

A	Concern Addressed By	HMIP Key Concerns	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1	Home Office Immigration Enforcement	Despite wanting to return voluntarily, many people were held in detention for several weeks before their flight.	<p>Encouraging and supporting people who have no lawful basis of stay in the UK to leave voluntarily is our preference, and we are ready to work at any time with anybody who wishes to do so. When individuals are detained for removal, a voluntary departure can still be arranged in some circumstances and where individuals indicate a desire to purchase their own ticket whilst in detention, we will look to consider the request favourably.</p> <p>Provided all barriers to return, such as travel documentation, late applications and late appeals have been concluded, and the relevant voluntary departure paperwork is signed, all requests for voluntary departure are progressed at pace.</p>
2	Home Office Escorting Provider	Detainees were not always allowed to use toilets with complete privacy.	<p>This remains an area of focus for Mitie, Care & Custody (C&C) and staff continue to be briefed at Charter musters on this procedural requirement. In addition, Person Escorting Records (PER) and Charter audits will continue to assess toilet privacy and monitor trends around risk assessments and use of the door wedges to further improve compliance in this area.</p> <p>Training in the use of door wedges and risk assessments is now being incorporated into the Operational Readiness course for new escorting staff.</p> <p>Door wedges will only be considered under a dynamic risk assessment during an escorted return.</p>
3	Home Office Escorting Provider	The routine opening of personal medical notes without the detainee's consent breached medical confidentiality.	<p>The practice of paramedics opening medical notes on charter flights is being discussed with NHS England Health & Justice and our contracted service provider, IPRS Aeromed to find an agreeable workaround.</p> <p>A new practice has been implemented to ensure medical notes are only opened in exceptional circumstances. Medics now receive a full handover from healthcare staff at removal centres. Only when a handover cannot be provided, for example in the event of a healthcare incident at the IRC, the medic asks the permission from the returnee to view the medical notes to ensure the appropriate medical care is being provided.</p> <p>This process is still being monitored and refined to ensure medical in confidence is being maintained, but to also make sure the medical professionals present for the duration of the escort are provided the appropriate information.</p>
4	Home Office Escorting Provider	Information about vulnerability and risk was not clearly communicated to escort staff or paramedics.	<p>Care & Custody will continue to work with partners to promote better sharing of risk information to ensure safe and secure outcomes for staff and returnees.</p> <p>Detention Service Immigration Removal Centre (IRC) Compliance Teams will work with contracted IRC service providers to regularly review completion of person escort records as per paragraphs 23 to 33 of Detention Service Order 01/2019 – Detainee Escort Records. This will include both spot checks and formal self-audits.</p> <p>DSO 01/2019 is currently under review. Medical information contained within PERs should only be accessed where appropriate by staff who are not healthcare specialists.</p>
5	Home Office	Interpretation was not always used when required and the need for interpreters was poorly assessed at detention centres.	<p>The identification of the requirement for interpretation continues to be discussed with the relevant parties involved in the process.</p> <p>Mitie, Care & Custody have reminded all staff of the importance of using the interpreters / Big Word during collections of returnees. This is also communicated on each SSO briefing and the Big Word information is provided in every Coach Commander pack. Use of interpretation will be monitored through internal audit processes.</p> <p>Regarding the language assessments undertaken at IRCs guidance on the use of interpretation and translation services, Detention Services Order 'Interpretation Services and use of Translation Devices', was published in July 2022. This</p>

A	Concern Addressed By	HMIP Key Concerns	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
			<p>guidance sets out the provisions, including interpretation services and translation devices, available for individuals held in immigration detention and the circumstances in which these should be used.</p> <p>In line with the Reception and Induction Checklist and Supplementary Guidance DSO, a basic assessment of a detained individual’s proficiency in spoken English is undertaken during the reception process. The fluency assessments take place through a short conversation using open questions and the outcome recorded on the detained individual’s detention record to inform the use of interpreters (if required) at future engagements.</p> <p>Fluency assessments may be conducted at any time during a detained individual’s period of detention either by Home Office or contracted service provider staff. The induction process (which follows the reception process) is used as an opportunity to conduct a secondary ‘fluency’ assessment.</p> <p>Detention Services and Detention Engagement Teams will work with our contracted IRC service providers to review the accuracy of the information being recorded as per the Reception and Induction checklist.</p>