



Campsfield House
Immigration Removal Centre

ANNUAL REPORT

For 2011

**This Report covers the period from
1st January 2011 to 31st December 2011.**

**The Report meets the requirement of Clause 64 of the
Detention Centre Rules 2001**

**Data has been provided by UKBA or taken from the Mitie
Management Data System (DMS), neither sources have been
subjected to an audit. Other observations and assessments
result from the many visits to the Centre by members of the
Board.**

Section 1

CONTENTS

	Page
SECTION 1 - CONTENTS	2
SECTION 2 - STATUTORY ROLE OF THE IMB	
2.1 Monitoring	6
2.2 Responsibilities	6
SECTION 3 - DESCRIPTION OF THE CENTRE	
3.1 Introduction	8
3.2 Facilities	8
3.3 Accessibility	9
3.4 Organisations Visiting the Centre	9
3.5 Monitoring	9
SECTION 4 - EXECUTIVE SUMMARY	
4.1 General	10
4.2 Property	10
4.3 Diversity	11
4.4 Education	11
4.5 Healthcare	11
4.6 Formal Complaints	11
4.7 Welfare Team	11
4.8 Movement of Detainees	12
4.9 UKBA Contact Management Services	12
4.10 Work of the Independent Monitoring Board	12
4.11 Validation	12
RECOMMENDATIONS	14
SECTION 5 - AREAS THAT THE BOARD ARE DIRECTED TO REPORT ON	
5.1 Diversity	16
5.1.1 General	16
5.1.8 Monitoring of Diversity	17
Removal From Association	17
Temporary Confinement	18
Detainee Strikes	18
ACDT	19
Pail Work	19
Use of Force	20
5.1.16 Religion and Culture	20
5.1.21 Nationality	21
5.1.25 Age	22
5.1.29 Disability	23
5.1.31 Sex and Gender	23
5.1.32 Complaints on Matters of Diversity	23
5.2 Regime and Learning Skills	23
5.2.1 Length of Stay	23
5.2.3 Education Facilities	24
5.2.14 Activities	26
5.2.16 Paid Work	26
5.3 Healthcare and Mental Health	27
5.3.1 General	27

5.3.4	Concerns	28
5.3.7	Appointments and Clinics	29
5.4	Segregation and Removal From Association	29
5.4.1	General	29
5.4.2	Temporary Confinement	30
5.4.6	Removal from Association	30
5.5	Safer Custody	31
5.5.1	Action Care Detainee Teamwork	31
5.5.5	Self Harm	32
5.5.6	Bullying	32
SECTION 6 – OTHER AREAS OF INTEREST OR CONCERN		
6.1	Fabric of the Building	34
6.1.1	General	34
6.1.2	Maintenance and Improvements	34
6.2	Incidents	35
6.2.1	Death in Custody	35
6.2.2	Food Refusal	35
6.3	Complaints Raised by Detainees to IMB Members	35
6.3.1	General	35
6.4	Formal Complaints to UKBA	36
6.4.1	All Formal Complaints	36
6.4.3	Complaints Investigated by the Centre	37
6.4.7	Complaints Investigated by DEPMU	38
6.4.10	Complaints Investigated by PSU	40
6.4.13	Complaints Investigated by Escorting Agency	40
6.4.15	Complaints Investigated by Other CSU	40
6.5	Detainee Support and Welfare	41
6.5.1	General	41
6.5.3	Welfare Team	41
6.5.6	Property Issues	42
6.5.11	Marriage	44
6.6	Safety and Security	45
6.6.1	Foreign National Offenders	45
6.6.4	Drugs	45
6.6.7	Application of Handcuffs and Use of Force	47
6.6.8	Absconds	47
6.6.11	Strikes	47
6.7	Reception Movement Transfer and Removal	48
6.7.1	Reception Area	48
6.7.3	Movement	48
6.7.6	Failed Removals	49
SECTION 7 – UKBA CONTACT MANAGEMENT SERVICE		50
7.1	General	50
7.2	Support to the Board	50
7.3	Foreign National Offenders	51
7.4	Requests/Complaints on Immigration Status	51
SECTION 8 - THE WORK OF THE IMB		52
8.1	The Board	52
8.2	Attendance at the Centre	52
8.3	Training	53
8.4	National Meetings, Visits and Liaison	53
8.5	Validation	53

SECTION 9 - GLOSSARY OF ABBREVIATIONS

54

ANNEX

Annex A - Occupancy of the Centre on the last day of the month

56

Annex B - Snapshot of Nationalities

58

Annex C - Snapshot of Languages

60

Annex D - Snapshot of Religious Faiths

62

Annex E - Board Attendance Statistics

64

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Section 2

STATUTORY ROLE OF THE IMB

2.1 MONITORING

2.1.1 The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre (IRC) to be monitored by an Independent Board appointed by the Home Secretary from volunteer members of the community in which the prison or IRC is situated.

2.1.2 The Board operates independently from the United Kingdom Borders Agency (UKBA) and from the Management of the Centre.

2.2 RESPONSIBILITIES

2.2.1 The Board is specifically charged to:

- satisfy itself as to the humane and just treatment of those held in Immigration Removal Centres.
- inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- 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.

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

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Section 3

DESCRIPTION OF THE CENTRE

3.1 INTRODUCTION

3.1.1 Campsfield House Immigration Removal Centre (IRC), located near the large village of Kidlington in North Oxford, was acquired by the Immigration Service (IS), now the United Kingdom Border Agency (UKBA), in 1993. The facility was originally a young offenders institution; the building is far from ideal and lacking in space.

3.1.2 The contract to manage the Centre on behalf of UKBA was re-tended late 2010 and the successful bidder, MITIE, took over the management of the Centre from GEO at the end of May 2011. Detailed planning and positioning of new assets in the Centre prior to change over helped to keep disruption to an absolute minimum. Inevitably some minor teething problems arose mainly in relation to staff uniform supplies and IT.

3.1.3 The capacity of the Centre is 216 places for male detainees, accommodation is in three blocks:-

- The Short-Stay Unit (SSU) 26 beds
- Yellow block 57 beds including one room used as a crisis suite
- Blue block 133 beds including one room used for under age claims

Additionally, a completely separate unit contains three rooms that serve the dual purpose of temporary confinement (TC) and removal from association (RFA).

3.1.4 Rooms are single, double or multiple occupancy. A number of rooms are fitted with bunk bed accommodation. All rooms have television and DVD facilities. The daily average occupancy in the Centre was 201. As a result of the disturbances in 2007 the number of foreign national offenders (FNOs) held in the Centre at any one time is still restricted to about 30 percent of the total capacity, however the number of FNOs held in the Centre fell during the year - detail is at paragraph 6.6.1. Each of the three accommodation blocks is locked off at 10.30 until 6 a.m. (this changed from midnight in February); detainee rooms are not locked at night and detainees have free access to toilets and showers within their blocks during this period. At all other times free association is permitted throughout all areas accessible to detainees.

3.2 FACILITIES

3.2.1 Facilities in the Centre include:

- Library
- Sports Hall
- Fitness Suite
- Information Room in each accommodation block
- Welfare Office
- IT Room
- Large Screen Room (films and television, group activities etc)
- Chapel
- Multi Faith Prayer Room
- Mosque
- Dining Room
- Shop
- Gardens with bench seats and tables
- Visitors Centre with garden
- Education facilities within the Centre

- Health Care
- Reception Area
- Large sports field

3.2.2 Health Care is contracted out to The Practice PLC. Education, catering and maintenance of the centre are under the direct management of Mitie.

3.3 ACCESSIBILITY

3.3.1 The Centre is located on the outskirts of Oxford and has limited public transport. A free bus service, provided by Mitie, runs from Oxford Station to the Centre on a regular basis throughout the week enabling visitors to reach the Centre more easily.

3.4 ORGANISATIONS VISITING THE CENTRE

3.4.1 It is regretted that Bail for Immigration Detainees (BID) no longer visit the Centre due to staff shortages.

3.4.2 The Immigration Advisory Services (IAS) no longer visits the Centre. The role has been taken over by three local firms of solicitors who visit the Centre every week in rotation. The Provider must offer each client a 30 minute advice session (regardless of the client's means or the merits of their cases). The purpose of the advice session is to ascertain the basic facts of the client's case and to make a decision as to what further action can be taken. It is a requirement under the contract issued by the Legal Services Commission that they must also ensure that each client receives advice in relation to temporary admission and bail. Follow up action is then dependent on the detainee and the provider.

3.4.3 Asylum Welcome is a National Charity based in Oxford, which works with asylum seekers, refugees and detainees to give them advice, support and access to their rights. Regular visits are made to the Centre every Thursday. The charity co-ordinates volunteer visitors to detainees who require help, support and advice. The Charity meets with the Management of the Centre approximately every three months.

3.4.4 Refugee Action (RA) took over the responsibility of administering the Assisted Voluntary Return Scheme from the International Organisation for Migration (IOM) on 1 April. The organisation visits the Centre every Friday to discuss the voluntary return scheme with detainees. Appointments must be pre booked. After interviewing detainees, Refugee Action discusses problems and issues raised with the local UKBA staff.

3.4.5 Oxford Samaritans have continued to be prominent in the Centre working with the Welfare Team and the Buddies. Oxford Samaritans are available to offer support to all at Campsfield, staff and detainees. They were particularly helpful at the time of the sad incident in August when a detainee was found hanging.

3.5 MONITORING

3.5.1 The contract is monitored by the residential UKBA Team at Campsfield House. The Team Leader is empowered to institute penalties against the contractor for poor performance and breach of Detention Centre Rules (DCR). Soon after contract change Mitie introduced a robust system of audit to monitor against contract compliance. This is managed electronically and is in the form of a number of interlinked spread sheets. The system identified two areas of concern requiring immediate action, namely Health Care and Education; these concerns are discussed under the relevant Sections.

Section 4

EXECUTIVE SUMMARY

4.1 GENERAL

4.1.1 Campsfield House has been an Immigration Removal Centre (IRC), formerly known as a Detention Centre (DC), since 1993. The Centre was managed on behalf of the United Kingdom Borders Agency (UKBA) by GEO until 30 May 2011, the management of the Centre was then transferred to Mitie. Health Care is sub-contracted out to The Practice. (Reference paragraph **3.1.**).

4.1.2 The capacity of the Centre is for 216 male detainees. The Centre was near to full capacity for the whole of the year, the average occupancy on the last day of each month was 201 (Reference paragraph **3.1.4**). As a result of a recommendation made after the disturbances in 2007, the number of foreign national offenders (FNO) in the Centre at any one time is limited to about 30 percent of the total population, however this fell to about 10 percent towards the end of the year. Detail for the year is at Annex A.

4.1.3 The Board considered that the Centre had a good year only marred by the death of a detainee found hanging in August. The Board considered that the Centre and the Staff of UKBA afford a very high degree of care and attention to the well-being of detainees. This is illustrated by:

- The low use of the Segregation Unit (paragraph **5.4.3**)
- The low use of Removal from Association (paragraph **5.4.6**)
- The low use of force (paragraph **5.1.15**)
- The low number of formal complaints raised (paragraph **6.4.1**)
- The very low almost insignificant number of racial issues especially in such a multinational and multiethnic society (paragraph **5.1.32**)
- The very large number of welfare issues dealt with by the Welfare Team (paragraph **6.5.4**)
- The very high rate of interview afforded to detainees by UKBA staff paragraph **7.1.3**)
- The large fall in the number of requests to see a member of the IMB compared to previous years (paragraph **6.3.1**).
- The appreciation expressed by detainees at the weekly Detainee Consultative Committee (paragraph **6.5.2**)
- The very low number of serious incidents (paragraph **6.2**)
- The very low instances of bullying (paragraph **5.5.6**)

4.1.4 The Centre exercised a difficult period during the run up to the change in management contract however this was well managed and the limitations on recruiting of staff and restrictions on capital expenditure were understood. The changeover of management was effected with very few problems (Reference paragraph **3.1.2**). It was disappointing that the Head of Residence and Regimes left soon after contract change and at the end of the year, despite two interview boards being held, the position was still unfilled. This is a key position in the Centre, once again, the management, although placed under considerable strain, coped well (Reference paragraph **6.5.1**).

4.2 PROPERTY

4.2.1 The transfer of detainees without their property still remains an area of concern and the Board is disappointed with the poor response to the recommendation in the previous report, especially in respect of detainees arriving from Police Stations where the problem

has increased. The recommendation made in the last report has been carried forward (Reference paragraphs 6.5.6 to 6.5.10).

4.2.2 In the Action Plan on the recommendations in the last Annual report reference was made to the use of the Personal Escort Report (PER) as a means of controlling property. An examination of 60 PER documents in December indicated that the document was completely ineffective in controlling property and a recommendation has been made (Reference paragraph 6.5.10).

4.3 DIVERSITY

4.3.1 The monitoring of diversity within the Centre has increased, the main short fall is in the lack of progress on impact assessments and a recommendation has been made (Reference paragraph 5.1). The overall assessment is that diversity is not an issue or a problem at Campsfield.

4.4 EDUCATION

4.4.1 The details for provision of education in the tender/contract documents were disappointing to the Board as we had believed that far more comprehensive requirements than previously were to be written into the tender document; the requirements in the tender document were very similar to previous documents resulting in once again only 30 hours per week contact time between tutors and detainees. There have however been some improvements towards the end of the year, these resulted from the engagement of an outside consultant to review the needs and requirements of detainees. Of significance is the conversion of a day room into a Study Centre. Plans have been made and it is hoped that a significant improvement will be seen in 2012, indeed the green shoots of change were appearing at the turn of the year; it is hoped that the proposals will gain momentum (Paragraphs 5.2.3 to 5.2.13).

4.5 HEALTHCARE

4.5.1 A UKBA commissioned inspection of the Healthcare facility was severely critical and resulted in the formulation of an action plan with weekly progress meetings. A follow up inspection reported very favourably on improvements and progress made. This work still continues and further improvements are anticipated. The Board has made recommendations with regard to staff, in particular to the relationship between the nursing staff and detainees (Reference paragraph 5.3).

4.6 FORMAL COMPLAINTS

4.6.1 Formal complaints were handled in a satisfactory manner generally although the Board considered that a fuller response to the two complaints referred to DEPMU could have been made (Reference paragraphs 6.4.7 to 6.4.10).

4.6.2 Complaints investigated by other Customer Service Units of UKBA have highlighted uncertainties with respect to the role of the Prisons and Probation Ombudsman and a recommendation has been made (Reference paragraph 6.4.17).

4.7. WELFARE TEAM

4.7.1 The Welfare Team is to be congratulated on the huge number of issues addressed (over 6000 during the year). However the provision of facilities provided to the Team is poor, in particular there is no privacy and detainees are interviewed within hearing of detainees awaiting interview. A recommendation has been made (Reference paragraph 6.5.3).

4.8 MOVEMENT OF DETAINEES

4.8.1 The movement of detainees around the Detention Estate still gives cause for concern, 'operational reasons' is still often given as the trigger for the move. Often the notice to move has been extremely short with no consideration being given to the fact that a detainee may have a visit arranged (personal or legal) or may be awaiting delivery of mail etc. Recommendations have been made. (Reference paragraph **6.4.8**).

