



Independent Monitoring Board

**Lindholme
Immigration Removal Centre**

Annual Report for the Period

1st February 2009 to 31st January 2010

Section 1

Statutory Role of the IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in immigration removal centres.
- (2) inform promptly the Secretary of State or any official to whom he has delegated authority as it judges appropriate, any concerns it has.
- (3) **report annually to the Secretary of State on how far the immigration removal centre has met the standards and requirements placed on it and what impact these have on those held in the centre.**

To enable the Board to carry out these duties effectively its members have right of access to every detainee and every part of the centre and also to the centre's records.

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All figures quoted are locally sourced and are not UKBA audited

Section 3 Description of the Centre

3.1 The Role of the IRC

Lindholme Immigration Removal Centre is run by the Prison Service on behalf of the United Kingdom Border Agency.

The Centre holds detainees awaiting decisions on their immigration status and possible removal.

Also held are a number of ex Foreign National Prisoners. At the start of the reporting period they formed 90% of the population but this has gradually decreased to 60% of the current population.

The centre is operated under a service level agreement between the Prison Service and the United Kingdom Border Agency in line with Detention Service Standards.

The centre aims to promote the necessary criteria for a healthy establishment and is essentially a safe and respectful facility. It pays due regard to the following:

Safety – detainees are held in safety and with due regard to the uncertainty of their position

Respect – detainees are treated with respect for their human dignity and the circumstances of their detention

Activities – detainees are able to be purposefully occupied while they are in detention

Preparation for release – detainees are able to keep in contact with the outside world and are prepared for their release, transfer or removal

Certified Normal Accommodation and Operational Capacity

124

3.2 The Centre

Lindholme Immigration Removal Centre occupies the buildings and site of the Officers' Mess at the former RAF Lindholme airfield. Following conversion work the centre was opened in July 2000 for 112 detainees but has been increased to accommodate 124 detainees. New buildings were erected which now provide an activities centre, a fitness suite, a library, reception facilities and a visits area.

The centre comprises two residential units with accommodation based on two floors with 28 rooms on each. Each room has a television and a secure locker. Each detainee has a key to his room and can move freely about the landing areas at all times. On each floor there are toilets, showers, kitchenettes and 24 hour access to telephones.

The central area linking the two wings has a dining room, servery/kitchen, communal lounge, recreation room, laundry room, Muslim faith room, a chapel and a health care suite.

There are also 2 rule 40 cells for care and removal from association purposes when necessary.

The grounds are spacious, well maintained and provide a pleasant setting for the detainees. There are outdoor seating areas and a large outdoor chess board.

3.3. Agencies and Contractors delivering Services

There is a permanent UKBA Contact Management Team based at the centre.

Health Care is commissioned from Doncaster Primary Care Trust and the nursing provision is via SERCO Health.

Purposeful Activities and Education is provided by the Manchester College.

Mitie Cleaning Services

3.4. Voluntary Organisations providing Assistance to Detainees

1. DAVID - Doncaster Branch of the Association of Visitors

This group provides volunteers who support detainees by visiting individuals. They also contribute to Safer Detention Meetings.

2. Legal Services Commission.

This service is provided by two local solicitor firms who visit twice weekly and liaise with detainees by appointment.

3. International Organisation for Migration.

This organisation visits on a weekly basis and deals with voluntary assisted return programmes.

Section 4. Executive Summary

4 (a) Particular issues requiring a response from the Minister

1. Ex Foreign National Prisoners

The Board would wish to highlight *again* its concern at the numbers of ex foreign national prisoners having served their sentences and now held as detainees in the Centre.

We are pleased to note that during the reporting period there has been a percentage reduction from 90% to 60% of our current population. This is encouraging and no doubt is the result of the “Hub and Spokes” model currently operating in several prison establishments. We would hope that every effort continues to be made to resolve immigration status of prisoners whilst they are in the prison estate.

However the 60% of our detainees who are ex foreign national prisoners do still create a demand on the detention estate for places not originally designed for this purpose. This particular group of detainees may have the expectation of accessing higher levels of education, training and the enhanced facilities experienced in the prison estate. The Centre does not have such provision. Additionally and unfortunately some of these detainees do bring with them some aspects of prison culture. However the experience of the staff at Lindholme enables this to be managed effectively with successful strategies being used to encourage a positive integration.

