



Home Office

## **Detention Services Order 02/2022**

Interpretation services and use of translation devices

June 2026



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# Document Details

**Process:** To provide instruction and guidance for staff and Contract Service Providers (CSP) on the use of interpretation services and electronic translation devices.

**Implementation Date:** June 2026

**Review Date:** June 2028

**Version:** 2.0

**Contains Mandatory Instructions**

**For Action:** All Home Office staff and CSPs operating in immigration removal centres (IRC), residential short-term holding facilities (RSTHF) pre departure accommodation (PDA) and Short-Term Holding Facilities (STHF) at ports managed by CSPs (not including those directly managed by Border Force (BF)).

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**Processes Affected:** Processes relating to the induction, general care, provision of welfare and release/return of a detained individual. Processes relating to the use of interpretation services, including interpretation devices.

**Assumptions:** All staff will have the necessary knowledge to follow these procedures.

**Notes:**

# Instruction

## Introduction

1. This DSO provides guidance for all Home Office staff and contracted service providers (CSPs) operating in immigration removal centres (IRCs), residential short-term holding facilities (RSTHF), pre departure accommodation (PDA) and short-term holding facilities (STHF) managed by CSP staff. This excludes immigration detained individuals accommodated in prison. For the purpose of this guidance, 'centre' refers to IRCs, RSTHFs, STHFs and PDA. This instruction does not apply to Residential Holding Rooms (RHRs).
2. Two different Home Office teams operate in IRCs:
  - Detention Services Compliance team (Compliance team)
  - Immigration Enforcement Detention Engagement team (DET)

The Compliance team are responsible for all on-site commercial and contract monitoring work. The DETs interact with detained individuals face-to-face within the IRCs on behalf of responsible officers. They focus on communicating and engaging with people detained at IRCs, helping them to understand their cases and detention.

There are no DETs at the Gatwick PDA or residential STHFs. The functions which are the responsibility of the DET in IRCs, are instead carried out by the CSP in residential STHFs and overseen by the Immigration Enforcement International Returns Services (IRS). In the Gatwick PDA, the role of detention engagement is covered by the local Compliance Team.

## Purpose

3. The purpose of this DSO is to set out the provisions, including interpretation services and translation devices, available for individuals held in immigration detention (in the places of detention set out above) and the circumstances in which these should be used.
4. Entering detention, changing detention locations and/or being in a detained environment can be a stressful time for individuals. It is the responsibility of Home Office and CSP staff operating in these facilities to take all reasonable steps to ensure that all processes and communications between staff and the detained individual are fully understood.
5. A range of interpretation services are available in a detained environment, including in-person and telephone interpreters and electronic translation devices. However, it

should be noted that electronic translation devices should be viewed as an additional support tool. They should not replace in-person or telephone interpretation services, which must continue to be used for all essential interactions where accuracy is of significant importance. This includes DET inductions, service of immigration paperwork, medical appointments and Assessment Care in Detention and Teamwork (ACDT) processes. This list is not exhaustive, and consideration should always be given to individual circumstances.

6. Where a need has been identified, welfare services should arrange interpretation in advance of legal appointments and Detained Duty Advice Scheme (DDAS) appointments to ensure no undue delay is caused by language barriers.
7. Generally, other detained individuals should not be used to provide translation or interpretation services. However, this may be acceptable in limited non-essential situations, such as discussing menu choices, where both parties agree. If a detained individual requests interpretation or translation support at any time, regardless of the situation, this must be provided. Further detail on use of other detained individuals and peer support workers is provided in paragraph 60.
8. Any concerns by the detained individual regarding the quality of interpreter services must be escalated via the formal complaints process set out in [DSO 03/2015](#) [Handling complaints in immigration removal centres](#)

# Procedures

## Provision of In-Person Interpretation Services

9. Where in-person interpretation services are required, these should be booked through the Interpreter and Language Services Unit (ILSU) and recorded on ATLAS by the Home Office team that made the request.
10. In some circumstances, in-person interpretation may be more appropriate than telephone interpretation, for example where phone signal quality is poor.