4.9 UKBA CONTACT MANAGEMENT SERVICES

4.9.1 It is anticipated that the Detainee Contact Management Team will be under strength by 20 percent for at least a part of 2012, this will put considerable pressure on the Team as there is a ban on paid overtime. A recommendation has been made (Reference paragraph **7.1.1**).

4.10 WORK OF THE INDEPENDENT MONITORING BOARD

4.10.1 The transfer of an IMB Member to the Campsfield Board from the Board of another IRC took about three months to become effective. During this period there was a real danger that the person concerned would have resigned from the IMB due to the delay. A recommendation has been made (Reference paragraph **8.1.2**).

4.11 VALIDATION

4.11.1 The Board has maintained a good working relationship, formerly enjoyed with GEO, with the new contractor, Mitie. The support received from both contractors and UKBA during the year is acknowledged, the support has not jeopardised the independence of the Board but has enabled the Board to do their work effectively.

4.11.2 Thanks are extended to the Centre Manager and Staff, Contracted Staff and UKBA Staff. The Board wish to place on record the support received from all at the Centre, and commends their co-operation and support in facilitating the work of the IMB at Campsfield House.

4.11.3 The Board acknowledges the support and services offered to detainees by visiting outside agencies; in particular the three local Solicitors Offices, Refugee Action, International Organisation for Migration, the Oxford Samaritans, visiting musical groups and the visits by members of Asylum Welcome who have played an important part in assisting in the welfare of detainees and recovery of property (paragraph **3.5.1**).

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RECOMMENDATIONS

1. REPEAT OF RECOMMENDATION FROM THE LAST REPORT DUE TO UNSATISFACTORY PROGRESS:

1.1 *The Board recommends:* that for the fourth year, a procedure be introduced whereby detainees are not transferred from one agency to another or from one part of the Detention Estate to another without their property. (Paragraph 6.5.10).

2. ISSUES FOR UKBA

2.1 *The Board recommends:* that all inter-centre moves are critically examined before implementation and that when implemented the detainee is informed of the reason. (Paragraph 6.4.8).

2.2 *The Board recommends:* that consideration be given to informing detainees of the intention to move them to another Centre well in advance - similar to notice of intent to remove. (Paragraph 6.4.8).

2.3 *The Board recommends:* that the use of the Personal Escort Record be reviewed, especially as a means of controlling property. (Paragraph 6.5.10).

2.4 *The Board recommends:*

- a. That the remit of the Prisons and Probation Ombudsman (PPO) with respect to Customer Service Units (CSU) of UKBA other than Detention Services be clarified.
- b. That changes to the information given to detainees be made if the PPO does not have a remit to investigate or changes to the response letters from CSUs be made if the PPO does have a remit.

(Paragraph 6.4.17).

2.5 *The Board recommends:* that consideration be given to lifting the ban on paid overtime whilst the Contact Management Team is under strength. (Paragraph 7.1.1).

3. ISSUES FOR THE CENTRE

3.1 *The Board recommends:* that vigorous action be taken to complete diversity impact assessments.

(Paragraph 5.1.6).

3.2 *The Board recommends:* that 'A Learning and Skills Manager' be appointed as soon as possible on a permanent basis.

(Paragraph 5.2.11).

3.3 *The Board recommends:* that action be taken to produce the Campsfield Magazine as soon as possible.

(Paragraph 5.2.13).

3.4 *The Board recommends:* that consideration be given to the nursing staff touring the Centre on a regular basis outside surgery hours in order to improve the relationship between the nursing staff and detainees.

(Paragraph 5.3.6).

3.5 *The Board recommends:* that consideration be given providing regular training to the Healthcare Staff on matters of diversity and differing cultures.

(Paragraph 5.3.6).

3.6 *The Board recommends:* that action be taken without further delay to resolve the unsatisfactory state of the ceiling in the shower rooms.

Paragraph 6.1.7).

3.7 *The Board recommends:* that in all in all responses to complaints it should be clear whether or not the complaint has been substantiated

(Paragraph 6.4.4).

3.8 *The Board recommends:* that cleaning of both the microwave oven and the refrigerator in the Reception Area be regularised.

(Paragraph 6.7.2).

4. ISSUES FOR UKBA/CENTRE

4.1 *The Board recommends:* that consideration be given to the inclusion of a nurse trained in psychological techniques on the Healthcare staff.

(Paragraph 5.3.5).

4.2 *The Board recommends:* that consideration be given to affording dental checkups for long term detainees, if they so wish, under the terms of the National Health Service.

(Paragraph 5.3.10).

4.3 *The Board recommends:* that serious consideration be given to improving the accommodation and facilities of the welfare team, even to reducing the number of detainees accommodated to free up space.

(Paragraph 6.5.3).

5. ISSUES FOR THE SECRETARIAT

5.1 *The Board recommends:* that the Secretariat review their procedure for transfer of a member from one Board to another with a view to preventing any delay.

(Paragraph 8.1.2).

Section 5

AREAS THAT THE BOARD ARE DIRECTED TO REPORT ON

5.1 DIVERSITY

General

5.1.1 Campsfield House IRC is committed to a policy of equality for all, both staff and detainees, regardless of race, religion, nationality, ethnic origin, gender, age, sexual orientation physical or disability. Discrimination, either displayed or expressed in any form is unacceptable and will not be tolerated.

5.1.2 The population at Campsfield House, as for other Immigration Removal Centres, is usually made up of 40 to 50 different nationalities at any one time; a typical breakdown of nationality is at Annex B. Many languages are spoken and only a minority of detainees have English as a first language; a snapshot of languages spoken by detainees in the Centre is at Annex C. Detainees are from diverse cultures, religions and backgrounds; a snapshot of religious faiths is at Annex D. The Centre is designated to hold only male detainees. The vast majority of the detainees are able bodied.

5.1.3 This Section addresses various aspects of diversity and the overall assessment is that diversity is not an issue or problem in Campsfield House.

5.1.4 The Diversity Committee meets on a monthly basis and includes:

- Centre Manager
- Manager of Residence and Regimes
- Manager of Religious Affairs
- Healthcare Manager
- UKBA
- IMB
- Race Equality Officer
- Welfare Officer
- HR Administrator
- Disability Liaison Officer
- Age Liaison Officers
- Gender and Sexuality Officer
- Detainee buddy

The Race Equality Officer is trained to the Prison Service Training College Race Equality Officers standard.

5.1.5 More statistical information is now provided for the meeting, this includes:

- Incentives and privileges by national and ethnic backgrounds
- Strikes to detainees by national and ethnic backgrounds
- ACDT books opened by national and ethnic backgrounds
- Enhanced Observation Booklets opened by national and ethnic backgrounds
- Removal from association by national and ethnic backgrounds
- Temporary confinement by ethnic background

- Use of force by nationality ethnic background
- Paid work by nationality and ethnic background
- The use of activities by nationality and ethnicity (including education)
- Number and type of complaints of a race related nature and their outcome
- Statistics on Religious matters
- Statistics on Disability issues
- Statistics on Staff
- Age related issues.

5.1.6 The production of Impact Assessments stalled during the year with very little activity, this was due in part to the change of management provider but it was disappointing that progress was not made once the new provider had settled in.

The Board recommends: that vigorous action be taken to complete diversity impact assessments.

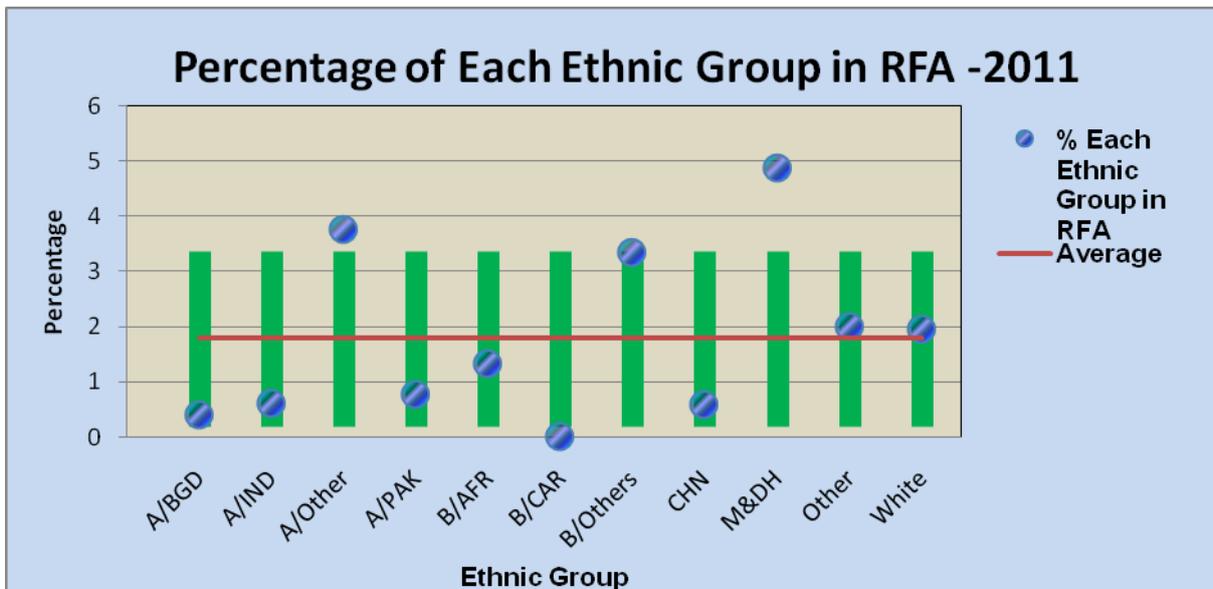
5.1.7 Diversity is included in the Initial Training Course (ITC) for new Detention Centre Officers (DCOs) and all staff undergo annual refresher training. All staff are made aware of the various cultures they will meet in the Centre.

Monitoring of Diversity

5.1.8 The monthly Diversity Meeting examines the diversity aspects of Removal from association (RFA), Temporary Confinement (TC), Use of Force, ACDT, Paid Work and Detainee Strikes; however due to the relatively small numbers involved it is difficult to monitor trends from month to month.

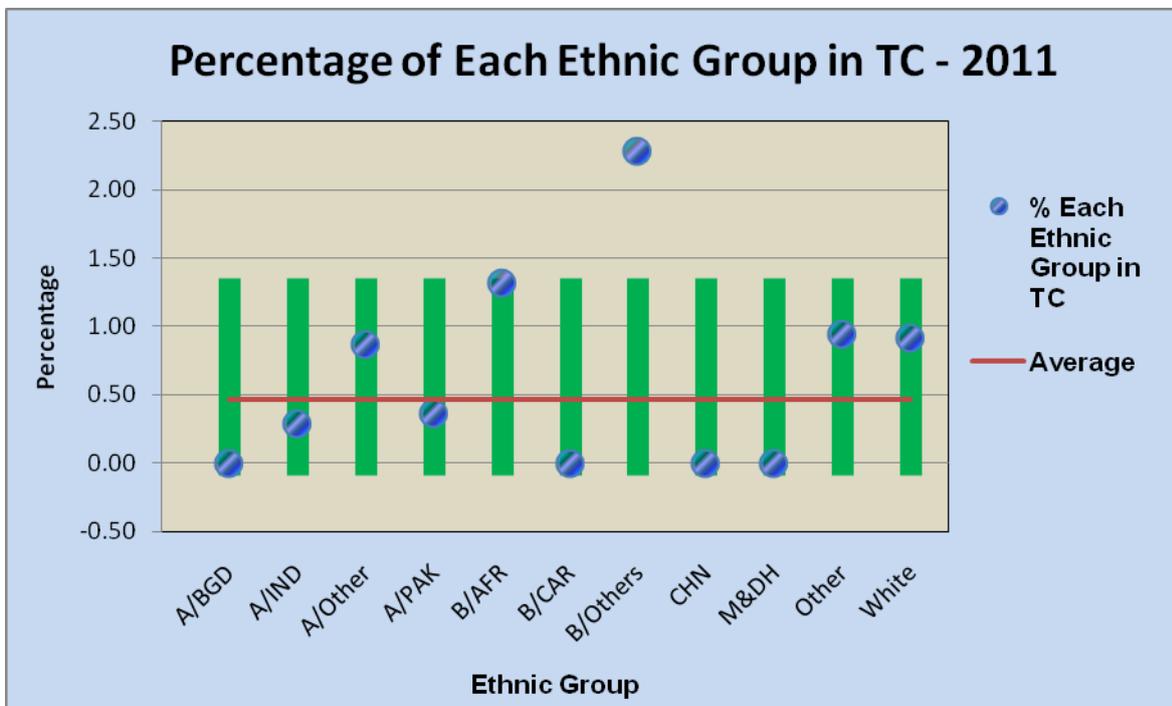
5.1.9 The Board has examined the numbers in each ethnic group of detainees placed in RFA, TC, Detainee Strikes, ACDT, Paid Work and Use of Force using the management figures for the whole of the year in an effort to identify any problem areas. In each case weighted percentages have been calculated to take into account the numbers in each ethnic group. The standard deviation from the mean value (green bar lines) has been calculated and plotted along with the weighted percentage; ethnic groups outside the standard deviation are examined. The results for each category are shown in the following paragraphs.

5.1.10 Removal from Association under Rule 40. A chart to show the percentage of each ethnic group removed from association is shown below:



Apart from 'Asian Other' and 'Mixed' all ethnic groups fall within the band of one standard deviation. The 'Mixed' group appears to be the most outside the acceptable band, however investigation reveals that only one detainee in this group was removed from association the numbers in this group are few and the small numbers involved have produced a bias on the result. The other group outside the band, 'Asian Other', has also been examined. This group include four age dispute cases who were placed in RFA for their own safety and should not strictly be included in the analysis; if they are removed then the marker for 'Asian Other' moves into the 'green zone'. It is considered that there was no bias in the use of RFA towards any one ethnic group.