Will the Minister comment?

2. Detentions over 6 months.

Whilst recognising that some detainees have specific difficulties which hinder effective processing, we would draw to your attention that during the reporting period, on a monthly basis, there can be a considerable number of detainees having spent over 6 months in the Centre. There appears to be an increase in numbers for 2009.

This concerns the Board. (See Table 1)

The Board would stress that there is still a need to further improve administrative processes dealing with immigration status issues in both prison and detention centres.

Will the Minister comment?

3. Security Clearance.

The Board recognises the necessity and wisdom of individual security clearance for each of its members. We are pleased to note that the time taken to obtain security clearance for its new members has improved considerably.

The same problem is reflected in the appointment of staff. If security clearance is lengthy then potential employees and potential Board members may find this process overlong and opt to choose other work opportunities or other types of voluntary work.

Will the Minister assure us that every effort is being made to address and further improve the administrative process?

4(b) Other issues of concern.

1. Concern

Healthcare Provision

Serco, commissioned by the PCT, appoint nurses for both the Prison and Removal Centre. This joint contract has resulted in some difficulties and a need for clarification of the service provision for the IRC centre. Staff shortages can mean that nurses spend less time at the Centre as they are redeployed at the prison side.

Not having a dedicated nurse means detainees often see several different nurses which may affect consistency of approach and may be more traumatic for the detainee in dealing with their health problems.

However over the last few months the Centre Manager has become involved with the PTC Partnership and has championed equality of service for the IRC centre.

There are a plethora of existing contracts which need to be reviewed and clarified to clearly define the service provision required for the IRC centre and the actual costings involved. We are informed that UKBA fund £21.000 for health care provision at the Centre. It seems to the Board that the Centre is financially under resourced in this particular respect.

A Health Needs assessment has taken place which should help to put in place realistic healthcare support for the centre.

The Board would point out that recently some provision has been made towards a dedicated nurse being at the centre on a more regular basis. This is beneficial for the detainees.

The Board recognises the additional work and dedication given by the centre manager who has become involved in driving forward the agenda with the PTC Partnership. Her input is invaluable.

The Board feels that many detainees do have mental health issues and would hope that any new contracts would make provision for mental health care.

2. Concern

Staffing Numbers

In comparison with other Centres Lindholme, proportionally, has fewer staff which places a greater burden upon them and means that they have to take on multi-faceted roles. This can result in them being over-stretched. There is no clerical support at all and most unusually none available for the Centre Manager. This may impact on performance and restrict areas of development and good practice. We do welcome the recent appointment of security and welfare staff.

It appears to the Board that the Centre may have been viewed historically as a relatively small unit and initially financed and staffed as an extra wing to the prison rather than as a Centre in its own right. In our opinion this does need to be addressed.

We would stress that the staff are committed and that they bring a conscientious and professional approach to all they do.

Again the Board recognises that funding will be an issue. In spite of having excellent staff there is a limit as to how much a small staff can achieve.

4. (c) Overall Judgement

The Board feels that the Centre is well managed and provides a safe environment for the detainees. The Centre should be congratulated on the relaxed atmosphere created by both the Immigration and Centre Staff and on the way the detainees respond to this, particularly when one bears in mind that 62 detainees are in association on each wing at any one time. The staff are adept at anticipating any possible sources of conflict with detainees and any small incidents are dealt with promptly, professionally and with compassion.

There is a very positive approach which has regard to safety, respect and purposeful activity for the detainees. Visitors comment on the very pleasant ambience of the centre. The relationship between the staff and detainees is excellent with mutual respect being very evident.

The Centre Manager has been at Lindholme IRC for approximately 18 months. During that time she has initiated reviews and updates for protocols and procedures, continually building in improvements to the systems in place. She has arranged appropriate training modules for staff to ensure good practice prevails.