## Provision of Telephone Interpretation Services

11. Centres must have a telephone interpretation service such as BIG WORD, in place with appropriate guidance disseminated to staff to advise them how to access and navigate through this service. The service should be available 24 hours a day and provide rapid access to interpreters to meet all language requirements. CSPs should regularly, at least twice a year, review the languages on offer against the requirements of the detained population and undertake adhoc reviews more frequently if individuals are being detained and their language isn't available.
12. Centre staff must ensure appropriate equipment is available to support the provision of a telephone interpretation service, this includes dual telephone handsets and ensuring the quality of the phone signal available .
13. When necessary, staff must access the telephone interpretation service to facilitate communication between the detained individual and themselves or others present. They will remain for the duration of the call and assist the detained individual in any way possible, except for legal and health related visits which must be treated as private and confidential. DET will record on Atlas which language was used during the engagement.
14. All interpreters are required to follow detailed Codes of Conduct and Ethics guidelines, to ensure the highest quality professional service is delivered by skilled and impartial interpreters. Any concerns regarding the code of conduct or adherence to ethical guidelines by the interpreter should be reported to the translation service provider in the first instance. If there are ongoing concerns from those in detention or visitors, either relating to access to or quality of the service provided, these should be escalated to the local Compliance team or Escorting Operations (Escorting Ops) at RSTHFs who will speak to the interpretation service provider who will be informed of their concerns. Escorting Ops or the Compliance team will keep a record of any issues raised and these should be kept enabling trends to be monitored.

15. When a telephone interpretation service is used, the identification number of the interpreter assisting must be recorded locally by contracted service providers on their local IT system and on ATLAS by Home Office staff.

## Considerations before booking interpretation services

### Proficiency in spoken English

16. As set out in [DSO 06/2013 Reception and induction checklist and supplementary guidance](#) the contracted service provider must conduct a basic assessment of the individual's proficiency in spoken English during the reception process. This assessment should take place through a short conversation with the individual, using "open" questions. Escorting staff should not be relied upon to confirm an individual's proficiency in English. The following questions can be used to undertake the assessment, although this list is not exhaustive and other questions can be used if deemed more appropriate.
17. Fluency assessments may be conducted at any time during a detained individual's period of detention either by Home Office or CSP staff.

#### Fluency Test Questions:

- Do you understand me?
- How are you feeling?
- Do you know where you are/where you have been brought to?
- How well can you speak English?

18. All CSPs should use the following 5 level English fluency scale to categorise the individual's language proficiency

#### Fluency scale:

- None
- Few Words
- Basic Understanding
- Good Understanding
- Fluent

19. The fluency score must be recorded on the local CSPs databases. This assessment can be used later to flag to CSPs or Home Office staff if an individual requires language interpretation assistance. Fluency tests should be reviewed by the CSPs every six months and recorded on the local CSPs databases.
20. It should be assumed that an interpreter will be needed. The ability to have a day-to-day conversation in English does not mean a person will have the English language

skills to adequately express themselves when discussing important, complex or sensitive topics such as their mental health, emotional distress, trauma history, or physical symptoms, or to adequately understand nuanced questions such as 'have you been tortured?' or information provided about their rights. Residents should be asked 'what language do you speak best?'; this should then be the language in which the interaction takes place, via an interpreter if required. If an individual discloses, they cannot read or write, oral interpretation services must always be offered above translation services.

21. IRC staff and CSPs **must** use interpreters whenever residents need to verbally communicate **for all healthcare/immigration appointments** and offer interpreters for informal interactions with staff, when this need has become apparent. Informal interactions may be important opportunities for risk and vulnerability to be disclosed and an interpreter may be important to facilitate this.