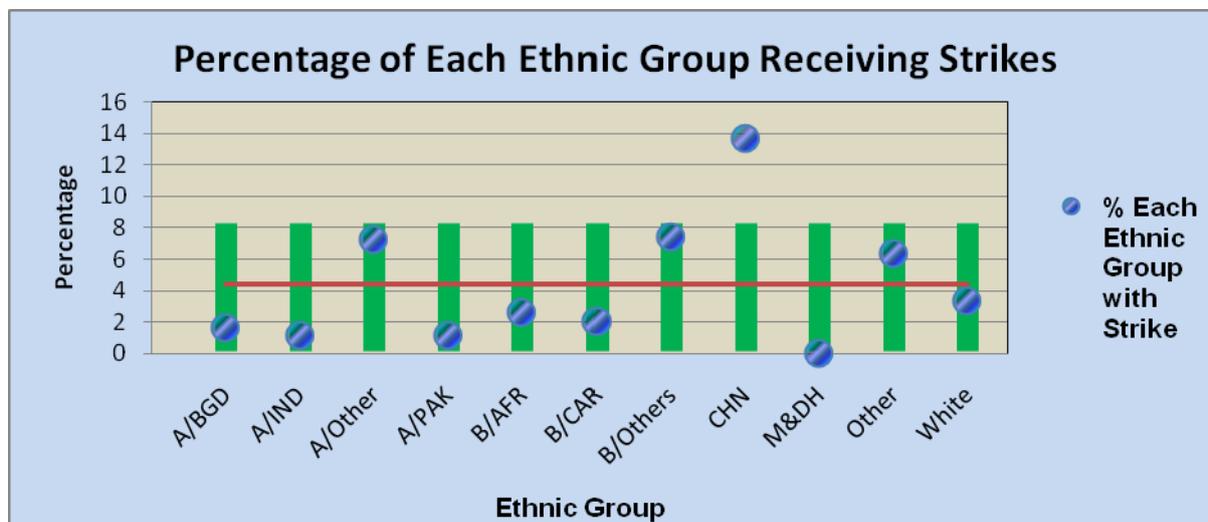
5.1.11 Temporary Confinement. A chart to show the percentage of each ethnic group placed into temporary confinement during 2011 is shown below:



With the exception of the 'Black Others' ethnic group all groups fall within the band of one standard deviation from the average. The 'Black Others' group therefore requires investigation. The number of detainees placed in TC during the year is relatively small and the marker for 'Black Others' represents only two detainees one, from the Sudan and the

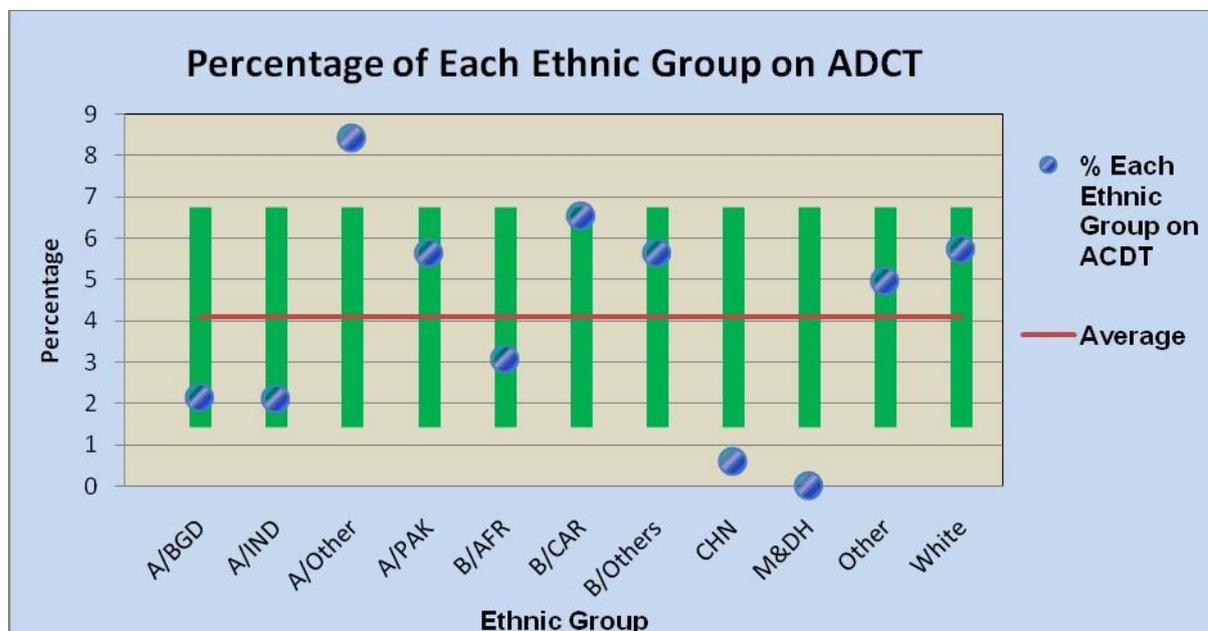
other from Eritea, this small number is not considered to be a bias towards the 'Black Other' ethnic group.

5.1.12 Detainee Strikes. A chart to show the percentage of each ethnic group receiving a strike is shown below (note: see paragraph 6.6.11 for detail on strikes):



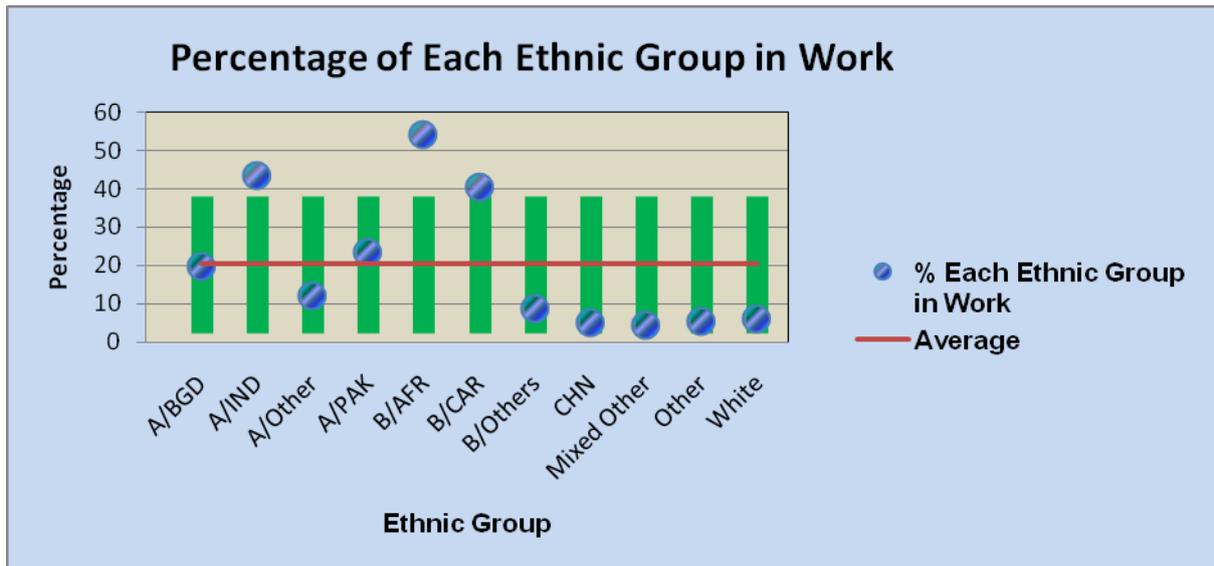
Apart from the ethnic group Chinese all groups fall within the band of one standard deviation. Analysis of the strikes given to the Chinese Group reveals that of the total for the year of 13, nine were given for smoking in the building. Detainees from China are known for their high dependence on smoking and this strike rate is substantiated. It is considered that there is no unacceptable bias towards any ethnic group in the issues of strikes.

5.1.13 ACDT A chart to show the percentage of each ethnic group causing such concern to open an ACDT book during 2011 is shown below:



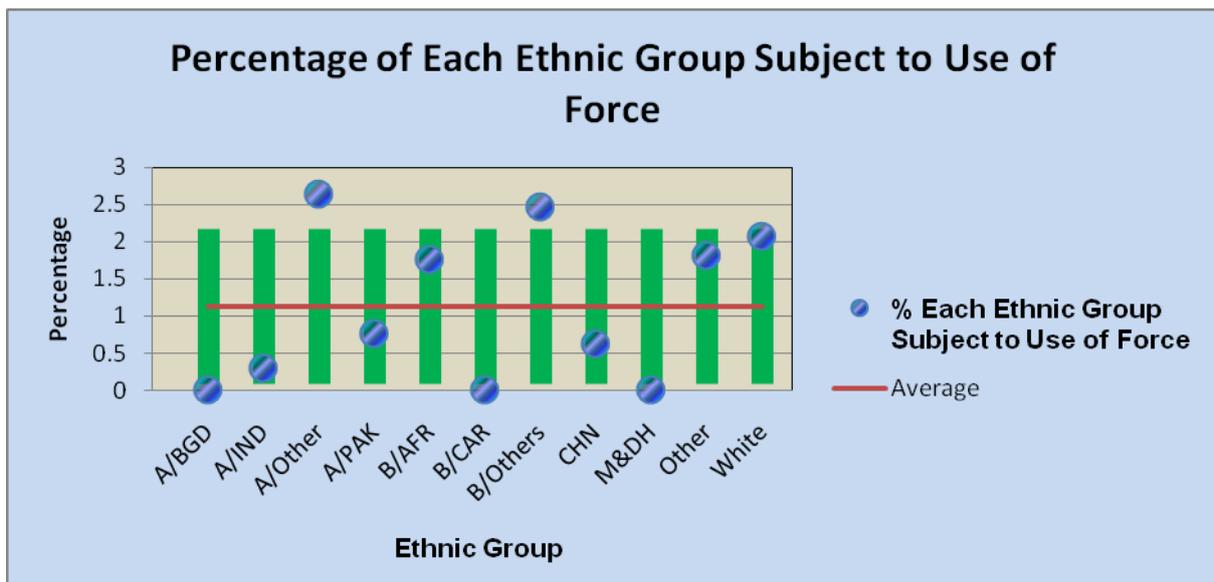
The 'Asian Other' is the only group above and outside the green band. A large number of detainees in this group are from Afghanistan and Iraq and it is the fear of being removed to these troubled counties resulting in irrational behaviour and threats to self harm that initiate the opening of an ACDT book; the concern of these detainees is clearly understood. Analysis of the markers for the 'Chinese' and 'Mixed' groups reveals that only one Chinese was placed on ACDT during the whole year and no detainee from the 'Mixed' group.

5.1.14 Paid Work A chart to show the percentage of each ethnic group in paid work during 2011 is shown below:



The ethnic groups 'Asian Indian' and Black African' are above and outside the one standard deviation zone. A total of 75 paid work places are available, however on average only about 50 places have been filled and work places are available for any detainee to apply. As work is on a voluntary basis, there is no indication that the 'Asian Indian' or 'Black African' groups are being favoured. The recently formed Regimes and Planning Committee are looking at ways to encourage all work places to be taken up.

5.1.15 Use of Force Use of force under Rule 41 was necessary on 27 occasions. The 'Asian Other' and 'Black Others' fall outside the band of one standard deviation from the average, Asian Other being the furthest outside the band. The 'Asian Other' groups mainly contain detainees from Iraq, Iran and Afghanistan. The most prevalent reason for use of force was in connection with removal from the Centre. Details are shown below:



Considering the very strong feelings shown by detainees against removal by these nationalities it is not unexpected that they are problematic when removal directions are served and acted on. The same rationale applies to the 'Black Other' where the detainee is

from the Sudan. The Board was satisfied that there was no discrimination against these groups.

Religion and Culture

5.1.16 The Religious Manager, Reverend Sarah Parkinson, left the Centre for a temporary period on maternity leave very early in the year; the interregnum was filled by Reverend Vivian Edwards, a Baptist Minister. A multi-faith Chaplaincy Team is staffed by a number of part-time chaplains from a diversity of faiths, these include two Muslim Clerics, a Sikh Minister, a Catholic Priest, African Pentecostal Chaplain, Buddhist Chaplain, a Hindu priest, a Chinese Methodist, a Baptist Minister and the Anglican Chaplains. All the Chaplains are regular visitors to the Centre and it is very unusual not to see one of the team present in the Centre. Pastoral duties are carried out not only within their own faiths but with others as needed.

5.1.17 In October, Reverend Sarah Parkinson informed the Centre that she would not be returning at the end of maternity leave. An interview board was held and Pastor Modupe Alebola was appointed as Manager of Religious Affairs and will take up the appointment in January 2012.

5.1.18 In addition to the Chaplaincy Team, there are a number of Religious Visitors who come into the Centre less frequently, some on a voluntary basis. These include faith support for Jews, Orthodox Christian and Jehovah's Witnesses.

5.1.19 Chaplains participate in the daily induction process which ensures that most detainees are seen within 28 hours of arrival at the Centre by a member of the Chaplaincy Team. A log of inducted detainees is kept for completeness and follow up. The 'Bigword' facility is used as necessary in order to remove any communication barriers.

5.1.20 Special arrangements were made during Ramadan, this was particularly challenging due to the long hours of daylight in August. Arrangements were monitored and adjusted on a daily basis to meet the requirements of the detainees. At end of the period the detainees reported very favourable on the arrangements made. A full Christmas programme was arranged, this include a carol service, midnight mass and religious services on Christmas day. Other religious and national festivals were celebrated in the Centre, these included, Chinese New Year, Easter, Divali, Jamaican Independence Day, Indian Independence Day, Pakistan Independence Day, Eid-Al-Adha, Guru Nanak, Vaisakhi (a Sikh Festival), Dhamma (a Buddhist Festival) and Holi (a Hindu Festival). Arrangements included special food, distribution of sweets, arts and crafts and the showing of films where appropriate. A special service for Remembrance Day was held, detainees placed prayer notes on the altar; it is of interest that many of the prayers related to victims of atrocities in their native countries. The service was concluded by the distribution of poppy cake.

Nationality

5.1.21 Diversity of nationality is inevitable in a Removal Centre, although during the year there has been a predominance of detainees from the Sub Indian Continent, Iraq and Afghanistan. Chinese nationals do pose problems in that knowledge of the English language is very limited. One DCO does speak Mandarin and this does help in the day to day regime. To alleviate the problem, group meetings of the Chinese detainees are held to resolve any cultural problems, regrettably these meetings lapsed for a short period soon after contract change; the Board is pleased to report these meeting have now been reinstated and minutes taken. Although language is not the same problem, the arrangements have been extended to accommodate major groups in the Centre.

5.1.22 In a small closed society with so many diverse nationalities with its inbuilt potential for tension, it is surprising that friction does not occur between the different national groups or

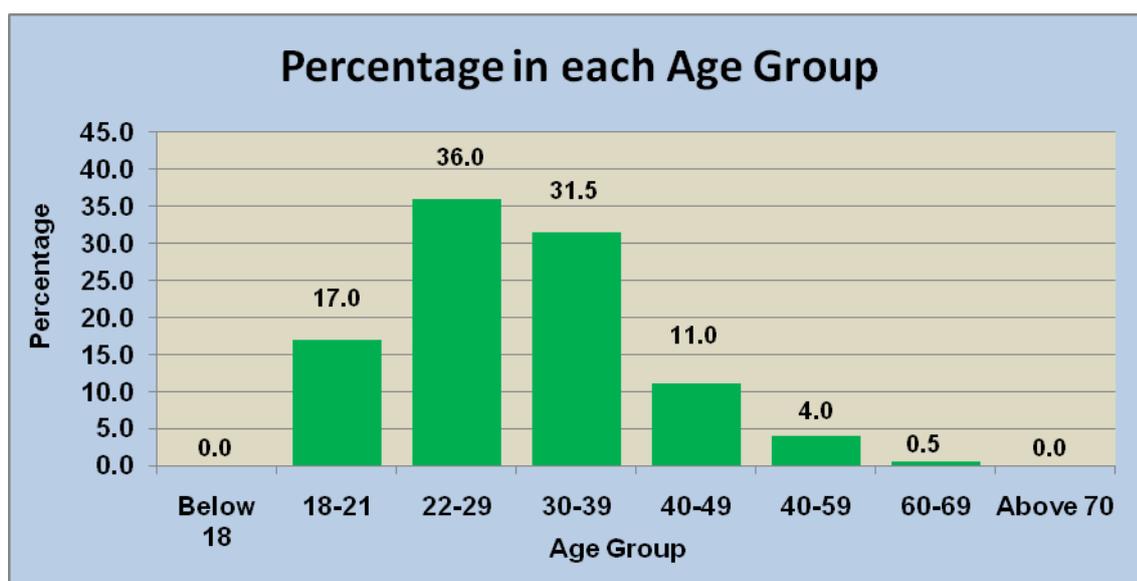
groups within a nationality (Sunni, Shia, Kurd etc). Confrontations are very rare and the Centre discourages formation of 'ghetto areas' by striving to spread nationalities between the accommodation blocks whilst also meeting requests from detainees to be accommodated close to others of the same culture.

