

	Concern Addressed By	HMIP Key Concerns	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1		<p><b>Key Concern:</b></p> <p><b>Access to interpreting services was limited.</b> There was not enough use of interpreters, whether in person, via telephone, or by the use of electronic devices.</p>	<p>Provision of interpreters for these specific charter flights to France remains very challenging due to the wide range of nationalities being returned. As multiple languages/dialects are spoken, it would not be operationally or logistically viable to have interpreters present on the aircraft for each individual’s language. We provide an Arabic speaking interpreter due of the broad range of countries where this language is spoken as a best endeavour approach to meeting the interpretation needs.</p> <p>We do recognise that the use of telephone and electronic interpretation is an area where we can improve. Since the last HMIP inspection, we have worked closely with Operational Managers to ensure interpretation systems are used correctly and agreed processes are consistently followed.</p>