### Determining which type of interpretation service is required

22. The expectation is that for those whose level of fluency is assessed as 'none' or 'few words' will always require the support of interpretation services, whereas 'basic' to 'good' may require less support, but if there is any doubt at all on the level of fluency an interpreter must be used. It should also be noted that even if an individual is assessed as having a good level of fluency, they are still entitled and encouraged to use the interpretation services, and this **must** always be offered in circumstances such as **healthcare appointments**.
23. When considering what type of interpretation service is required it is important that due regard is always given to individual needs and/or circumstances. For example, for individuals identified as vulnerable, the service of immigration paperwork and attendance at all healthcare appointments will require professional interpretation services. The [Adults at risk in immigration detention Policy](#) and [DSO 04/2020 Mental Vulnerability and Immigration detention: non-clinical guidance](#) sets out how to identify individuals who may be vulnerable.

### Requests for interpreters of a particular gender or background

24. Where operationally possible every effort should be made to meet a request for a male or female interpreter. Where no specific request has been made, the preferred gender of the interpreter should not be assumed, and instead the person should be asked which gender they would prefer. The individual circumstances of the individual may be better suited to an interpreter of a specific gender.
25. Some people who have experienced trauma may feel safer using an interpreter from their own community, or their preferred gender, whereas others may in fact feel safer with an interpreter from outside of their community/country. Therefore, the preferred language and origin of the interpreter should be asked and not assumed. Whilst every effort should be made to meet such requests, this should not result in the causing of a delay to urgent operational procedures.

## Where interpretation services are not readily available

26. For some languages or dialects, it may be more difficult than others to obtain interpretation services due to low availability. Where these languages are required, sufficient time should be given to book them. Where availability of interpreting services causes a delay to critical or urgent engagement, consideration should be given to booking interpreters through the Interpreter Language Service Unit (ILSU), DET Managers must ensure all staff are aware of this service
27. If urgent communication or service of a document is required and an interpreter is unavailable, consideration may be given, as a short-term measure, to using a second language or dialect. This must be clearly recorded on CSP and/or healthcare records. Communication must not proceed if there is doubt the detained individual understands. Where possible, an interpreter should assist, even in the individual's second language or dialect, and the individual's confirmation of understanding must be recorded. If an officer cannot wait for an interpreter in the correct language, every effort must be made to ensure and document understanding. If doubt remains, communication or service of the document must not proceed until an appropriate interpreter is available

## Potential victims of modern slavery in immigration detention

28. Particular protections and support are afforded to individuals who have received a positive Reasonable Grounds decision under the National Referral Mechanism in accordance with the Council of Europe Convention on Action against Trafficking in Human Beings (ECAT), to assist in their physical, psychological and social recovery from their experience of modern slavery. Where a specific need for translation or interpretation services is identified during the Modern Slavery Needs Assessment, IRC staff must ensure that the individual has access to the service required. If these needs are assessed to be different than those decided at induction, CSPs must identify and review why the full scope of their interpretation needs were not initially identified.

## IRC, RSTHF and PDA reception and inductions

### General reception

29. As set out in DSO 06/2013 if the detained individual is not deemed fluent, or does not have a good understanding of English, it is important that all CSPs use professional interpreting services, such as a telephone interpreter to complete the centre's admission process. If there is any doubt at all on the level of fluency an interpreter must be used. A helpful question would be 'What language do you speak best?' Where telephone interpreting services are required to conduct the reception process this should be recorded on the local CSPs database.

30. In circumstances where a large number of admissions are taking place at the same time, and where obtaining professional services may cause undue delays, or where in-person or telephone interpretation services are not possible, electronic translation devices may be used as an interim. These should only be used as a last resort and CSPs should ensure they have sufficient devices to cope with the throughput. Additionally, the interaction should be repeated once an appropriate interpreter has been identified, to check the accuracy of recorded information, record any inaccuracies, and allow the person to express anything they had felt unable to via a digital translation device.

## Inductions

31. Induction processes should be used as an additional opportunity for the CSP to conduct a secondary assessment of the individual's proficiency and understanding of English by enquiring about which language the person is best able to communicate in and ensuring this is correctly recorded in their detention centre and healthcare records.