5.1.23 Detainees are encouraged to participate in the preparation of 'cultural meals', African, Caribbean, Chinese and Indian dishes have been prepared with the guidance of respective nationals. These meals are open to all detainees in the Centre and have proved to be very popular.

5.1.24 Many detainees understand and speak English although reading and writing can be a problem; members of staff and IMB members assist in reading documents and completion of forms. The 'House Rules for Detainees' are available in 25 different languages. 'The Bigword', the telephone translating service is available; this is used exclusively in Health Care, rather than other detainees in order to maintain confidentiality and to avoid errors. Informative notices are displayed in a variety of languages. Signage regarding making a racist complaint is displayed pictorially to help transcend language difficulties. Foreign language books are available in the library. Foreign newspapers are available on the internet as well as being available in the library.

Age

5.1.25 Ages of detainees range from 18 years to no upper age limit, the majority falling in the bracket of early twenties to late thirties. A snapshot is shown below:



5.1.26 A member of the Health Care staff continues to act as the Age Liaison Officer for the more elderly detainees and reports the situation to the Diversity Committee each month. Although elderly detainees are few, consideration is given to suitability of accommodation as to a single or multiple occupancy room. Detainees over the age of 65 are allocated a named nurse at their reception screening interview.

5.1.27 An Age Liaison Officer has been appointed in the Health Care Staff to monitor detainees who claim to be less than 18 years of age. For the first half of the year detainees who claimed to be under age for detention were placed under Rule 40 although they were permitted free access to the whole of the Centre during the day time and evening, only being confined to the Rule 40 accommodation at night. This procedure was considered to be unacceptable and a misuse of Rule 40. A room opposite the office in Blue Block and in constant view of the Block DCO was therefore modified by fitting a special lock on the door for use by detainees claiming to be under age.

5.1.28 When a detainee claims that he is under age he is immediately relocated to the dedicated room in Blue Block (the room can accommodate up to three detainees). During the year a total of 22 detainees claimed that they were minors. Five were considered to be under age by Social Services using the Merton Age Test and taken into care by the local Social Services, the remainder were assessed as being 18+. A good working relationship has been established between UKBA and Oxfordshire Social Services and assessments are now carried out with a minimum of delay. Nationality of detainees who claimed to be minors were:

Nationality	Number of Detainees
Afghanistan	15
Iran	4
Vietnam	2
Nigeria	1

'Lorry drop cases' have resulted in an increase in the number of detainees claiming to be less than 18 years; of the 22 cases, 17 were from lorry drops.

Disability

5.1.29 All detainees receive a medical screening on arrival and any disabilities are identified at this stage and appropriate provision taken. A disability register is maintained by Health Care, a report is produced each month which is considered by the Diversity Committee.

5.1.30 The number of disabled detainees in the Centre at any one time is few in number. One detainee had mobility issues requiring grab rails, raised chairs, disabled toilet and shower facilities etc; the Centre had insufficient resources and the detainee was transferred to Harmondsworth. Campsfield has now purchased disabled toilet and shower facilities which are in the processing of being installed. Other disabilities which were managed in the Centre included a detainee on crutches, a detainee with a missing hand, and a partially sighted detainee; all were handled by the staff without problem. Finally a detainee arrived with two broken arms (a lorry drop case), he required one to one attention and was transferred to Harmondsworth where there is a residential hospital unit.

Sex and Gender Discrimination

5.1.31 The Gender and Sexuality Officer continues to work effectively and discreetly with the very few cases that are raised by detainees. Posters advertising the Terence Higgins trust are displayed around the Centre.

Complaints on Matters of Diversity

5.1.32 Three complaints deemed to be racist by the complainant were submitted on DCF9s. All were referred to the Centre for investigation (one was rejected by PSU). Although two were against the same DCO in the library neither were substantiated; they were fully investigated by the Race Equality Officer (REO). The third complaint raised on a DCF9 concerned the alleged racist attitude by a DCO towards a visitor, the REO wrote to the visitor but did not receive a reply. The two informal complaints in May and June were also alleged racist attitude of the DCOs towards visitors, one was partly substantiated, the second was found to be not substantiated. Summary is below:

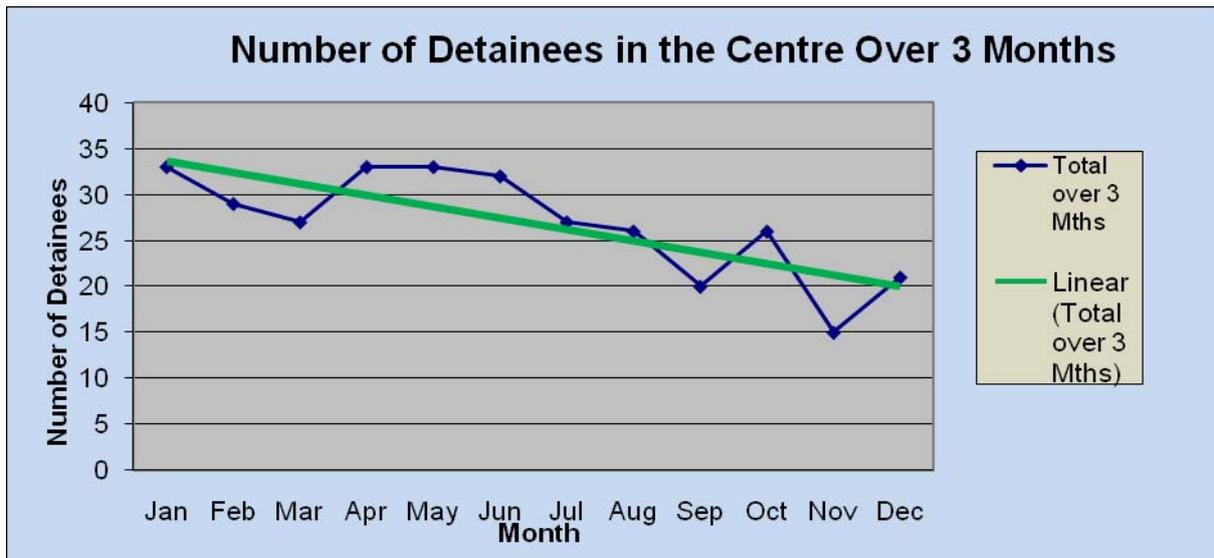
Month		Substantiated	Comment
March	Staff on Detainee	No	MC0026 Attitude of librarian accused on being racist.

March	Staff on Detainee	No	MC0029 Attitude of librarian accused on being racist.
May	Staff on Visitor	No	Written complaint from a visitor.
June	Staff on Visitor	Part	Written complaint from a visitor.
July	Staff on Visitor	No	DS0789 Attitude of DCO towards visitor.

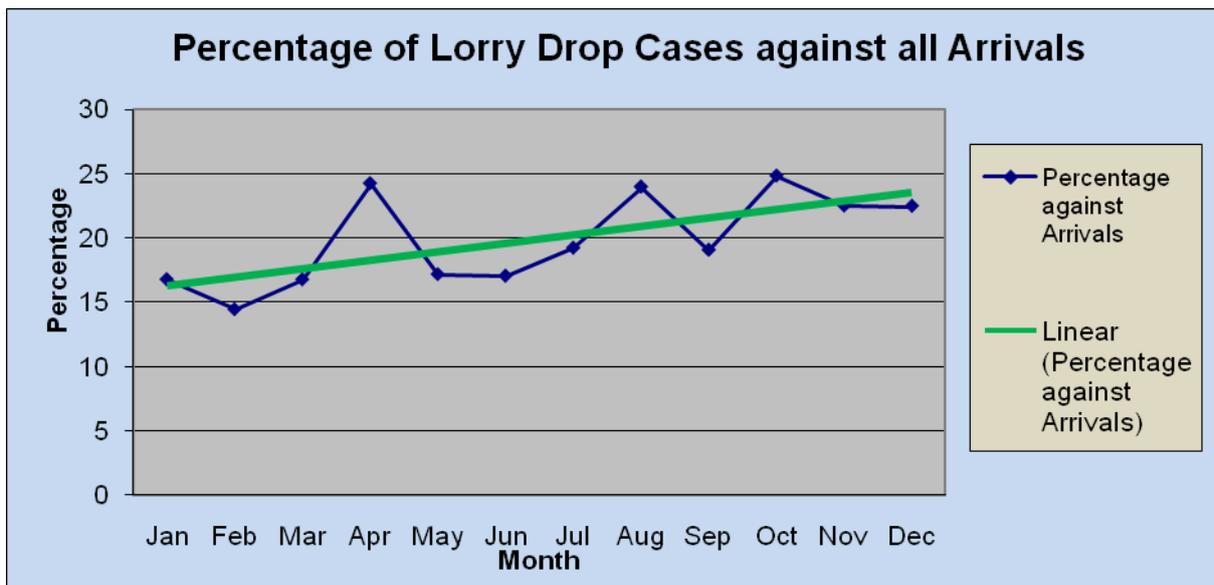
5.2 REGIME AND LEARNING SKILLS

Length of Stay

5.2.1 Although there were fluctuations in the number of detainees held in the Centre for more than three months, the numbers showed a fall as can be seen on the green trend line on the chart below:



This trend must be viewed together with the number of Lorry Drop cases arriving in the Centre, as this category of detainee usually leaves the Centre after a few days and it is rare for such a detainee to remain in the Centre longer than a week. The number of Lorry Drop cases against total arrivals is shown in the chart below:



It will be seen that the number of Lorry Drop cases against all arrivals in the Centre has shown an increasing trend which has impacted on the number of detainees held in the Centre for longer periods.

5.2.2 The number of detainees remaining in the centre for a period is significant. The role of Lorry Drop cases is to be removed from the Centre in February 2012 and it is therefore probable that the number of detainees held for longer periods will increase and purposeful activity becomes more important.

Education Facilities

5.2.3 It is disappointing that the Amenities Centre that received planning permission from Cherwell District Council has not come to fruition, although it is understandable in the current economic situation. However with a new tender document and the change in the management contract in May of this year it had been hoped that the unsatisfactory education facilities which have existed for many years would be improved.

5.2.4 Regretfully the improvements to the education facilities were very marginal in the months following contract change. Short comings against the contract were identified as a result of the self-audit introduced (paragraph 3.5.1). As a result, a full review of the needs of the education requirement of the Centre was undertaken by an outside consultant. It is pleasing that all the key recommendations were accepted and implementation has started.

5.2.5 A start includes conversion of a day room into a dedicated 'Study Centre'; action is in hand to provide appropriate furniture and fittings including the provision of eight (seven for detainee use) IT workstations which will be used for English and IT instruction. The IT workstations will be used for programmed ESOL learning as an adjunct to the tuition to be given by the English teacher. It has also been agreed that the English teacher will attend the Centre on two mornings a week. Consideration is being given to permitting detainees to continue with their computer programmed courses when the English teacher is not in the Centre.

5.2.6 IT instruction is being moved from the IT suite into the 'Study Centre'. This will have the advantage of freeing up the computers in the IT suite for seven day a week use by detainees for internet access and word processing etc. Additionally the IT suite has been enlarged and more workstations introduced. In the early days of the contract, problems were encountered with the stability of the IT network, The Board is pleased to report that these problems have been resolved.

5.2.7 A new Arts and Crafters teacher was appointed during the year and has proved to be an excellent addition to the staff. Arts and Crafts will remain in the portakabin which is planned to be refurbished. Submissions to the Koestler Trust have been made. A public exhibition of arts and crafts work completed by detainees is planned for 2012.

5.2.8 As a consequence of the self-audit and the external review of the educational needs, it became apparent that a number of provisions in the contract document were inappropriate or were aspirational. These included for every detainee the need to attend an education review with 72 hours of arrival, the interview to include:

- Educational history and experience.
- Qualifications or training currently being undertaken.
- Range of education and training provided at the Removal Centre.
- An assessment of the Detainee's skills.
- Enrolment into education or training that the Detainee wishes to undertake at that time.
- The weekly education timetable

The contract document included statements that the Centre would become an accredited City and Guilds Centre with training being delivered through the Qualifications and Credit Framework (QCF). It was clear from the review that this was inappropriate for the needs of the population in the Centre and almost unworkable with the through put of detainees in the Centre. Alternative on-line courses may be more easily accessible and more appropriate to the needs of detainees and these are being explored. Notices of Change are being considered for both these provisions.

5.2.9 The contract includes provision for detainee paid work to be linked with the opportunity to gain a qualification in a number of roles within the scheme. Currently Food Hygiene training is given to all detainees working in the kitchen and this training leads to an accredited certificate. Potential for similar qualifications is being researched in other areas such as IT, Health and Safety and First Aid.

5.2.10 Although not currently recorded, it is planned that participation in education and training will be the subject of ethnicity and nationality monitoring. Any trends or groups of detainees that routinely opt out of education will be investigated by the Regime Planning Committee for requisite action to be taken. It is hoped that this monitoring will start in early 2012.

5.2.11 A key to the running of efficient and effective educational facilities is the appointment, as required by the contract, of 'A Learning Skills and Regime Manager'. It is disappointing that seven months into the contract this post is still not filled on a permanent basis.

The Board recommends: that a permanent 'A Learning and Skills Manager' be appointed as soon as possible.

5.2.12 The progress of detainees taking up education is recorded on an Individual Learning Plan (ILP). This is paper-based to permit detainee to have ownership with easy access to the plan.

5.2.13 The Centre is committed to producing a 'Campsfield Magazine'. Although the Centre management will retain editorial rights, the magazine will be Detainee-owned and is planned to be produced on a monthly basis. The magazine will be produced in the education department and will be a vehicle for Detainees to develop both their written and IT skills and offer work opportunities; five work places have been allocated in the work schedule plan. After eight months into the contract the first issue is yet to be published.

The Board recommends: that action be taken to initiate the project as soon as possible.

Activities

5.2.14 The activities programme remains high on the list of the Centre priorities in order to maintain a relaxed and stable atmosphere in the Centre. The activities are now co-ordinated by the monthly Regimes and Planning Meeting. Competitions, where small monetary prizes are awarded, still remain very popular. The range of activities during 2011 included:

- Music Workshops
- Yoga Classes
- Football
- Basket Ball
- Badminton
- WWii
- Pool
- Volley Ball
- Table Tennis
- Cricket

- Tennis
- Arts & Crafts Competitions
- Olympics
- Films
- Strong Man Competition
- Display of owls
- BBQ
- Bingo

Gardening projects are also now being considered.

