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**ESCORT AND REMOVAL OF DETAINEES –  
MOSTLY WELL PERFORMED, BUT SOME CONCERNS**

Most escorts dealt sensitively with detainees, but some were unacceptably unprofessional, said Nick Hardwick, Chief Inspector of Prisons, publishing reports of announced inspections of escorted overseas removals of detainees to Nigeria and Jamaica.

Inspectors accompanied a removal by the UK of 35 detainees to Jamaica and 53 detainees to Lagos, as well as reviewing records of three previous removal flights to both countries. The aircraft were chartered by the UK Border Agency (UKBA) and G4S were contracted to carry out the removals.

Inspectors were pleased to find that:

- collecting detainees from immigration removal centres and transporting them to the airport was generally well organised;
- escorts generally dealt sensitively with the inevitable stresses and complications that arose;
- where there was full use of control and restraint, we saw generally good management; and
- escorts generally performed their duties in a calm and professional manner.

However, inspectors were concerned to find that:

- in some cases, staff were not properly coordinated during potential and actual incidents, which raised tensions;
- force and restraints were sometimes used for longer than was necessary;
- there is currently no accredited training to guide and support staff who have to use force in confined spaces, such as on an aircraft;
- some staff used highly offensive and sometimes racist language between themselves;
- staff numbers seemed excessive at times;
- in some cases, procedures were too risk-averse; and
- there were no arrangements to provide any advice or support to detainees who did not have family or other contacts in Lagos.

Nick Hardwick said:

“Escorted removals are a difficult and distressing process. On these inspections, most escorts, most of the time, performed their duties well and dealt sensitively with the needs of individual detainees. However, tensions were sometimes raised when force or restraint was used unnecessarily and some staff demonstrated an unacceptably unprofessional attitude.”

ENDS

**Notes to Editors:**

1. A copy of the reports can be found on the HM Inspectorate of Prisons website from 6 September 2011 at <http://www.justice.gov.uk/publications/inspectorate-reports/hmi-prisons/detainee-escort-inspections.htm>
2. HM Inspectorate of Prisons is an independent inspectorate, inspecting places of detention to report on conditions and treatment, and promote positive outcomes for those detained and the public.
3. The first inspection was carried out from 24-25 March 2011. Inspectors accompanied a charter flight removal of 35 detainees to Jamaica. They also reviewed records of

the previous three charter flights to Jamaica. The entire removal process was inspected, from the point at which detainees were collected from immigration removal centres, to the end of the journey to the destination country.

4. The second inspection was carried out from 20-21 April 2011, when inspectors accompanied a charter flight removal of 53 detainees to Lagos, Nigeria. They also reviewed records of the previous three charter flights to Nigeria.
5. Please contact Jane Parsons in HMI Prisons Press Office on 0207 035 2123 or 07880 787452 from 0915 to 1415 Monday to Friday if you would like more information or to request an interview with Nick Hardwick.