## CSP Induction

32. All CSPs must use professional interpreting services where following a Fluency assessment (see paragraph 33) it is determined an individual has insufficient knowledge of English to receive the centre induction. Written information should be provided either in pictorial form or in a language understood by the individual so far as reasonably practicable. An alternative medium such as a pre-recorded audio version of the induction in the required language can be provided. The type of interpretation service used must be recorded on the individual's detention record.

33. In most circumstances, other detained individuals must not be used for translation purposes due to confidentiality and quality issues. However as set out in paragraph 60, peer support detained workers may be used to translate for general purposes. This can include support during group inductions. In all cases it is the responsibility of the CSP to ensure they have taken appropriate steps to make sure each individual fully understands all processes and that all decisions around the type of interpretation and rationale are recorded on their databases.

## DET Induction

34. DET inductions cover a range of significant information such as the role of the DET, how to access legal advice, health and welfare and case progression. All DET inductions must therefore be undertaken using professional in-person interpreters or telephone interpretation services. The only exception is if the individual is fluent in English and has confirmed they are comfortable for the induction to be completed in English. If however, there are any concerns about their level of understanding professional interpretation services must be used.

## Translation of documents

35. In line with Rule 4 of the Detention Centre Rules 2001, as soon as possible after reception to an IRC detained individuals must be provided with the IRC's "Compact", together with information in writing about those provisions of the Detention Centre Rules 2001, and about the centre generally, which it is considered necessary that they should know. This must be provided in a language they are able to understand so far as is reasonably practical. This includes how to make complaints and requests. Where an individual cannot read or has difficulties understanding the information in written format, they must have it explained to them so they can understand their rights and responsibilities, using an appropriate translation service. In line with Rule 4(5) the Detention Centre Rules 2001 must also be translated into a variety of languages.
36. Rule 7 of the Short-term Holding Facility Rules 2018 requires that the following information must be made available to detained persons in short term holding facilities to consult if they wish: a copy of the Short-term Holding Facility Rules 2018, information about procedures for applying for bail, information about the right to seek legal advice and details about the procedures in the STHF in which they are detained. Where this information is already in translated format it must be provided to any individual who requires it. If an individual requests the information in another language the CSPs will seek to fulfil their request as soon as possible. For those under the age of 18 in PDA or who have difficulties understanding written information, the information must be explained to them in a language they understand.
37. The list of documents currently translated by Detention Services for people in immigration detention and on escort are set out at Annex A. Documents currently translated by CSPs for those in short-term holding facilities and on escort are set out at Annex B.

## Healthcare reception screening and Healthcare conversations

38. A detained individual will undergo a number of interactions with healthcare staff, including a mandatory initial health screening, voluntary healthcare examinations on admission to detention carried out under Rule 34 of the Detention Centre Rules 2001 (IRCs only) and other medical appointments.

All healthcare related conversations must be undertaken using professional interpreting services, such as in-person or telephone interpreters, unless it is clear that the detained individuals' English language skills are such that they can adequately understand and communicate the issues likely to be discussed at these appointments. It should be assumed that an interpreter will be needed as the detained individual may have trouble explaining complicated or sensitive issues, despite good conversational English. Such as emotional distress, mental health

symptoms, trauma history, or physical symptoms. Healthcare staff might ask, 'what language do you speak best?'

39. Additional time should be allocated for interpreter-facilitated healthcare appointments.
40. The decision to use, or not to use an interpreter, including any refusal by the individual to consent to professional interpretation and stated reasons for this, must be recorded on the individual's medical file and System1/Vision records.