5.2.15 Take up on activities was good. BBQs were extremely popular and now regularly feature in the activities programme.

Paid Work

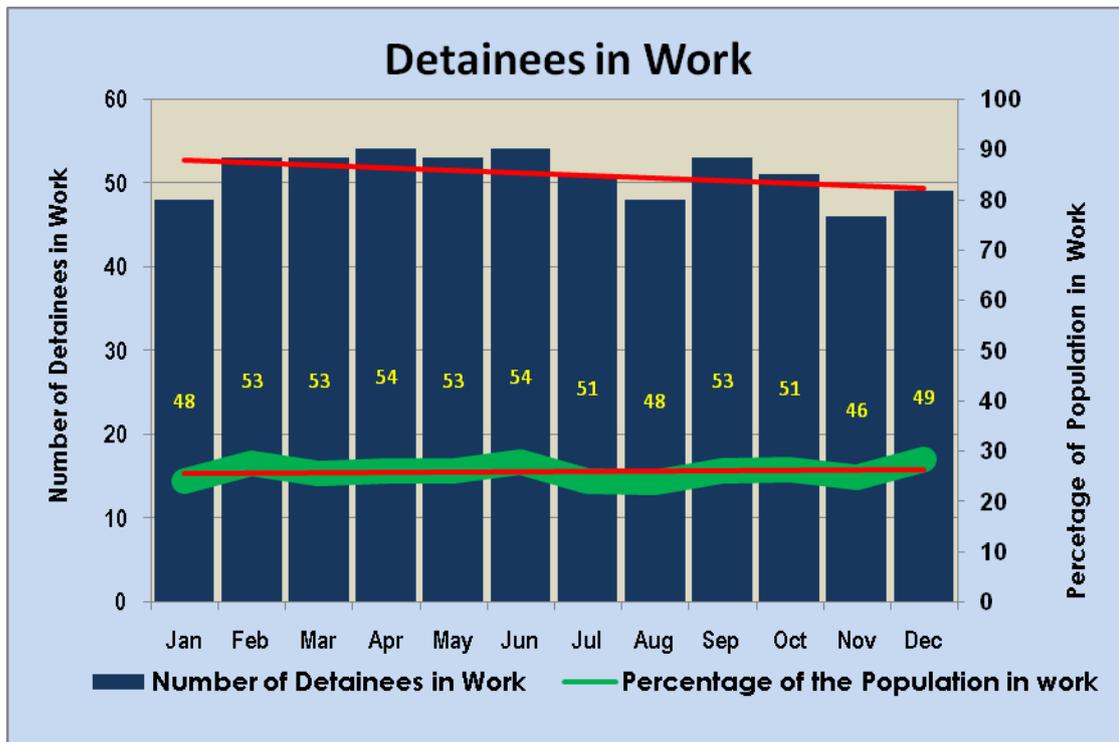
5.2.16 Work opportunities include:

- Cleaners
- Kitchen Orderly
- Cook
- Dining Room Orderly
- Painter
- Litter Picker
- Assistants (Fitness Suite, Library, Education, Chapel, Barber, Mosque, Laundry, Legal Corridor)
- Block Orderly (Blue, Yellow and SSU)
- Buddy
- Recycling Orderly *
- Campsfield Magazine *
- Gardener *

* Still to be implemented.

Kitchen Orderly and Cooks are the most popular work places and a system of progression from one job to another has been introduced. All work is voluntary.

5.2.17 The number of opportunities for paid work increased from 50 to 75 at contract change; however a variation in the number of hours a detainee may work per week was introduced. Some positions were reduced to from 25 to 15, although a number of jobs remained at 25 hours per week – kitchen and orderly positions for example. Thus the number of ‘detainee work hours’ has remained almost constant, but with a potential for more detainees to take up work. It is disappointing that the number of detainees in work has not increased in fact the trend shows a slight fall in the number of detainees in work, although the percentage of population of detainees in work remained fairly constant throughout the year. It is hoped that the situation will be addressed by the recently formed ‘Regimes and Planning Committee’. Details for the year are show below, the trend line is shown in red:



5.3 HEALTHCARE AND MENTAL HEALTH

General

5.3.1 Health care is provided by a private company, 'The Practice PLC'. The company specialises in providing healthcare within a closed environment of a standard at least equivalent to the service provided to the community under the National Health Service; the company is not a nursing agency. The staff consists of a Healthcare Manager, a Senior Nurse, a nursing team and an administrator.

5.3.2 From time to time agency nurses are used, as recruitment of permanent staff is difficult. At the start of the contract doctors travelled to the Centre from the London area, however this was found to be unacceptable and arrangements were made to use local doctors. This arrangement terminated in December, and ad hoc arrangements were made pending a formal contractual arrangement.

5.3.3 In patient facility is not available in the Centre.

Concerns

5.3.4 A UKBA commissioned inspection in August was severely critical of the Healthcare Department, matters of concern included:

- Staff training:
- Chronic disease management
- Critical incident reviews
- Lack of privacy
- Confusing policies
- Detainee notes
- Clinical supervision
- Doctors authorising drugs over the telephone
- On call and provision of doctors at weekends.

- Enthusiasm, engagement and moral of nursing staff leading to poor communication.

As a result, an action plan was formulated with weekly progress meetings held; these were attended by the Head of Service and Operations Manager of the Practice, as well as Centre Management and local Healthcare and UKBA staff. Progress on action points has been good and a follow up inspection to examine progress, reported very favourable results. Further action is still required, however the Board is confident that the situation is well under control with further improvements anticipated in early 2012.

5.3.5 Two of the nursing staff are registered mental health nurses; they fulfil a role assessing and supporting detainees who have mental health issues. However the Board is of the opinion that this area of nursing should be strengthened by the use of resident nurses trained in psychological techniques.

The Board recommends: that consideration be given to the inclusion of a nurse trained in psychological techniques be included on the staff.

5.3.6 Complaints have been made by detainees with regard to the attitude of some of the nursing staff and allegations of rudeness have been made. It is believed that these complaints have been due to misunderstandings and to a general lack of communication between the nursing staff and detainees. The Board believes that this could be significantly improved if the nursing staff toured the Centre on a regular basis, interacted with the detainees outside surgery times and received more formal training on diversity and different national cultures.

The Board recommends: that consideration be given to regular training to the Healthcare Staff on matters of diversity and differing cultures.

Appointments and Clinics

5.3.7 The Centre is operational for a full 24 hour period seven days a week. It therefore follows that the department maintains a nursing staff on duty for the full 24 hour period, to meet the contractual requirement for medical assessments to be carried out on all detainees within two hours of their arrival in the Centre.

5.3.8 Doctors surgeries are held every working day and on Saturdays if required. When necessary, referral to a Hospital or a National Health Service consultant will be made by the visiting doctor if required.

5.3.9 Doctor and nurse clinics are held as follows:

- 09:15 - 09:45 Blood tests, observations etc (by invitation only)
- 09:30 - 12:00 Drop in clinic
- 13:30 - 14:30 GP Surgery
- 14:30 - 15:00 Buffer time to finish surgery, order drugs etc
- 15:00 - 16:00 Drop in clinic
- 16:00 - 16:45 Special clinics
- 19:00 - 20:45 Drop in clinic

The specialist clinics are by appointment and include a 'well man' clinic, mental health, diabetes, hypertension, asthma etc.

5.3.10 Appointments for emergency and urgent dental problems are made with a local dental practitioner. Reconstructive and cosmetic dentistry is not available. The Centre is committed to providing a service at least equivalent to the service provided to the community under the National Health Service, it is therefore considered that long term detainees should have the opportunity to have dental checkups if they so wish.

The Board recommends: that consideration be given to affording dental checkups for long term detainees, if they so wish, under the terms of the National Health Service.

5.3.11 Referrals to an optician can be made as required and reading glasses supplied if needed.

5.4 SEGREGATION AND REMOVAL FROM ASSOCIATION

General

5.4.1 The Board was satisfied that it was notified appropriately about the use of the segregation unit, and removal from association facilities, as required by the Detention Centre Rules. Detainees subjected to Rule 40 (Removal from Association) and Rule 42 (Segregation) were visited by a member of the Board within 24 hours of notification, the exception being when detainees were removed from the Centre within a very short time frame.

5.4.2 Paperwork was generally found to be in order, procedures adhered to and detainees well cared for within the limits of the accommodation for RFA.

Temporary Confinement (TC)

5.4.3 Although there was an increase in use of the Segregation Unit during 2011 over its usage in 2010 its usage still remains low. Seventeen detainees were placed in TC during the year (note one detainee was placed in TC twice within three days in June). The main use of the Segregation Unit was to address aggression, and for being non-complainant in connection with removal or transfer directions. Analysis of the use of TC against ethnic groups is detailed in the Diversity Section.

5.4.4 Use of the segregation unit with figures for previous years is shown below:

RULE 42 Temporary Confinement													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2011	0	1	1	0	3	4	2	0	1	0	2	3	17
2010	1	0	0	0	1	1	2	1	0	1	1	2	10
2009	2	1	5	1	1	1	1	0	1	0	1	0	14
2008	1	2	6	3	2	2	0	5	1	4	3	1	30
2007	1	1	3	4	4	3	2	4	0	2	3	3	30

5.4.5 The length of time spent in TC varied from 3 hours to over 40 hours with an average of 17 hours 40 minutes. Three detainees were held for more than 24 hours (27 hours 15

minutes, 37 hours 45 minutes and 40 hours 55 minutes respectively); this is above the period of 24 hours when further written authority must be obtained by an office of the Secretary of State.

Removal from Association

5.4.6 The number of detainees subject to Rule 40 (removal from association) in 2011 was lower than in 2010, 43 in 2011 against 57 in 2010, this is a welcome reduction. The main reasons for the use of Rule 40 were for non compliance and unacceptable behaviour often in connection with removal directions. Of the total of 43, five detainees who claimed to be under age were held in RFA for their own safety over night. (*Note: this practice ceased during the year, see paragraph 5.1.27*)

5.4.7 Detail of the use of Removal from Association facilities with figures for previous years for comparison is shown below:

RULE 40 Removal from Association													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2011	3	2	4	5	1	7	4	4	3	3	4	2	43
TOTALS 2010	1	1	3	1	3	3	7	12	7	6	7	6	57
TOTALS 2009	3	4	4	9	0	2	1	0	3	1	0	3	30
TOTALS 2008	5	6	5	2	4	7	2	8	4	5	3	3	54
TOTALS 2007	4	1	4	2	9	13	5	4	1	3	6	1	53

5.4.8 The length of time Detainees were subjected to RFA varied from 3 hours to over 55 hours with an average of about 18 hours. Ten detainees were held for more than 24 hours, this is above the period of 24 hours when further written authority must be obtained by an office of the Secretary of State.

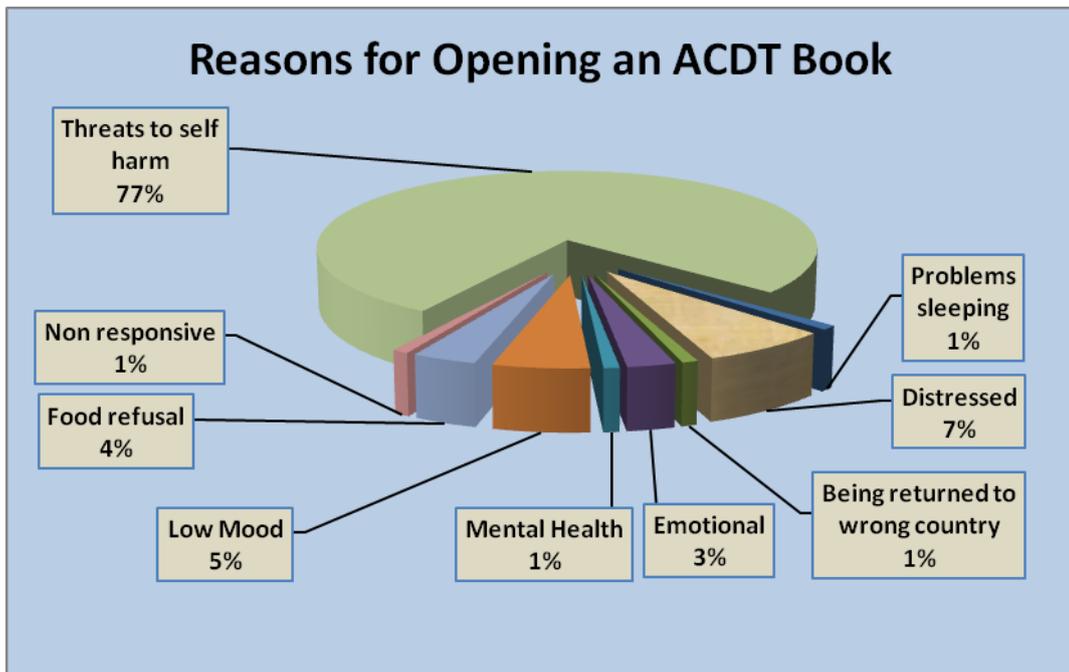
5.5 SAFER CUSTODY

Action Care Detainee Teamwork (ACDT)

5.5.1 The Safer Custody Committee monitors the strategy for the implementation of ACDT at its monthly meetings. All ACDT cases are reviewed at very frequent intervals and a duty of care is very apparent. A representative of the Samaritans and a member of the IMB attend the Committee. The care afforded to detainees varies from constant watch, to meaningful conversations at various frequencies depending on the severity of the case. Detainees on ACDT are monitored by the IMB on Rota Visits.