The Centre was inspected 16th – 20th February 2009 by HM Chief Inspector of Prisons. Whilst accepting the appropriateness of many of the recommendations it does appear that some improvements cannot be achieved without a substantial cash injection, particularly with regard to facilities and staffing numbers. Given the present economic climate and the necessary anticipated budget restrictions it may prove difficult and certainly a challenge for the Centre manager to achieve the “gold standard” target she would like.

However the Centre Manager has been involved in reviewing the recommendations and drawing up an action plan. Policies for Safety Assurance, Violence Reduction and Bullying have been addressed.

With the exception of the Chaplaincy, all other Committee meetings are now held independently of the neighbouring prison and this has helped the IRC to carve out a separate identity for itself.

She is a major contributor to the PCT Partnership in respect of healthcare provision at the centre.

A large proportion of her work has been taken up with designs, specifications, action plans and bids for an expansion plan to the estate. This would involve some new build and some updates and refurbishment to existing facilities and would also provide additional places. Were this to go ahead then most of the Inspection recommendations could be successfully addressed.

The staff treat the detainees with courtesy and respect. They understand the concerns that many detainees have at the prospect of being returned to their home countries and they handle this with sympathy and sensitivity.

The staff is professional, open and cooperative in working with the Board and facilitating their enquiries.

The Board would wish to congratulate the Centre Manager and all staff for their dedication and hard work in implementing and managing changes.

Section 5. Areas that must be reported on

5 (a) Diversity

The Diversity Officer also acts as a Religious and Cultural Affairs Manager. He is highly visible in the centre and detainees find him very approachable. His office is in a more public area enabling easy access for detainees.

There has been a very positive response to the requests from detainees for multi cultural, multi ethnic and multi religious events to be held. The cross cultural contributions from staff and detainees have been encouraging.

Over the year celebrations have included Eid, Birthday of Guru Nanak, Chinese New Year, Holi, Easter, Naw Ruz, Baisaki, Africa Day, Diwali, Ramadan and Christmas. These events have incorporated special feasts, prayers and services. All detainees and staff are regularly invited to share in celebration activities.

Faith

Places of Worship/ Prayer rooms are equipped appropriately and are well used by detainees. There is a mosque, a chapel and a multi faith room. Regular visits are made by the Imam and Ministers of other faiths to speak with detainees and to arrange and conduct their religious observances. All regular services are publicised. At last a Sikh minister has been appointed and a Hindu minister is a regular visitor.

Race Relations

There is a Race Relations policy and a Race Relation / Diversity group meets four times per year to discuss a range of topics including diversity, race relations, religion and cultural events. Detainees are an integral part of these meetings.

Additionally detainees participate in Amenities, Safer Detention and Diversity meetings. Detainees feel safe and good relationships are evident between staff and detainees.

Multi lingual posters explain access for detainees to language /interpreter facilities, complaints procedures, and access to IMB members, healthcare and other information.

Detainees are monitored by ethnicity and nationality and accommodated appropriately.

5 (b) Purposeful Activities and Education

The Activity and Education Centre provides purposeful and enjoyable education based subjects and activities seven days per week. There are 10 permanent members of staff with 5 others for extra cover when needed.

85%of the detainee population voluntarily attend the centre on a weekly basis totalling 6000hours of guided learning and supervised activities over the year.

IT

Detainees are encouraged to undertake CLAIT qualifications which are externally accredited. The department has a new range of workbooks in different languages to support learning. On Tuesday evenings there is a special session with small groups to for those with very limited English skills to enable them to gain IT skills.

ESOL

ESOL 1. is based on 5 Core Curriculum skills, Transport, Health, Family, Food and Shopping and House and Home. All learners are assessed and their progress continually monitored. In house qualifications in Speaking, Listening, Reading and Writing are regularly achieved.

ESOL 2. study is for advanced learners. Victim Awareness, Psychology and Mental Health Issue courses have recently been introduced to widen the range of topics. Detainees find these of great support in coping with everyday life in the centre.

Inductions

A tour of the whole centre is made and is supported with a power point presentation on a daily basis for all new arrivals. Detainees are welcomed by staff in each area and are given detailed information to assist them during their stay. A specially designed booklet in many languages is handed out. This does include details of the role of the IMB and access to the IMB.

