

Kent Coast STHF IMB - Annual Report 2025 – Action Plan

Ref	Recommendation / Issue / Concern	Accepted / Partially Accepted / Not Accepted	Official Government Response	Progress Ongoing or completed / N/A
<u>TO THE MINISTER</u>				
1.	The Board has again observed - echoing our comments in last year's report - that detained people are still in need of clearer information about their 'process journey'. We continue to note that the welfare of detained individuals has at times been adversely affected by their lack of understanding about where they are being taken.	PARTIALLY ACCEPTED	<p>The Home Office has already undertaken extensive work to improve the quality of information provided to new arrivals. We have provided the IMB with photographs demonstrating some of the improvements made at WJF. We recognise the importance of having arrivals understand the process journey. We will continue to review the messaging delivered to arrivals throughout their 'process journey.</p> <p>In relation to dispersal arrangements, after the screening interview, service users are advised verbally, with the use of an interpreter, of the next steps after bail. This includes onward coach transfer to (hotel) accommodation, that they have been granted immigration bail; that employment is restricted; and that they remain liable for detention (whilst on bail).</p>	ONGOING
2.	There appears to be confusion about what information is given to those detained under Operation Hillmore. Is it different to those moving on to hotels for further assessments?	ACCEPTED	During the screening interview individuals are informed they may be liable for detention and ask them to raise any reasons why they may not be suitable. When transferred to Immigration Removal Centres (IRCs) they are also provided with a leaflet outlining what IRCs are and the facilities available.	COMPLETED

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3.	Again, as recommended in our previous report, we encourage the Home Office to work with Mitie Care & Custody teams to get repairs done promptly and quickly.	PARTIALLY ACCEPTED	<p>This also concerns recommendation 9 which Mitie C&C have responded to.</p> <p>Our focus remains on maintaining a safe, decent, and compliant environment for all individuals in our care. When issues regarding Estates are identified and reported in either Frontier House and Channel View Road, the Home Office works with its stakeholders to deliver a swift resolution. An audit log of all escalations is maintained to ensure full visibility, accountability, and follow through until each issue is resolved. We will continue to manage the relevant contract arrangements and expect repairs and maintenance issues to be addressed through existing contractual mechanisms and oversight processes. Where issues are identified, these are raised with the contractor and monitored through the appropriate assurance and contract management routes. The Home Office will continue to work with service providers to support timely resolution of maintenance concerns where these fall within agreed responsibilities.</p>	COMPLETE

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4.	The Board recommends that Manston staff continue to work towards detaining people for no longer than 24 hours. At the RHR facility, staff should likewise maintain their commitment to keeping detention within the 96-hour limit.	ACCEPTED	The Home Office has always, and will continue to, ensure that the length of detention is kept to a minimum and for the shortest time possible, prioritising children and the vulnerable. However, there may always be exceptional circumstances where detention may need to be extended.	COMPLETE
TO ASYLUM GROUP/BORDER SECURITY COMMAND/HOME OFFICE IMMIGRATION ENFORCEMENT				
5.	With the WJF refurbish the Board again recommends that there should be more visual information on the screens instead of it just being in a written format. In addition, detained people should have access to better visual aids to help	NOT ACCEPTED	The Home Office does not accept this recommendation. We have already undertaken extensive work to improve the quality of information provided to new arrivals following previous recommendations and we believe it is as clear as is reasonably practicable.	

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	them when they are being interviewed.			
6.	Maintain the revised approach that ensures age assessment interviews for children are carried out as quickly as possible. Hopefully, benches will not be used if children need somewhere to sleep.	ACCEPTED	The Home Office continues to conduct Initial Age Decisions as promptly as possible in line with the current Home Office policies. These Decisions are made in the best interests of all, so that the appropriate routing and care can be considered.	COMPLETED
7.	We continue to recommend that IMIU/Home Office liaises with Mitie C&C to ensure that the cleaning contract for KIU, Manston marquees and Frontier House has consistent high levels of service.	PARTIALLY ACCEPTED	<p>Standards of cleaning at the KIU are already carefully monitored. At Manston, there are consistently high levels of service provided, with a good system in place to review when there are increased arrivals to ensure the frequency of cleaning is right. Performance is reviewed at monthly governance meetings to ensure the levels of service being provided are in keeping with contract service levels.</p> <p>It is ultimately the Home Office—as the contract owner—who holds responsibility for enforcing performance requirements and implementing any necessary changes with the contractor.</p> <p>It is important to clarify that the cleaning provision for these areas sits under a separate contractual arrangement, and therefore C&C does not hold direct jurisdiction or authority over the management or performance of that contract. Mitie C&C continues to support service quality by submitting timely reports, escalating issues through the appropriate channels, and maintaining open communication with operational partners. In addition, where required, deep cleans can be scheduled via work orders, which are actioned promptly to address immediate hygiene or environmental concerns. We remain committed to working collaboratively with C&C to ensure that cleaning standards remain consistent, safe, and aligned with operational expectations.</p>	COMPLETED

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8.	Again, that SBO's and IMIU's positive engagement with the Board continues and that senior personnel maintain their attendance at the monthly Board meetings.	ACCEPTED	Constructive engagement is already well established and continues as part of normal governance arrangements. The Home Office is already committed to attending the monthly board meetings. Senior Home Office representatives, including multiple Grade 6 officials from SBO, continue to attend the Board's monthly meetings on a regular basis, and we remain committed to maintaining open and constructive engagement with the Board. This ongoing attendance and cooperation provide an established forum through which issues can be raised, discussed and followed up as appropriate.	COMPLETED
<u>TO THE DETENTION CONTRACTOR</u>				
9.	In a repeat from our previous report, we recommend that Mitie C&C continues to work with the Home Office/IMIU to get repairs done promptly and faster.	Accepted by Mitie	Mitie C&C recognises the importance of continuing to work collaboratively with the Home Office to ensure repairs are completed to the required standard as promptly and efficiently as possible. We remain committed to improving response times and maintaining appropriate standards across the estate. We will continue to escalate all maintenance concerns through the appropriate channels at every stage. We remain committed to ensuring that repairs are completed to the required standard and within the shortest possible timeframe. An audit log of all escalations is maintained to ensure full visibility, accountability, and follow-through until each issue is resolved. To support this, we will continue to raise outstanding issues daily until they are fully addressed, ensuring that the problem remains prioritised and that the facility continues to operate safely and effectively. Our focus remains on maintaining a safe, decent, and compliant environment for all individuals in our care.	Completed and ongoing
10.	We recommend that the contractor keeps up the positive attentiveness and mindfulness with detained people in marquees and RHR.	Accepted by Mitie	Mitie C&C accepts this point and welcomes the recognition of the positive attentiveness and mindfulness demonstrated by staff towards detained individuals within the marquees and RHR. We remain committed to maintaining these standards of care, professionalism, and welfare support.	Completed and ongoing
11.	As previously noted, constructive engagement with the Board continues, with	Accepted by Mitie	Mitie C&C accepts this point and values the constructive engagement that continues with the Board. Senior personnel will continue to attend	N/A

Commented [SH1]: if the recommendation just asks for something to continue, then wouldn't we accept it? ie we accept the principle of continued positive engagement

Commented [SH2R1]: see rec 11

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	senior personnel maintaining regular attendance at the monthly Board meetings.		the monthly Board meetings regularly, supporting open communication and collaborative working relationships.	