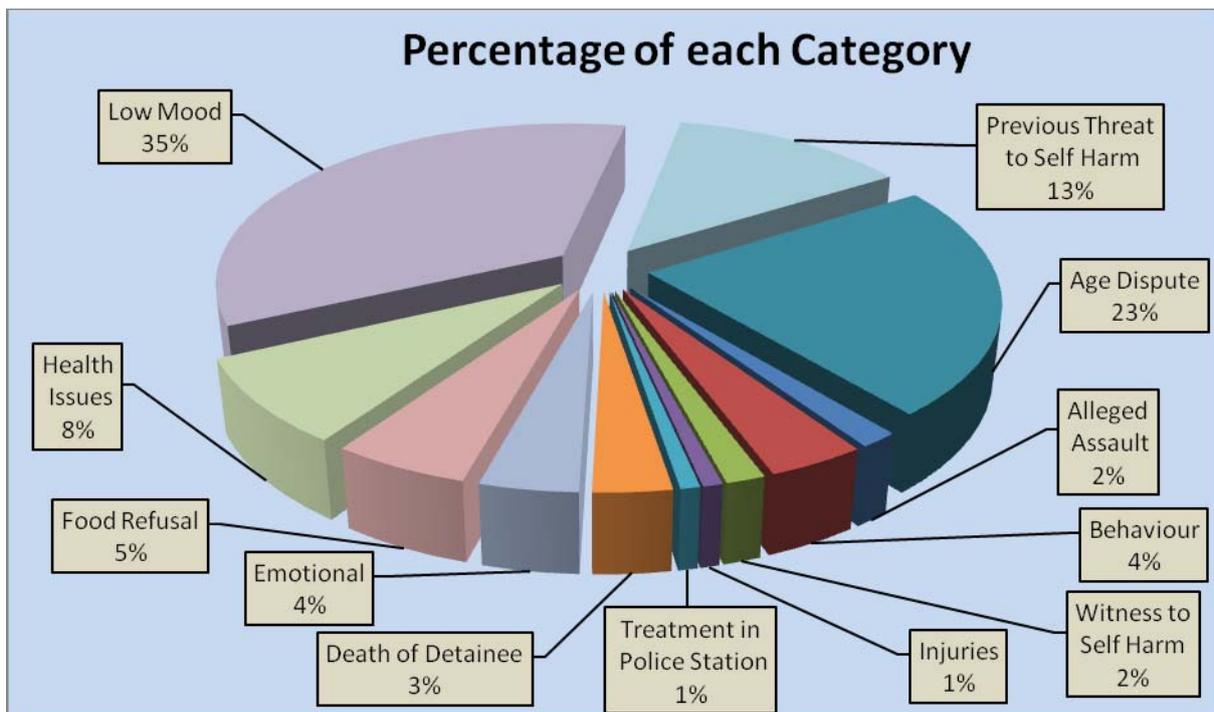
5.5.2 The diversity of ethnic monitoring is discussed under the Diversity Section at paragraphs following 5.1.8.

5.5.3 A total of 110 ACDT books were opened in 2011, this is a very similar figure to the two previous years. A breakdown of these reasons for the opening of ACDT books is shown below:



Although the majority of books open are for threats to self harm, distress or because of emotional issues, the underlying reason for concern is the immigration status of the detainee and the prospect of removal or deportation. The trigger point is not the conditions under which detainees are held.

5.5.4 When it is considered that the situation does not warrant the opening of an ACDT book but there is still concern about the well-being of a detainee an Enhanced Observation Book (EOB) is opened. After a period of 48 hours a decision is made whether or not to open a full ACDT process. During the year, 131 detainees were placed on enhanced observation. The major reason for detainees being placed on enhanced observation was because of low mood triggered by bail refusals, case work, uncertainties, receiving removal directions etc. Almost a quarter of the total related to detainees claiming to be minors – the topic is discussed in detail in the Diversity Section at paragraph **5.1.25** (note, the 48 hours rule is not invoked for age dispute cases, the detainee remains on enhanced observation until the age assessment is completed and then for a further period if the detainee is assessed as being an adult). It will be noted that the number of detainees placed on enhanced observation as a result of age disputes is significantly higher than the number of detainees actually assessed. The difference is due to the fact that in some instances the detainee had claimed to be a minor at a previous Centre, and had already been assessed or in other case firm documentary evidence was held to show that the claims were not valid. It will be noted that a significant number of EOB were opened relating to self harm, these related to previous history in other establishments and the EOBs were opened as a precautionary measure in the first instance. Full ACDT books were opened in all cases of threats to self harm in the Centre. In the vast majority of cases for ACDT the trigger point is related to removal of the detainee. All reasons for opening of EOBs have been placed into broad categories and are shown below:



Self Harm

5.5.5 There were 10 incidents of self-harm or attempted self-harm during 2010, this is similar to previous years and a reduction of the number in 2010, details are below:

Self-Harm and Attempts to Self-Harm													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2011	1	1	0	0	2	1	1	2	0	0	2	0	10
2010	3	1	1	0	0	0	1	0	1	3	3	2	15
2009	1	2	1	0	0	1	1	3	1	0	2	1	13
2008	0	2	2	1	1	1	0	0	0	0	1	0	8
2007	1	1	0	3	3	1	1	0	0	0	1	0	11

In every case the incident was associated with the removal or deportation of the detainee from the UK.

Bullying

5.5.6 There only four anti-bullying books opened during the year.

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Section 6

OTHER AREAS OF INTEREST OR CONCERN

6.1 FABRIC OF THE BUILDING

General

6.1.1 Interior areas were maintained to a reasonable standard throughout the year, although concerns persisted on the standard of cleanliness in the dining room. However this has now been resolved by its refurbishment (see paragraph **6.1.5**).

Maintenance and Improvements

6.1.2 The Sports Hall was used on a restricted basis for a period in August due to the need to repair the lighting system. This has now been rectified with the installation of LED lighting on the walls of the Sports Hall. Opportunity was taken during the restricted period to use the hall for communal prayers during Ramadan. A full range of sports activities recommenced in September.

6.1.3 Day room 6 has been converted into a 'Study Centre' by the inclusion of work tables and computers and is to be used for English and computer classes (starting in January 2012). This will release the original English Classroom in the Education Portakabin which will be used by the Welfare Team for quiet interviews.

6.1.4 The IT room has been enlarged by removing the dividing wall to the electronic games room making one large room. New work benches have been installed to accommodate additional computers. The move of the computer classes to the 'Study Centre' will further increase the availability of computers to detainees.

6.1.5 The ceiling and the floor in the dining room have been replaced, new tables and chairs have been introduced which are no longer fixed to the floor thus facilitating easy cleaning. Covers for the radiators in the dining room are to be introduced and have been ordered, again to assist in cleaning

6.1.6 An omission in the design of the segregation block was the inclusion of shower facilities. The segregation block is a stand-alone facility completely separate from the main building. A detainee held under Rule 40 or 42 can only take a shower under escort to the main building, this requires closure of certain areas during the operation. A recommendation was made in the last Annual report. The recommendation was 'accepted in principle' with the comment '*that options are currently being considered and will be put forward pending available funding*'. The Board is pleased to report that a proposal has been accepted and funded for implementation in early 2012.

6.1.7 Regrettably the problem of peeling paint from the ceilings of the showers has not yet been resolved, despite promises to address the situation having been made by both UKBA and the Centre. It is understood that the problem will be addressed in the near future. However in view of the fact that the problem has existed for about three years and the very poor record of activity, a recommendation is made to ensure action, and to attempt to bring the issue to a conclusion.

The Board recommends: that action be taken without further delay to resolve the unsatisfactory state of the ceiling in the shower rooms.

6.1.8 The Board is pleased to report that the much needed extension to the mosque has been completed and the carpet completely replaced. Its capacity has been increased by 15 places (it should be noted that the occupancy of the Centre normally operates with over 50 percent of detainees following the Muslim faith).

6.2 INCIDENTS

Death in Custody

6.2.1 It is with sadness that it is reported that a death in custody occurred on the morning of 2 August. At the time of writing this report the coroner's inquest has not been held nor has the normal report by the Prisons and Probation Ombudsman been published. The Board is therefore unable to comment in detail on the incident. However the detainee in question was not due to be deported as was reported in the National press and preparations for his release were in process on the morning of his death.

6.2.2 A member of the IMB, in the Centre on duty at the time of the incident, responded to the 'first response call' and was able to witness the whole of the incident. The Chair of the Board was also in the Centre and attended all the follow up meetings held during the day. The Board is satisfied that all necessary care was taken, especially counselling of staff and detainees after the incident. Appreciation is recorded of the attendance of the Samaritan Team on the day following the incident to talk to detainees and staff as required.

Food Refusals

6.2.3 A detainee food protest began during the second week in June. The protest was not related to condition or management of the Centre but was entirely related to reasons for detention and UKBA case work. The incident was monitored and well managed, it dissipated of its own accord in less than 7 days. It is significant that sales from the shop increased considerably during the period.

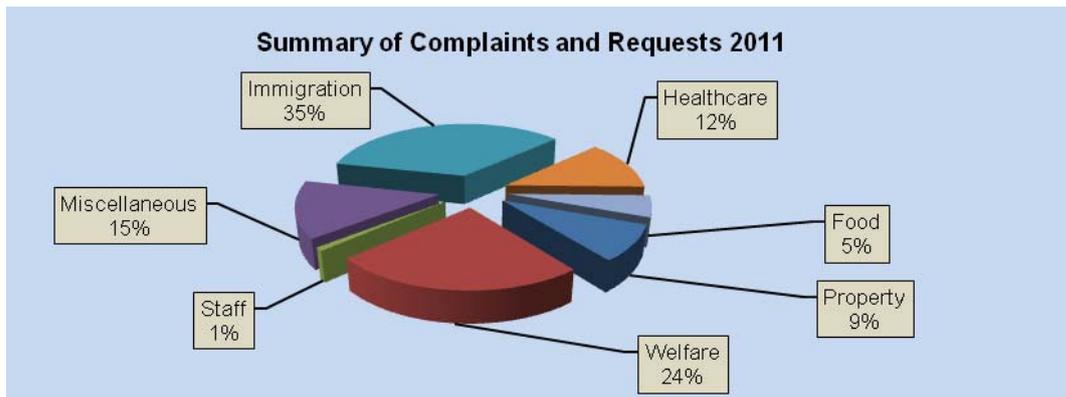
6.2.4 There were also isolated and individual cases of food refusals during the year, the detainees' were observed eating food bought from the shop. In all instances the protests were related to immigration matters and not to conditions in the Centre.

6.3 COMPLAINTS RAISED BY DETAINEES TO IMB MEMBERS

General

6.3.1 For the second year in succession the numbers of complaints and requests for assistance fell in 2011. Although there is a system for detainees to submit a written request to speak to a member of the IMB, in practice detainees appear to favour the informal means of approaching a Board member whilst touring the Centre. Often a detainee will just speak to a member to vent his feelings on the apparent inertia of the system to either release or remove detainees.

6.3.2 The Board received a total of 115 complaints and requests both written and casual for the year, a breakdown by category is shown below:-



6.3.3 The highest number of issues raised was once again related to immigration matters, these were often concerned with delays and frustrations and an apparent lack of understanding, however in many cases further investigation revealed that the detainee had been seen by a member of the local UKBA team very recently; often the detainee wanted to vent his feelings.

6.3.4 It is pleasing that that only 1 percent of issues raised concerned the attitude of the GEO/Mitie staff; this is a good indicator of the stability and temperature of the Centre and of an indication of care taken by the staff towards detainees.

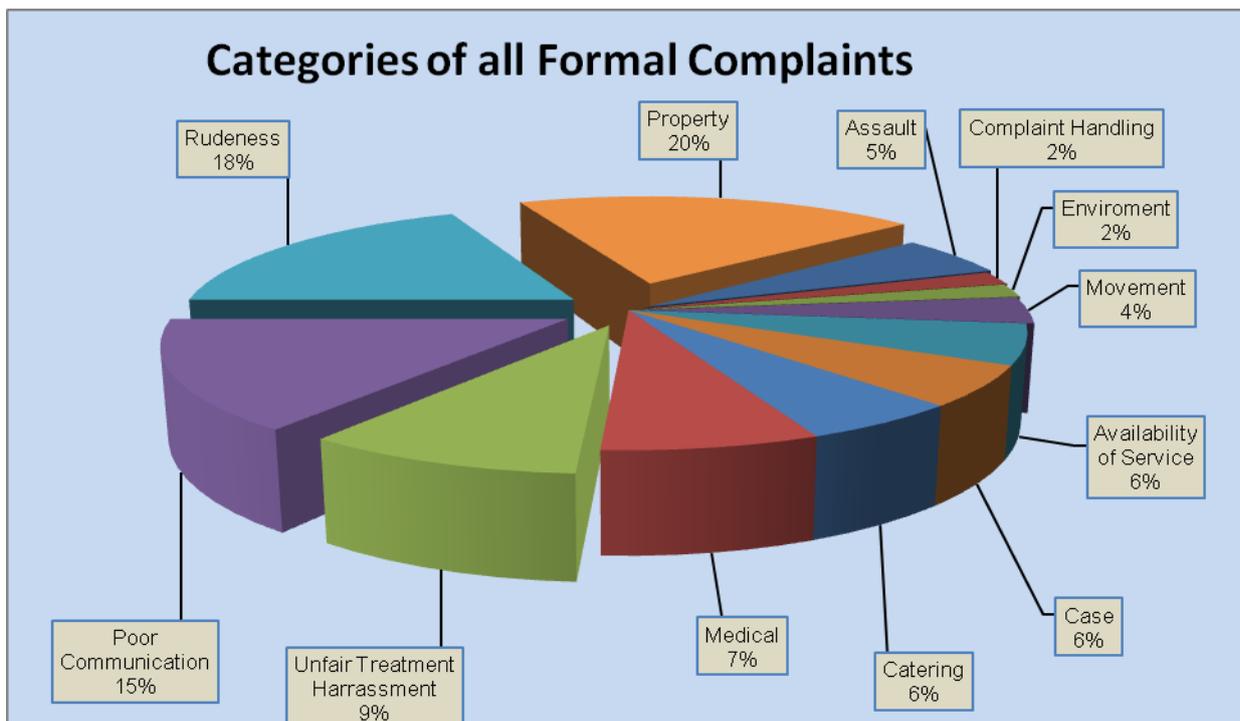
6.3.5 The miscellaneous category covered a range of issues (room changes, broken televisions, internet access, cold radiators, toilets etc) and were usually very quickly dealt with to the detainee's satisfaction.

6.3.6 There were no complaints raised to the IMB regarding racial issues.

6.4 FORMAL COMPLAINTS TO UKBA

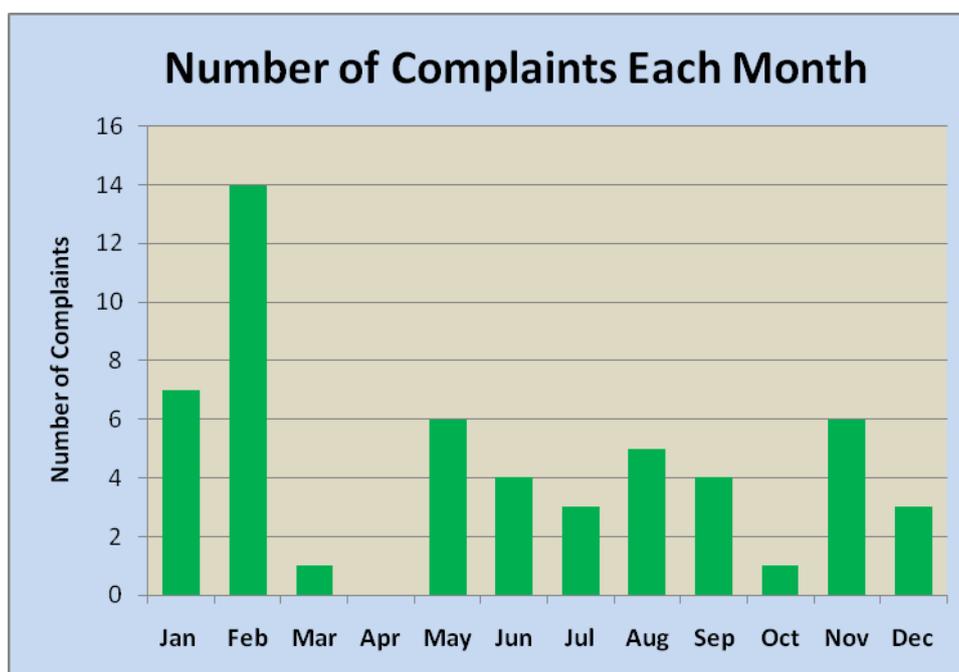
All Formal Complaints

6.4.1 The number of formal complaints submitted by detainees in 2011 was 54, this figure is slightly down on the number for 2010, namely 65. A breakdown of categories is shown below:



Property continues to be the largest issue; these issues include both internal and external issues. Along with 'Poor Communication' and 'Rudeness', these three categories account for more than half of the total complaints raised. Three complaints of alleged assault were received, two by escorts and one in the Centre; all three were investigated but found not to be substantiated. The complaints involving the escorts were investigated by the Professional Standards Unit (PSU).

