?	
5.2 Electronic tagging is stigmatizing and traumatic, it	SC		Issues to be raised with contact management policy team at June	10/6/08	

is also a duplication of resources when the tagged asylum seeker also has to report at Dallas Court			event  UKBA and G4S representatives with responsibility for electronic tagging to attend a future meeting	?	
5.3 Reporting is a duplication of resources when asylum seekers on NASS or Section 4 support have to sign for their money or vouchers			Issues to be raised with contact management policy team at June event	10/6/08	
5.4 Reporting is a re-traumatising experience for torture survivors because of the secure building, uniformed officers, searches, and threat of detention	MW	Experience of torture should be taken into account by asylum case owners when setting reporting frequencies	Issues to be raised with contact management policy team at June event  To ask Emma Sheehy if possible to add information to electronic display board	10/6/08  May 08	
<b>6. Greater Manchester Police issues</b>					
6.1 Asylum seekers who have not committed a criminal offence should not be detained in police stations	?	RMFM's concerns recognized however there are no alternative detention spaces currently available	Chris Brammer passed on concerns through line manager with possibility of raising this with the Detention Board  Chris Brammer to find out whether or not this has been raised with Detention Board	?  ?	Notes from Detention Board discussion?
6.2 Asylum seekers detained in police stations are not always having reasons why they are there explained to them clearly and in a language they understand	CB  CB		Provide RMFM with a list of contact numbers for police detention suites  Share RMFM concerns with Greater Manchester Police Liaison Officer	24/4/08 - open  ?	
6.3 Asylum seekers detained in police stations are not always getting access to more than	CB		Provide RMFM with guidelines on access to telephone calls in police stations	07/02/08- closed	

one phone call	CB		Share RMFM concerns with Greater Manchester Police Liaison Officer	?	
<b>7. Actions relating to meetings and events</b>					
7.1 RMFM / UKBA meetings	MW		Reporting Centre Manager to join future meetings	June 08	
	LW		LW to discuss with other Asylum managers who would be the best person to attend future meetings.	June 08	
7.2 June event	SK		RMFM to draft a programme and send to UKBA for comments / amendments.	13/5/08	
	SK		RMFM to draft an evaluation form and send to UKBA for comments / amendments.	31/5/08	
	CB		CB to ask Gill Mortlock if UKBA could provide 1, 200 to cover the cost of the joint event.	12/5/08?	