

ACTION PLAN – HMIP INSPECTION OF SHORT-TERM HOLDING IN IMMIGRATION REPORTING CENTRES

A	Concern Addressed By	HMIP Concern	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1	Home Office	<p>Priority concern</p> <p>In some cases, the Home Office took insufficient or no account of known vulnerabilities in deciding whether to detain an individual</p>	<p>The Detention Gatekeeper (DGK) is a primary detention safeguard, consistently applying the Detention – General Instructions and Adults at Risk in immigration detention policy so that detention only takes place where there is a realistic prospect of return within a reasonable timescale. Where vulnerabilities are identified, the appropriateness of detention is balanced against any immigration control considerations on a case-by-case basis.</p> <p>The Adults at Risk policy does not exempt vulnerable people from the possibility of detention, however vulnerable individuals will only be detained under immigration powers where those immigration control considerations or public protection factors outweigh any risk factors in their case.</p>
2	Home Office	<p>Priority concern</p> <p>There was insufficient health care provision, with no routine health screening and delays in access to medication. Detainees were not routinely seen by health care professionals following use of force and there were some delays in pregnancy testing where it was needed</p>	<p>The Home Office continues to explore options to safely allow access to medication for the short period of time that individuals are detained at reporting centres, prior to transfer to a further place of detention that has healthcare provision and can meet their medication needs.</p> <p>Anyone subject to use of force will be seen by a healthcare professional upon arrival at the next place of detention. An emergency response will be summoned for any obvious and serious injuries resulting from a use-of-force or self-harm incident.</p> <p>Where pregnancy is unconfirmed at the initial detention, a pregnancy test will be offered upon arrival at the next place of detention.</p>
3	Mitie Care & Custody	<p>Key concern</p> <p>Searches and induction interviews were often not conducted with sufficient privacy.</p>	<p>Where possible detained individuals must, on arrival, be searched in private rather than at a reception desk. If this cannot be accommodated, individuals being searched should be shielded from the sight of others, using a privacy screen or similar.</p> <p>This is not always possible within the sites due to the layout of the location being outside of Mitie control. We can explore the use of privacy screens or similar. Detained persons are always offered privacy upon induction.</p>
4	Mitie Care & Custody	<p>Key concern</p> <p>The use of restraints by Care & Custody staff was not always proportionate. For example, some detainees were handcuffed when being taken to vans parked in a secure area</p>	<p>Mitie officers are advised in line with Detention Service Order (DSO) and Use of Force (UoF) standards that a dynamic Risk Assessment is to be undertaken prior to use of restraints. It must be based on a live, professional assessment of the individual's behaviour, circumstances, environment (Mitie or external controlled), access by members of the public, and any known risk factors.</p> <p>Following this, paperwork must be completed with the reasoning behind the use of restraints.</p>

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5	Mitie Care & Custody	<p>Key concern</p> <p>Data on the length of detention were not well analysed or understood. For example, women were held on average for almost an hour longer than men, and there was a significant variation in the average length of detention in different reporting centres. There were still some gaps in the collection of data, such as inconsistency in use of telephone interpretation, use of force, self-harm and cases of pregnancy</p>	<p>Whilst data capture is recorded and monitored, the next steps for analysis needs to be more robust to capture the outliers that have been identified. There is a Safer Detention monthly minuted meeting in which it would be beneficial to better analyse comparable data and any next steps to be taken forward working in partnership with relevant agencies.</p> <p>We are currently scoping whether digital capture for the purpose of data analysis can be implemented in order to create more effective reporting and analysis/understanding.</p>
6	Home Office	<p>Key concern</p> <p>Many of the holding rooms were not adequately furnished and equipped, especially for rising numbers and longer stays. Several were in need of refurbishment and few recreational activities were available.</p>	<p>A refurbishment programme is being rolled out over the next two years across reporting centre STHF's, with a small number of sites already receiving new furniture. In relation to recreational activities all holding rooms have numerous reading materials in various languages alongside daily newspapers and religious texts. Handheld gaming devices and DVD devices are present in all STHFs.</p>
7	Home Office	<p>Key concern</p> <p>Detainees had no access to fresh air and many holding rooms lacked natural light</p>	<p>STHFs within large, multi-functional buildings must align with broader design priorities such as security, operational efficiency, and room adjacency. Provision will be made only where feasible.</p> <p>All ROM-based STHFs will have Clause B applied under either <i>Location</i> or <i>Design</i>. Many existing holding rooms were built prior to the 2018 Rules, making full compliance challenging. In some cases, secure outdoor spaces cannot be provided due to overarching building design and site constraints.</p> <p>Detention at ROMs rarely exceeds 8 hours, meaning access to open-air facilities is generally unnecessary and considered an exceptional requirement.</p>
8	Mitie Care & Custody	<p>Key concern</p> <p>There was inconsistent use of professional interpretation</p>	<p>There is ongoing work to enable Mitie officers to understand when professional interpretation should be used as it is noted that there is mixed use across the board.</p> <p>As of 19 December 2025, the "how to" induction guide was shared to Mitie senior managers for distribution to their sites to enable teams to have a hard copy to hand. This also encourages the ability to talk through any queries. This is document is also accessible on the local shared drives.</p> <p>This will be followed up in the first quarter of 2026, with more interactive sessions at the weekly DCOM/OCM call to allow time for this to embed. From this Mitie expect a better understanding amongst their officers for when professional interpretation should be used.</p> <p>Mitie are also exploring with their training team to see if a mini workshop that can be run locally for teams that would be beneficial alongside the how to guide.</p> <p>In addition, Escorting Ops, highlight where paperwork is incomplete and the particulars that are missed – this information is being collated by the data analytics team and then circulated to senior managers within Mitie to identify what sites require additional support.</p>

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9	Home Office	<p>Key concern</p> <p>Detainees had no access to the internet or social media at any of the holding rooms</p>	<p>In line with published DSO 04/2016 – <i>Access to the Internet within the Immigration Removal Estate</i>, individuals detained in non-residential Short Term Holding Facilities do not have access to the internet.</p> <p>This welfare provision will be available at the next place of detention; albeit access to social media is restricted in accordance with the DSO.</p>