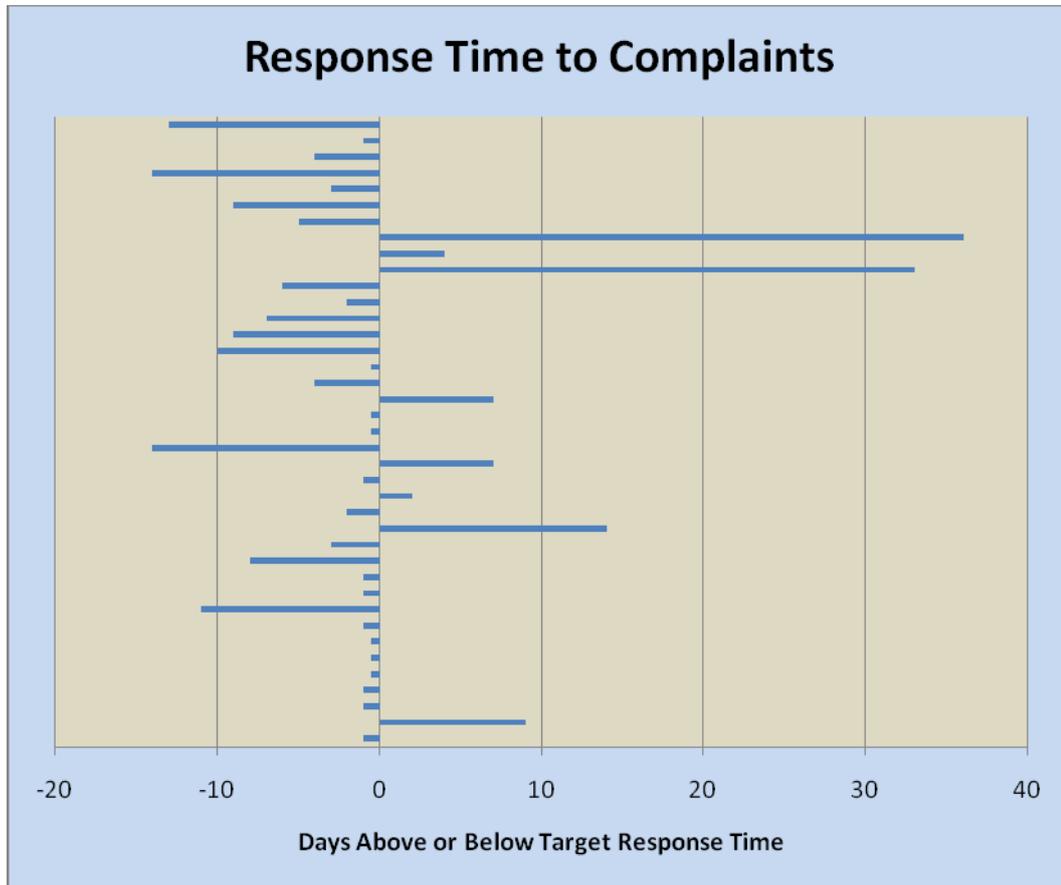
6.4.2 The number of complaints raised per month is shown below:



It will be seen almost half of the complaints were submitted in the first two months of the year, no explanation for this can be offered.

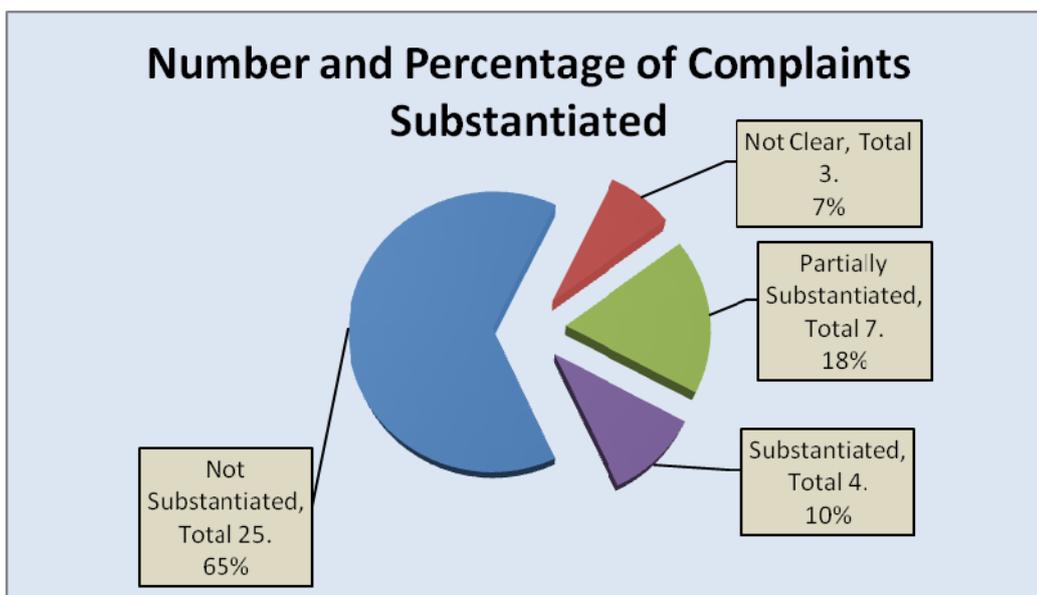
Complaints Investigated by the Centre

6.4.3 A total of 39 complaints were allocated to the Centre Manager to investigate. Of these the time to respond to the detainee and complete the investigation exceeded the targets set down by UKBA on eight occasions, details are shown in the chart below:



- Three complaints. Interim replies were sent to the detainees explaining the delays (availability of staff involved in the investigation).
- Four complaints. Detainees transferred from the Centre (two given TA, one RDs and one transferred to another Centre). Delays due to requirement to contact detainees prior to completion of investigation.
- One detainee. Interim reply sent, delay due to need to receive a response from Royal Mail

6.4.4 The responses were generally clear, although with three complaints it was not clear if the complaint had been upheld. Sixty five percent of complaints investigated by the Centre were not substantiated, Details are shown below:



Although there were few complaints where it was not clear whether or not the complaint had been substantiated, it is important that a clear unambiguous response is given.

The Board recommends: that all in all responses to complaints, it should be clear whether or not the complaint has been substantiated.

In all cases the responses included the course of action available to the detainee when the response is found to be unsatisfactory; the information provided included a telephone number and a web address.

6.4.5 Within the total complaints submitted, three had racial connotations and were investigated by the Race and Equality Officer (REO), none were substantiated.

6.4.6 In addition to the 39 complaints dealt with by the Centre Management Team, three complaints relating to UKBA issues were investigated by the local UKBA team, none were substantiated.

Complaints investigated by Detainee Escort and Population Management Unit (DEPMU)

6.4.7 Two complaints were allocated to DEPMU for investigation. One of the complaints was substantiated and both responses were given within the target dates.

6.4.8 The first complaint related to the move of a detainee to Brook House. The detainee complained that he was to be removed to Brook House for no *'just purpose'*; he refused to leave Campsfield House. Although not included in the complaint for a response, the detainee stated that he had received notification at 20.20 hours that he was to be removed to Brook House at 21.30 that same evening. The response was:

'You have stated that you would like to remain at Campsfield IRC and do not wish to be transferred to Brook House IRC. Unfortunately, this may not always be possible due to operational reasons and the need to accommodate specific special needs or risks.'

The Board considered that the response was non-specific, too general and did not address the concern of the detainee. It is understood that the term *'operational reasons'* was not to be used in relation to detainee moves. It is not clear to the Board why the proposed move was necessary. In the event, the detainee remained at the Centre until his removal some

months later. It is also of note that the Centre was not full at the time of the proposed move nor was it full to capacity for the whole of the week following the submission of the complaint. It is not uncommon for detainees to be unhappy with moves to others Centres although very few formalise the issue on a DFC9. It is appreciated that some moves are necessary e.g. fast track, placement prior to removal, a more secure Centre as a result of behaviour, freeing up bed spaces to accommodate a planned sweep enforcement operation etc). The average number month moved per to others Centres throughout the whole of 2011 was 92 (average number per month given removal directions was 115). It is questioned why so many moves are necessary, apart from the stress to detainees, it appears to be an unnecessary expense. Although not part of the complaint, a notice of one hour 20 minutes and in the evening is unreasonable. Recommendations are made.

The Board recommends: that all inter-centres moves are critically examined before implementation and that when implemented the detainee is informed of the reason.

The Board recommends: that all consideration be given to informing detainees of the intention to move them to another Centre well in advance - similar to notice of intent to remove.

6.4.9 The second complaint, which was substantiated, related to the failure on three occasions to the removal of a detainee. The detainee alleged that the first attempt at removal the failure was due to lack of transport to the airport, and that the second and third failures were due to overbooking on the plane. The detainee also claimed for financial loss to his family of meeting three failed flights. The response from UKBA was:

'Each of these removals failed due to different operational reasons. Having carefully considered this aspect of your complaint, it is my view that some of these failures could have been avoided and I have therefore found your complaint to be substantiated.'

Although substantiated compensation was refused. The need to book reserves is appreciated. It is understood that a detainee will be guaranteed a flight on the next removal operation if returned to detention due to failure to leave as a result of over booking. If the failure was due to overbooking then clearly this did not happen.

6.4.10 Although only two complaints were referred to DEPMU for investigation the Board are of the opinion that the responses in both cases were inadequate. Both responses included information on how to contact the Prison and Probation Ombudsman (PPO) in the event that the complainants were dissatisfied with the outcome of the investigation.

Complaints investigated by the Professional Standards Unit (PSU)

6.4.11 One complaint was referred to the PSU for investigation. The complaint related to an alleged assault by the escorts at the steps of the aircraft at Heathrow when removal was being attempted. The Captain of the aircraft refused to accept the detainee and he was returned to the detention estate. The complaint was not substantiated and the response was within the target date for PSU investigation (12 weeks). The response was very detailed and indicated a thorough investigation. However the detainee was removed from the UK on 21 June and the response dated 2 September was sent to an address in Manchester. The

detainee did not provide a forwarding address on the DFC9 and it is not known whether or not the detainee received the response.

6.4.12 The responses include information on how to contact the PPO in the event that the complainant was dissatisfied with the outcome of the investigation.

Complaints investigated by Escorting Agency

6.4.13 One complaint was referred to the Escorting agency for investigation. The complaint was not substantiated and the response was within the target date.

6.4.14 The complaint related to damage to a laptop (broken screen) whilst in the care of the escorting agency. The response did not agree with the detainee's version of the incident. The response made assumptions and the detainee was not interviewed to clarify the issue. In view of the concern of the detainee and the fact he had said that he would not be removed until he received compensation (removal was imminent), the Board felt that a fuller investigation was warranted. It was clear that if the detainee had not received satisfaction, an escorted removal would almost certainly have been necessary. Out of goodwill Mitie provided the detainee with a replacement laptop the day before removal and an escorted removal was averted. The cost of the replacement laptop was probably much less than the cost of an escorted removal.

Complaints investigated by Other Customer Service Units (CSU) of UKBA

6.4.15 Five complaints were submitted by detainees which were referred to other CSUs of UKBA for investigation. None of the complaints were substantiated.

6.4.16 Not all the complaints related to the immigration status, one was related to property and one to harassment by a UKBA official of the partner of a detainee after his arrest (the complaint was originally allocated to the PUS but was rejected). Although the instruction to detainees clearly states that: *'If not satisfied with the response the detainee has the right to refer the complaint to the Prisons and Probation Ombudsman (PPO), and that how to contact the PPO will be included with the response.'* The one exception is that the PPO cannot investigate matters relating to immigration status, the decision to detain, or any decision to remove from the United Kingdom.'

6.4.17 None of the responses included information that if the complainant was dissatisfied with the outcome of the investigation, the complaint could be referred to the PPO. However it is not clear whether or not the PPO has a remit to investigate complaints relating to issues concerning other CSUs of UKBA and outside the Detention Estate or Escorting Agencies. The Board recommends that this be clarified and appropriate changes to instructions and procedures made.

The Board recommends:

- a.** That the remit of the Prisons and Probation Ombudsman (PPO) with respect to CSUs of UKBA other than Detention Services be clarified.
- b.** That changes to the information given to detainees be made if the PPO does not have a remit to investigate or changes to the response letters from CSUs be made if the PPO does have a remit.

6.5 DETAINEE SUPPORT AND WELFARE

General

6.5.1 Detainee support and welfare is overseen by the Head of Regimes and Residence. This post felt vacant in July soon after management change over. Unfortunately the post was still unfilled at the end of the year, despite two interview boards being held. The position is an extremely important post as will be seen by the statistics in following paragraphs. The Centre Manager and an internal temporary appointment have carried the burden and are to be congratulated in supporting the detainees in the period, although it is clear that a strain has been put on the senior management. It was not until December that Mitie made a decision to advertise the post nationally. This has resulted in a good response and it is hoped that the post will soon be filled. It is also hoped that a lesson has been learnt in the recruitment process for such an important post.

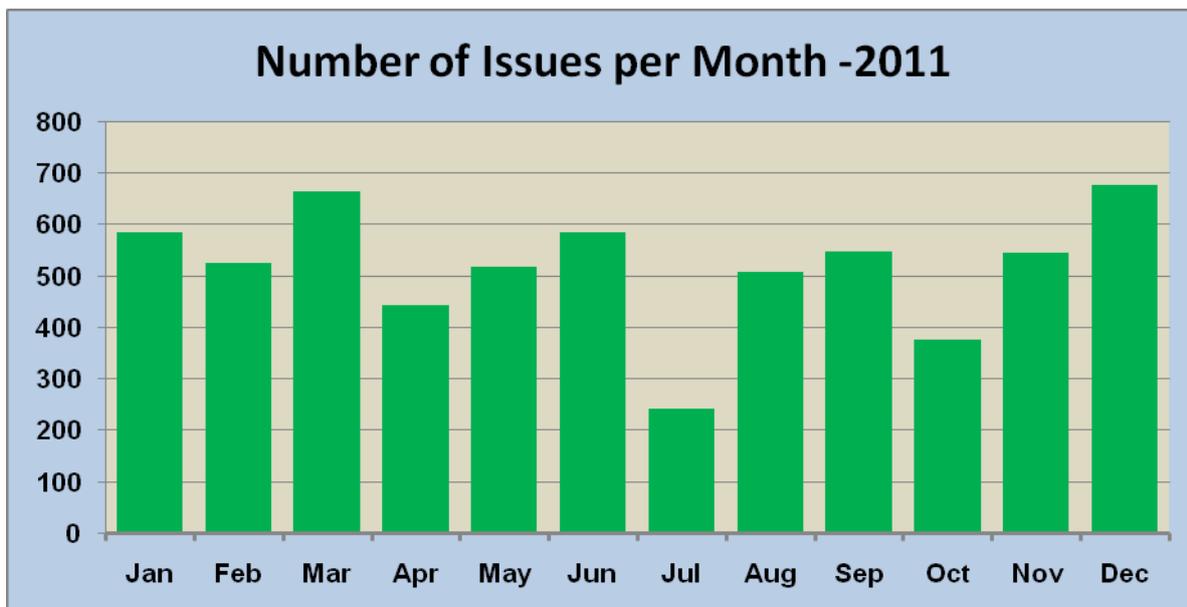
6.5.2 The Detainee Consultative Committee (DCC) continued to meet without fail on a weekly basis for the whole of the year. Although the issues raised by the detainee are often minor in nature they assume a great importance to detainees. Management is able to address the issues quickly before these escalate into a problem, it is not uncommon for detainees at the meeting to thank the management for the care and support given.

