

No	Concern Addressed By	HMIP Key Concerns	Home Office Response to HMIP Concern Including Action Already Taken / Proposed to Address Concern
1	Serco	Women detainees were not allowed to keep their mobile phones in their possession up to the point of collection, limiting their contact with family or legal representatives.	<p>Staff have been reminded around the importance of ensuring residents have their phones in possession until departing the centre. On the back of this, a lessons learned exercise is being conducted and findings will be shared with staff for future charters to prevent re-occurrence.</p> <p>In this instance, the female unit manager would have ensured the phone was returned to the women’s unit as per the process upon discharge via the normal route rather than for charters.</p>
2	Mitie	Menstrual care products were not readily available to women detainees.	<p>Female sanitary products were available on coaches and the flight located within welfare packs.</p> <p>These products will now be placed within the toilets of coaches women are travelling on, and on board the toilets on the aircraft.</p>