

Civil news: changes to immigration advice in police stations

News story

A new service to provide immigration advice to individuals detained in police stations launched on 1 June 2022.



Individuals detained in police custody under immigration powers have a new service to access legal advice, starting on 1 June 2022.

The Immigration Police Station Advice (IPSA) service is replacing the Immigration Telephone Advice (ITA) service.

What does this mean for providers?

The change is likely to mean more work for face to face immigration providers.

Providers calling the Defence Solicitor Call Centre (DSCC) will need to listen carefully to the options they are presented with before connecting to an operator as these have changed.

Why is this happening now?

We need to ensure there is a new service to continue helping individuals detained in police custody under immigration powers. This is replacing the ITA contract which came to an end on 31 May 2022.

How will the new service work?

Detainees will be entitled to call-backs under the IPSA service to help them understand:

Clients will then have the option of contacting a solicitor for legal advice. They may decide to do that while still in detention or following release from police custody.

If the client has special needs, such as translation services, the operator will be aware of this in advance of the call-back. They will be able to arrange translation on the call.

Published 30 May 2022

Last updated 1 June 2022 [+ show all updates](#)

1. 1 June 2022

Further clarification that providers calling the Defence Solicitor Call Centre need to listen carefully to the options as these have changed.

2. 1 June 2022

Clarification of menu options for providers calling Defence Solicitor Call Centre (DSCC) to log police station immigration work.

3. 30 May 2022

First published.