## Care and management during general stay

41. Where the subject of the interaction is of significant importance and or/sensitive, such as the service of immigration paperwork, DET engagement (or in an RSTHF Escorting Ops and/or BF Officer in a STHF) must use professional in-person interpreters or telephone interpretation services. This includes the service of:
  - Removal directions
  - Casework decisions
42. Professional in-person interpreters or telephone interpretation services must also be used for, amongst other things:
  - Asylum screening interviews
  - All healthcare interactions
  - Modern Slavery Needs Interviews
  - NRM referrals
  - ACDT
  - Age assessments
  - Food and fluid interviews.
43. Electronic translation devices can be used by CSPs and DET staff for general interactions and situations where they can be employed more dynamically than interpretation services. This includes:
  - General interactions/communications with detained individuals
  - Welfare Checks
  - Assistance for informal queries.
44. The initial use of an electronic translation device may progress to the use of telephone or in-person interpretation services if an individual is not deemed fluent or the electronic translation device is deemed to be unsuccessful in translating effectively, or if the person reveals that they wish to discuss important or sensitive topics such as their health, mental health, past trauma/torture, vulnerability, risk, thoughts of self-harm, or any legal/immigration-related situation.

## Release/Return

45. All processes and paperwork pertaining to the release from detention or removal of the individual from the UK should be undertaken/served with the use of an in-person interpreter or professional telephone interpretation service. This includes:

- Deportation orders
- Removal directions
- Accommodation and how to access additional support for those identified with vulnerabilities.
- Bail paperwork/release conditions
- Use of travel warrants

**(N.B. These lists are not exhaustive)**

46. Interpreters should, where there is an identified need for language support, be physically present on all charter flights to ensure effective communication and minimise instances where poor communication may lead to non-compliance or the use of force. Staff should take all reasonable measures to ensure that the presence of the interpreter is accounted for in the planning for the flight. In the event an interpreter is not available on a flight, telephone interpretation services (on the ground) should be used prior to the flight.

## Provision of electronic translation devices

47. Only devices approved by the Detention Services Compliance Team, or Escorting Operations team in RSTHF or for Escorting, can be used. In line with guidance in [DSO Mobile phones and cameras in immigration removal centres](#), translation applications on internet-access mobile phones used by Home Office staff must only be used in official interview rooms, with the permission of the centre manager. Under no circumstances should Internet or AI translation search engines be used.

48. Approved electronic translation devices must only be used for informal and general communications, such as general welfare checks, general interactions and informal queries, (unless occasions arise as highlighted in paragraph 40. CSPs and Home Office staff (where applicable) should ensure a sufficient number of fully functional electronic translation devices are available in all facilities for staff and detained individuals to converse with each other. As set out in paragraph 5, these devices should only be used to supplement in-person and telephone interpretation services and not replace them.

49. Devices should be made available in key areas such as reception and welfare services. Tablets and devices must be checked and maintained monthly by the

CSPs, including the deletion of any previously entered data and conversation caches.

50. A member of the CSP or Home Office staff must always be present when translation devices are being used and at no point should a translation device be left in the sole operation of a detained individual. Staff using electronic translation devices should familiarise themselves with the devices' use and functionality and, the user manual for the chosen device must be readily accessible for all staff working in the facility. Where available, devices should be connected to Government WIFI or secure WIFI. If Government or secure WIFI access is not available in a particular location, the device's sim card and mobile data function should be used for connectivity. Where this is required, staff should follow their local protocols for device top-ups.
51. CSPs and Home Office staff (where applicable) must undertake monthly checks on at least 10% of devices to ensure they are working correctly, and that robust and effective security measures are in place to prevent damage, misuse and UK General Data Protection Regulation (UK GDPR) [Data protection: The UK's data protection legislation - GOV.UK](#) breaches. CSPs must provide Compliance Teams and Contract Monitoring teams with records detailing the names of staff and residents' usage of the translation devices on a quarterly basis, however no other personal information should be recorded. This will ensure the device meets the GDPR requirements and the usage terms agreed and will allow Home Office staff to identify any faults/damage/misuse of the translation device.
52. In addition to regular checks by the CSPs, Compliance teams should conduct quarterly checks on at least 10% of devices. This should include ensuring conversation history is deleted, the general usage of the device and assurance that personal information is not being stored. The Compliance team should similarly check records for the respective detained individuals to make sure use of the device or other interpretations services have been recorded appropriately and accurately.
53. Centre staff should advise detained individuals not to disclose personally identifiable information (PII) when using these devices; this includes information relating to their health or legal case. An individual who begins to disclose PII should be advised by staff that the devices can only be used for informal purposes, and they should immediately revert to using a telephone interpreter service if the individual persists in disclosing personal information. Staff should delete from the device any PII that is disclosed immediately.