Music

Keyboard and guitar is available and in house qualifications are awarded.

“Music in Detention “ provided musical activities over 2 days and was thoroughly enjoyed by the detainees. On special occasions a detainee “Rap” band has performed.

Art

Art is provided on 2 days per week. The curriculum concentrates on covering cultural and religious celebrations. It provided paintings for the Visitors’ centre and the main building. Craft, modelling and embroidery are also enjoyed by the detainees.

Activities

Activities continue to progress and develop through an improved timetable of fitness and general activities. Suggestions from detainees are welcome. The purchase of a wider variety of sports equipment and gaming consoles has provided further interest. Africa Day Football Trophy, Diwali Cricket Cup and Sports Day were very competitive and well attended events.

Religious and Cultural Celebrations

The centre hosts and staff assist in the organisation of a wide range of events throughout the year. All detainees are encouraged to participate.

The Board feel that the Activities Centre provides a stimulating, respectful, friendly and safe learning environment which encourages integration. The Board would wish to congratulate the staff on this achievement.

5(c) Healthcare and Mental Health

As outlined in our concerns (Page7 4b) this area has been problematic. The existing contracts do not sufficiently clarify the IRC provision as distinct from those of the prison. Serco appear to have difficulty in recruitment of staff and routinely prescribed pharmaceutical drugs are dropped off at the prison side causing a delay whilst the delivery is redirected to the IRC site. This is being addressed by the PCT Partnership and the Centre Manager. We hope for a satisfactory resolution.

The Healthcare suite is staffed by nurses from the Lindholme Health Centre under the aegis of the Doncaster PCT. Healthcare is accessible from 8.00am to 5.00pm daily and detainees can call in at times to suit them, rather like a “drop-in “ centre. To assist the staff there is a screening tool in 21 languages.

The Board considers the range of clinical services and medical provision to be adequate although it is aware that there can be lengthy waits for dental appointments. Doctors attend for surgeries between 08.30am and 09.15am on each weekday. Detainees requiring consultation with the doctor are usually given appointments the next day. Surgeries are attended by different doctors.

For most of the year there has not been a dedicated nurse allocated to the Centre and different nurses attend.

On arrival all detainees are seen by the nurse who carries out a full and comprehensive healthcare assessment and a first night risk assessment

Where mental health issues are identified the detainee is referred to a primary care registered mental nurse in the main prison establishment. Appropriate assessments are made, clinically recorded and followed up during their stay. Access to the mental health in-reach team is available and through that service psychiatric consultation can be arranged. However this provision is limited and often it is better to arrange for the detainee to be transferred to an establishment with a more appropriate care level.

5 (d) Safer Detention

There are Anti Bullying, Violence Reduction, Suicide and Self Harm and Death in Detention policies in place. There is a Safer Detention Coordinator and regular meetings are held.

The 2 Rule 40 Units are adequate, functional and safe.

They are only used when absolutely essential and then for the shortest time possible, often less than 24 hours. They have been used 20 times during the reporting period. Procedures have been adopted to ensure that UKBA Management are notified and give their approval for any detainee to be located in the unit. Awaiting appropriate transport can result in a slightly lengthier stay.

Over the reporting period there have been 7 ACDT documents opened. Detainees are fully assessed and monitored and may then be transferred to another establishment where there are 24 hour medical facilities available. These most frequently arise when the UKBA staff inform detainees of imminent removals. Understandably some detainees can be very distressed

Section 6 Concern or Commendation in other areas.

Canteen

DHL is the provider and the system appears to be working well. The canteen list is extensive and there is provision for specialist religious artefacts and related goods to be available. The list is reviewed every 3 months and suggestions from detainees are valued. The Imam has already identified the need for certain other goods to be available.

A dispensing machine is available for small items of confectionary and drinks.

Detainees rightly complain about the high prices charged by DHL.

Detainees would prefer to have a shop facility which would be open each day for purchases and thus negate the need for pre-ordering through a canteen list. If the expansion plan is approved there is provision for a shop outlet. This would prove to be a better way of meeting detainees' requirements.

Catering and Kitchen.

