

	Concern Addressed By	HMIP Key Concerns	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1	Mitie Care & Custody	Detainees were not allowed to use the toilets with complete privacy. This practice was not always based on an individual risk assessment.	<p>The use of a door wedges is used as a security measure to prevent detained individuals from locking the toilet door as a form of non-compliance.</p> <p>Staff are reminded to review the resident's risks and current behaviours and to make a dynamic risk assessment when considering the use of a wedge. All uses of a wedge must be clearly recorded on the Person Escort Record.</p> <p>The use of the wedge on charter returns has decreased over time and we continue to support staff to ensure that use is justified.</p>
2	Mitie Care & Custody / Serco	Menstrual care products were not readily available to women detainees.	<p>On Escort</p> <p>Female sanitary products were available on coaches and the flight located within welfare packs. These products will now be placed within the toilets of coaches women are travelling on, and on board the toilets on the aircraft.</p> <p>Yarl's Wood IRC</p> <p>Revised guidance has been issued to staff to ensure that these issues do not arise again.</p> <p>The Operational Serco Duty Operations Manager (DOM) will take responsibility for ensuring sanitary products are provided to residents and are made available appropriately for Charter flights.</p> <p>The Standard Operating Procedures (SOPs) on the female unit have been reviewed and issue/availability of sanitary products are reflected within them.</p> <p>The SOPs for all discharge areas are being adapted to ensure that women are provided with sanitary products as required.</p>