## **Certified standard for electronic translation accuracy**

54. There is currently no industry certified standard for electronic translation accuracy and, unless proven, device manufacturers' claims regarding accuracy should not be solely relied on. Compliance Teams should ensure that only devices approved for translating and interpretation services by the Home Office, Office of the Data

Protection Officer and Migration and the Border Technology Portfolio can be used. Devices should be tested prior to their use within the centre, and the Compliance Team should be invited to take part in the testing of devices.

## Mobile phones

55. In centres where the centre-issued, web based secure smartphone solution is present, translation apps may be present on the smartphones.
56. Residents will sign on receipt of smartphones an agreement for use, detailing that information entered onto the translation app may be held externally by the app provider.
57. The smartphone translation app should only be used for informal communication; it is designed for use between residents and should never replace the use of proper translation services.
58. Staff must be aware that when using devices to communicate with residents, they must not input any sensitive, personal or Official information into the translation app on resident smartphones.
59. Paragraph 54 also applies to smartphone translation apps.

## Use of other detained individuals, Peer Support Workers and centre staff

60. In most circumstances, for confidentiality and quality reasons, other detained individuals and/or centre staff must not be used for translation or interpretation purposes. This includes formal DET engagements, which should be conducted with an official interpreter, and medical appointments. However, there are occasions when this may be acceptable including general enquiries and questions and helping with day-to-day activities, such as signing up for classes. Translation/interpretation by another person in the Centre (this might include peer support in detention workers or a centre staff member with appropriate language skills speaking to the individual directly) must be with the resident's agreement.

## Training

61. CSPs initial training course must cover the obligations set out in this DSO. Home Office and CSP staff must keep a record of training attendance. CSPs must submit completion results to the DCO Training Oversight Team (DTOT) within one calendar month of training completion VCAT-DCO Training oversight team.

## Self-audit

62. An annual self-audit of this DSO is required by individual CSPs, including healthcare providers, to ensure that the processes are being followed. These audits should be made available to the Home Office on request.

## Revision History

Review date	Reviewed by	Review outcome	Next review
Feb 2022	H Speller	New DSO	April 2024
June 2026	K Ward	General Update  Amended in line with joint NHSE and Home office response to the commissioners regarding the use of professional interpreters for all Healthcare appointments.  Amended to reflect latest Detention Services Audit and Assurance Team (DSAAT) audit.	May 2028

## Annex A

**Documents currently translated by Detention Services for people in immigration detention and/or escort.**

Type of Document	What it is used for	Published?	Which languages/number of languages document is translated into
<b>DCF9 Complaint Form</b>	Raising a complaint from within the immigration removal estate	English version only <a href="#">Handling complaints in immigration removal centres -</a>	<b>Currently:</b> Albanian Arabic Bengali Chinese (Mandarin) French Hindi

		<a href="http://www.gov.uk">GOV.UK (www.gov.uk)</a>	Kurdish Lithuanian Pashto Persian Polish Portuguese Punjabi Gurmukhi Punjabi Shahmuki Romanian Russian Spanish Tetum Tigrinya Turkish Urdu Vietnamese
<b>Bereaved Families Leaflet</b>	Information leaflet to be shared with bereaved families/friends following a death in immigration detention	No	<b>Translation underway</b> – Albanian Arabic Bengali Chinese Mandarin Farsi French Hindi Kurdish Sorani Lithuanian Pashto Persian Polish Portuguese Punjabi (Western) Romanian Russian Spanish Tigrinya Urdu Vietnamese
<b>Complaint poster</b>	An easy walk through of 'how to make a complaint' poster displayed in immigration removal	No	Albanian Hindi Urdu Mandarin Portuguese

	centres and short-term holding facilities		Romanian Bengali Vietnamese Farsi Arabic French Spanish
<b>Detention Services Order “compact” on video calls and use of the internet</b>	Leaflet explaining the use of internet/ video call in immigration removal centres and forming an agreement with detained individuals about internet usage	No	Albanian Arabic Bengali Cantonese Farsi Hindi Kurdish Mandarin Polish Romanian Urdu Vietnamese