The Board is pleased to note that the kitchen has been awarded 5 stars at the Environmental Health Inspection. The kitchen supervisor endeavours to produce a variety of dishes designed to meet and reflect the culture and preferences of the population at any one time. Detainees do work in the kitchen and are encouraged to introduce popular recipes from their countries of origin and to assist in their preparation.

The kitchen supervisor has received many compliments on the variety of menus produced and in particular for the provision of special dishes for cultural and religious celebrations. The Board appreciates the flexibility of the staff in adopting different working hours to accommodate certain festivities.

These are very much enjoyed and savoured by the detainees. Other visitors also comment on the appetising dishes produced. Their favourable comments are seen in the "Food Comment" book.

The Fitness Centre is fairly well equipped and many detainees enjoy this facility. The centre is small and access is limited to 20 places per session. The staff are enthusiastic and offer induction courses and cardio-vascular workouts. It is open during the core day, Monday to Sunday and run by Sports and Games trained staff, with additional sessions run on some evenings and weekends by qualified activities staff. The Board is aware that detainees would like a free weight area but unfortunately the building design is not suitable. The large sports field caters for football and other games. This facility is very popular

The Board feels that this provision is sadly limited and one would like to think that a "new build" could take place as recommended in the HMPIC Inspection Report. However this may not be considered a priority in the present financial climate.

Paid Employment

Detainees are invited to participate in the paid employment scheme. Up to £14.00 per week can be earned if detainees combine basic, work and incentive payments. There is a range of some 22 jobs available including kitchen, gardens, cleaning work and one off special projects. There is always a waiting list for those wishing to take part. Financial resources limit the number of positions available which is a pity.

Library

The library provides a pleasant and welcoming environment which is well used by detainees. The detainees have access to books in different languages and newspapers in many languages.

Immigration and legal information can be accessed on the computers. We note that there is no internet access available.

Additionally there are games, jigsaws and other activities. Detainees can borrow videos, DVDs and players for use in their rooms for 24 hours.

The library has limited opening hours and is not in use during the evening or weekends. Sadly due to occasional staff shortages the librarian has been placed on other duties which has meant the facility has had to be closed.

Reception

The reception area is pleasant and well decorated. Notices and instructions are placed around the walls and along with explanatory leaflets are in several different languages.

The staff are friendly and sympathetic when dealing with detainees. On arrival they are seen and assessed by a nurse.

Fingerprinting takes place and there are now x-ray facilities for property.

A “buddy” system enables new arrivals to be linked with another detainee who has the same language and cultural background. Hopefully this reassures and assists the new arrival to integrate comfortably into the Centre. The Religious and Cultural Affairs manager also follows up and meets with all new arrivals. Within 24 hours a new detainee is given an induction programme which includes a full tour of the Centre.

Telephone Communication

There are land line telephones on each landing. Most detainees now have their own mobile phones, either on loan or purchased from the Centre. This has significantly reduced the pressure on use of the land lines which are more expensive.

Additionally the use of mobile phones does allow detainees to maintain contact with family, friends and legal advisors and they have freedom to use at times convenient to them.

Internet access is available at other private centres but as yet is not available at Lindholme. This is being addressed and a decision is awaited.

UKBA Contact Management Staff -Immigration Matters

This office is quite small and has an Executive officer and 4 other staff.

It is recognised that detainees are anxious about their immigration status and the fact that they do not know what is going to happen to them. To address this, there are daily surgeries where, following a written request, the detainee and immigration staff can meet within 24 hours to discuss issues.

It is the Board's impression that casework is progressed and well managed.

Unfortunately there still continues to be a rising number of detainees who remain at the centre for longer than one would wish.

From January 2010 Lindholme IRC has adopted the UKBA Complaints' System as used at other Centres. The UKBA staff process complaints from detainees and deal with them in as timely a way as possible.

During the reporting period there have been 31 complaints, mostly concerned with medical issues and lost property on transfer from the forwarding centres with only 2 complaints re process and administration.

The staff at the Reception Centre at Lindholme are robust in pursuing the recovery of this property.

The UKBA staff also have representation on Amenities, Centre Management, Race Relations, Safer Detention and Security meetings.