			Chinese
			Dari
			English
			French
			Farsi
			Hindi
			Kurdish
			Lithuanian
			Pashto
			Polish
			Portuguese
			Punjabi
			Romanian
			Somali
			Spanish
			Tamil
			Urdu
			Vietnamese

## Annex B

Documents currently translated by contract service providers for people in immigration detention and/or on escort.

Type of Document	What it is used for	Published?	Which languages/number of languages document is translated into
<b>Complaints forms (for children)</b>	Raising a complaint from within the immigration removal estate	No	Albanian, Arabic, Bengali, Chinese, Dari, French, Hindi, Farsi, Kurdish, Pashtu, Polish, Portuguese, Punjabi, Romanian, Somalian, Spanish, Tamil, Urdu, Vietnamese.
<b>Mitie Care &amp; Custody (C&amp;C) Adult Feedback forms</b>	Resident feedback, internal measurement tool	Yes	20 languages including English  <ol style="list-style-type: none"> <li>1. UK</li> <li>2. Albanian</li> <li>3. Arabic</li> <li>4. Bengali</li> <li>5. Chinese</li> <li>6. Dari</li> <li>7. French</li> <li>8. Hindi</li> <li>9. Kurdish</li> <li>10. Pashto</li> <li>11. Persian- Iran Farsi</li> <li>12. Portuguese</li> <li>13. Punjabi Gurmukhi</li> <li>14. Punjabi Shamuki</li> <li>15. Romanian</li> <li>16. Somali</li> <li>17. Spanish</li> <li>18. Tamil</li> <li>19. Urdu</li> <li>20. Vietnamese</li> </ol>
<b>Mitie C&amp;C Child Feedback forms</b>	Resident feedback, internal measurement tool	Yes	20 languages including English

<b>Charter Returns booklet</b>	Informs resident of the Charter flight process, on the day of their removal on a Chartered flight	Yes	20 languages including English
<b>Resident COVID-19 isolation leaflet</b>	Informs resident of the reasons for isolation and the regime whilst isolated in a residential short-term holding facility	Yes	20 languages including English
<b>Equality, Diversity and Inclusion (EDI) Policy Statement Poster</b>	Outlines Mitie C&C Diversity and inclusion policy	Yes	10 languages including English
<b>“How to Access the NHS” leaflet</b>	For residents released from our care (in a short -term holding facility) advising how to access NHS services in the community	Yes	20 languages including English
<b>Arrival Information booklet</b>	Generic leaflet for new residents to a short-term holding facility, issued on reception/arrival explaining what to expect in detention/the processes	Yes	20 languages including English
<b>Release from Custody GB</b>	Document issued on discharge to UK-contacts to embassy, charities, health etc	Yes	20 languages including English
<b>Release from Custody NI</b>	Document issued on discharge to UK-contacts to embassy, charities, health etc	Yes	20 languages including English
<b>Adult Safeguarding Booklet</b>	Resident/ Employee information encompassing safeguarding topics	Yes	20 languages including English

<b>Child Safeguarding Booklet</b>	Resident/ Employee information encompassing safeguarding topics	Yes	20 languages including English
<b>Emergency contact poster</b>	Encouraging individuals to provide emergency contact details	No	Albanian, Arabic, Bengali, Chinese, Hindi, Kurdish Sorani, Polish, Punjabi, Romanian, Urdu and Vietnamese.
<b>Medical Forms</b>	Medical questionnaire (to be completed before the detained individual sees the nurse)	No	Arabic, Chinese, Dari, Farsi, French, Hindi, Kurdish Sorani, Pashtu, Portuguese, Somalian, Spanish, Tamil, Urdu, Yoruba.