The UKBA staff is always helpful to the Board in responding to their enquiries. The Board feel the team are conscientious and very efficient.

Visits

The visits area is spacious and pleasantly appointed. It has a children's area, a baby changing facility and access to tea/coffee making facilities.

Visits can be made on any day between 09.30 and 16.00. Visitors cannot stay over the lunch period. The IMB do talk with visitors and have a positive feedback from them. They find the area comfortable and the staff welcoming.

A video link facility is available and is situated in the Visits Centre. The Welfare Officer supervises its use. Links are made to the Bradford, Birmingham, Manchester Courts. This appears to be operating smoothly and certainly reduces transport movements.

There are two private rooms for legal visits and a facility for closed visits.

Section 7 The Work of the Board

At the start of the reporting period there were 14 members. Two members of the Board have resigned each having been a long serving member.

This now leaves 12 active members. The Board feels that to operate effectively it will be necessary to look towards recruiting a further 4 members.

As part of the matrix rota system members visit the centre each week and 2 members cover other meetings including Amenities and Chaplaincy and Safer Custody. Visits are recorded and discussed at Board meetings with the Centre Manager.

IMB members make a point of checking vehicle and journey details whenever their visit to the Centre coincides with transport arrivals and departures.

A special secure mail box is available for detainees to post applications to see the IMB. This is checked on every visit and the IMB respond to these requests promptly. They will also deal with complaints taken “on the hoof”. There have been 8 postal applications during the year. Again every effort is made to respond as quickly as possible.

Code	Subject	2009/2010
A	Accommodation	0
B	Adjudications	Not Applicable
C	Diversity related	0
D	Education/employment/training	0
E	Family/visits	0
F	Food/kitchen related	0
G	Health related	0
H	Property	3
I	Sentence related	0
J	Staff/detainee related	0
K	Transfers	0
L	Miscellaneous	5
	Total number of Applications	8

At the start of the reporting period, 16th – 29th February 2009, the Centre participated in an HMCIP Inspection. Two Board members attended the de-brief and the Board as a whole is cognisant of comments, observations and recommendations made.

The Chairman and Vice Chairman attended Forum Meetings, other special meetings and training seminars.

Members have attended the Annual Conference and appropriate Training Courses.

The Chairman would like to record his appreciation of the work and contributions made by all members.

Board Statistics for the Reporting Period
1st February 2009 - 31st January 2010

Board Statistics	
Recommended Compliment of Board Members	18
Number of Board Members at the start of the reporting period	14
Number of Board Members at the end of the reporting period	12
Number of New Members joining during the reporting period	0
Number of Members leaving within the reporting period	2 (resigned)
Number of attendances at meetings other than Board Meetings	30
Total number of visits to the IRC (including all meetings)	134
Total Number of Applications received	8
Major Incidents Attended	0

Table 1

Occupancy Statistics for the Reporting Period February 2009 - January 2010

* Figures not available due to sick leave

MONTH	AVERAGE OCCUPANCY	EX FOREIGN NATIONAL PRISONERS	DETAINED OVER 6 MONTHS 2008	DETAINED OVER 6 MONTHS 2009
FEB 2009	*	*	16	*
MAR	*	*	19	*
APR	119	102	18	34
MAY	119	94	5	34
JUN	117	86	5	32
JUL	115	87	4	33
AUG	115	86	7	28
SEP	120	84	15	28
OCT	119	82	14	28
NOV	120	77	14	30
DEC	122	81	22	25
JAN 2010	116	77	34	25

Other Statistics for the Reporting Period February 2009 - January 2010

MONTH	ACDT OPENED	SELF HARM	USE OF RULE 40	USE OF RULE 42	ASSAULTS
FEB 2009	1	0	2	0	3
MAR	0	0	3	0	0
APR	1	0	1	0	0
MAY	1	0	0	1	0
JUN	1	0	1	0	0
JUL	1	0	1	0	0
AUG	0	0	3	0	0
SEPT	1	0	3	0	0
OCT	1	0	0	1	0
NOV	0	0	0	0	0
DEC	0	0	2	0	0
JAN 2010	0	0	2	0	1