Welfare Team

6.5.3 The Welfare Office is open for 'drop in' appointments with a member of the Welfare Team during the morning between 9 a.m. and midday and during the afternoon from 2 p.m. to 5 p.m. The office is extremely small and is shared by the Manager of Religious Affairs; there is no waiting room. It is not uncommon for four or five detainees to be in the office waiting for attention, there is no privacy. It is a credit to the welfare staff that they are able to work in such an unsuitable environment. It is appreciated that rooms and space are at a premium in the Centre nevertheless it would be remiss of the Board if attention was not drawn to this under physically resourced function.

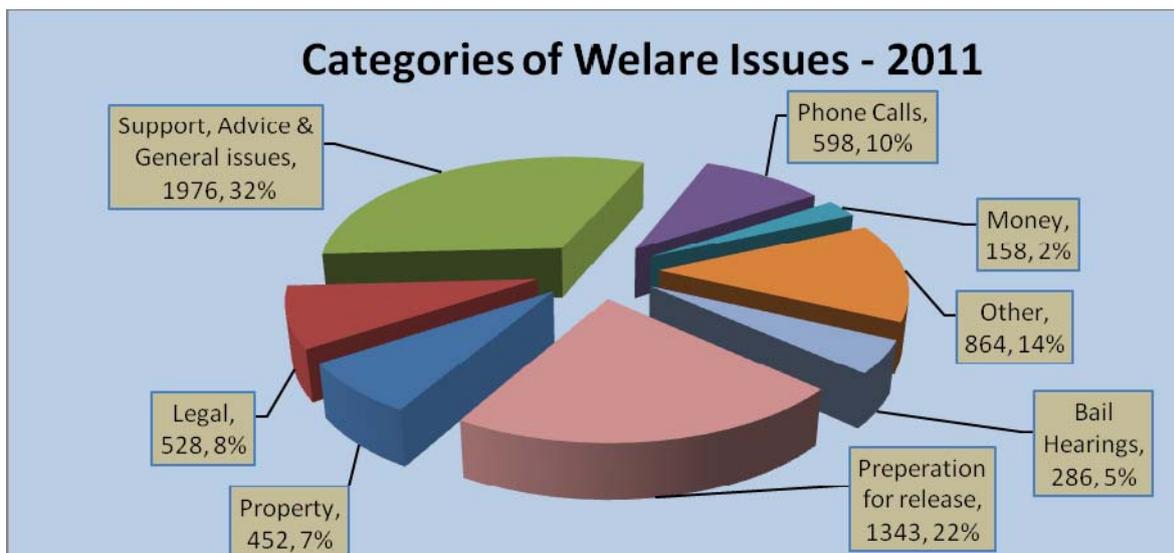
The Board recommends: that the serious consideration be given to improving the accommodation and facilities of the welfare team, even to reduce the number of detainees accommodated to free up space,.

6.5.4 An indication of the workload of the Team is shown below:



In addition to the 6205 issues requests and concerns raised by detainees during the year, every detainee leaving the Centre on removal or deportation directions is also seen by the Team – this alone resulted in 1343 interviews. Every detainee is seen on arrival for an initial interview to seek out any pressing problems, this involved over 3000 interviews. The Team is to be commended on their care and concern.

6.5.5 The numbers and percentage of each category of issues raised are shown below:



The majority of the concerns raised were dealt with immediately, or within a very short time; issues requiring further investigation were logged and progressed as far as possible to completion. These issues totalled 120 and of these 116 were concerned with property, details are given in the following sub section.

Property Issues

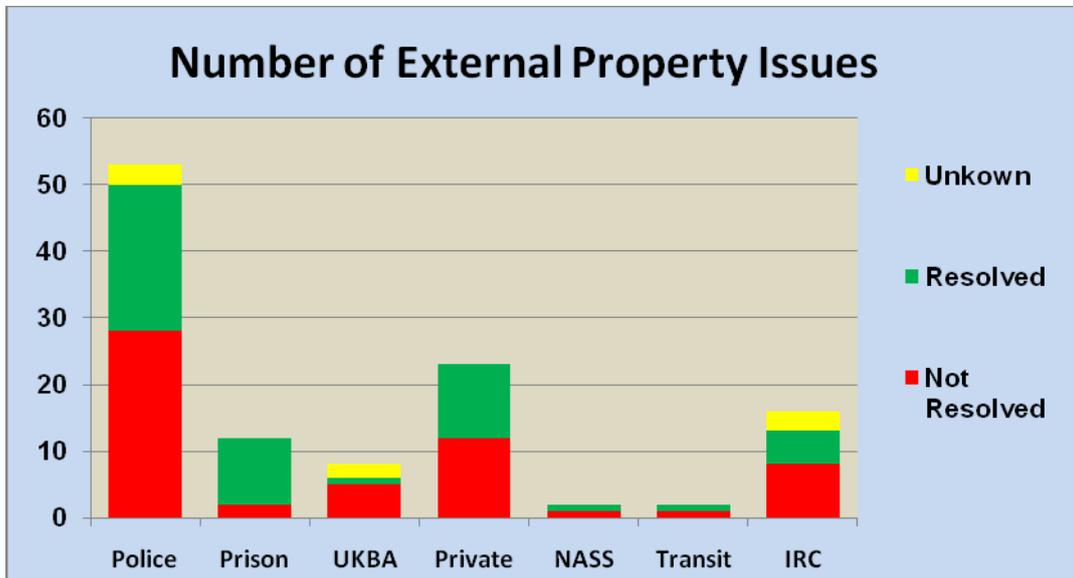
6.5.6 Property issues are extremely time consuming and an example of typical action required taken from an actual case is as follows:

- Detainee complained that he was unable to collect personal property including a significant amount of money on arrest.

- Landlord of address contacted and confirmed that some personal property had been left at the accommodation.
- DEPMU contacted but unable to arrange collection from a private address.
- Local police agreed to accept property for safe keeping if it could be delivered and then collected quickly.
- Landlord contacted but unable to deliver property.
- Minister of Religious Affairs at Campsfield contacted local Baptist Minister who agreed to collect and take property to police station.
- DPMU arranged for property to be collected from police station.
- Property arrived at Campsfield.

Such activity is time consuming and expensive in resources. During the period the detainee was placed under stress and it is fortunate that the property and money arrived before the detainee was removed.

6.5.7 A total of 116 cases relating to external property issues were logged during 2011, as can be seen from the chart below about 50 percent remained unresolved, although it is pleasing that the percentage remaining unresolved was lowest in respect of the prison service:

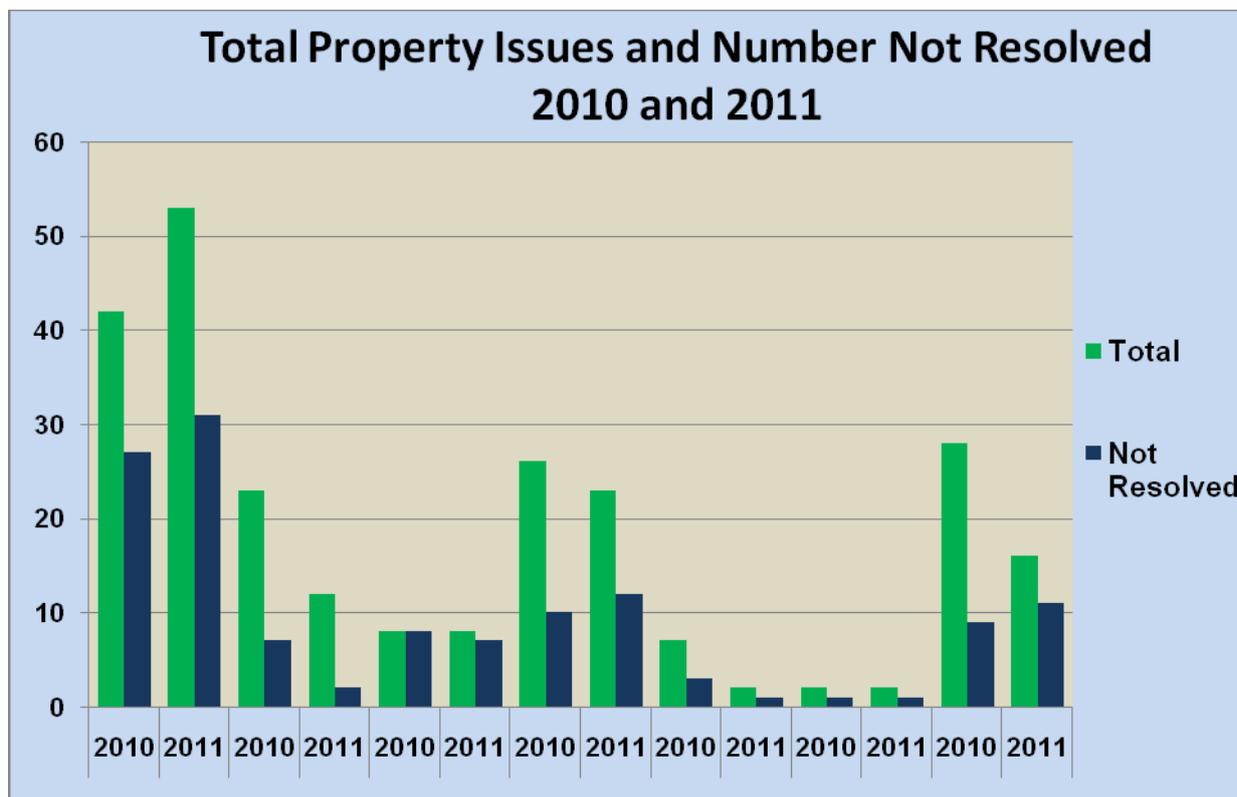


6.5.8 Examination of the number of cases un-resolved revealed that in about 80 percent, the detainees left the Centre before the issue could be reconciled (in cases where the detainee was transferred to another Centre it is possible that the property was recovered as presumably the process would have continued at the new Centre). The percentage reasons for detainees leaving the entre are shown below:



As can be seen over 50 percent left the Centre on removal directions, the majority did not leave a forwarding address and the cases were closed.

6.5.9 Although there was a reduction of issues in 2011 from 136 in 2010 the Board considers that the number of property issues is still too high. Whilst the total number decreased in 2011, the number relating to police increased by about 26 percent. The Board was pleased to note a significant reduction in respect of prisons and other IRCs. Nevertheless the situation is still unsatisfactory. Details are shown below:



It should also be noted that in most cases the issues involved small items or money and not related to the weight limit when detainees are removed or deported.

6.5.10 The following recommendation was made in the last Annual report:

The Board recommends, for the third year, that a procedure be introduced whereby detainees are not transferred from one agency to another or from one part of the Detention Estate to another without their property.

The latest progress on action was contained in a letter received from UKBA in late November, the response was:

'This is a contractual requirement for Reliance, the current escorting service provider. Reliance escorting staff will always endeavour to transfer a detainee with their luggage. Reliance staff receiving the detainee for escort will always check the property against the PER/DTD accompanying the detainee to ensure all property has been located and transferred to escorting staff.'

A sample check of the Personal Escort Report (PER) was carried out in December, the documents of 60 detainees who arrived in the month were examined. Details of the results are shown below:

PER not included with document pack on arrival at the Centre	A total of 25 document packs included a PER				
	Sealed Bag Recorded	Cash Recorded	Property Remaining Box		
			Not Completed	No Property Remaining	Property Remaining
35	25	25	23	2	0

It is significant that of the 60 records examined the PER was missing in 35 of the packs, and of the 25 PER present only two were correctly completed (these were both received from Morton Hall). In the remaining 23 the box to indicate whether or not property was left on departure was left blank. In all cases where a PER was included in the document pack, the PER indicated that a sealed bag had been handed over, however there was nothing to indicate that the detainee agreed the contents. From the spot check carried out it is abundantly clear that the Escorting Service does not check the PER to ensure that all property is correct. The value of the PER as a means to check on property is questioned:

The Board recommends: that the use of the Personal Escort Record be reviewed, especially as a means of controlling property.

It is understood that a review into property has been carried out by UKBA, the status of this review, nor if any action has been recommended, is not known. In view of the poor progress in this field the recommendation from last year is carried forward.

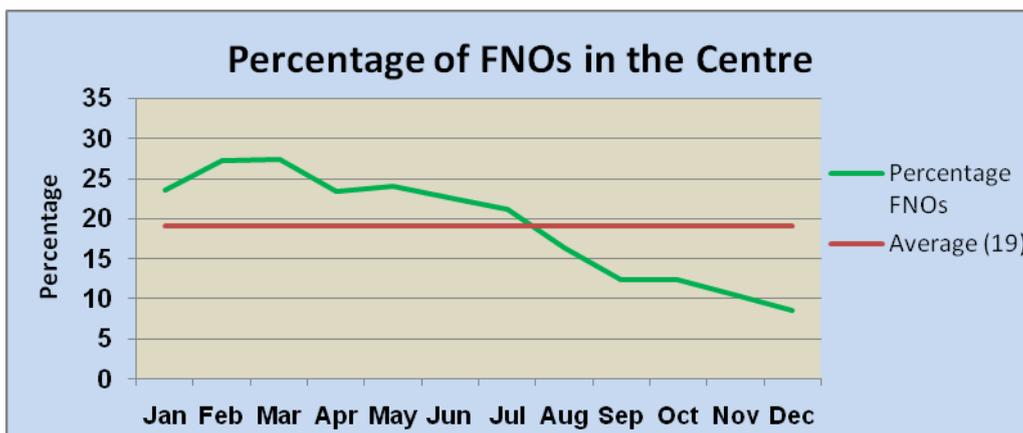
Marriage

6.5.11 There has been a small change in the law allowing detainees to marry without first obtaining a certificate of permission from UKBA. This has caused a lot of interest among detainees. Several meetings between the UKBA Immigration Team, Campsfield House staff and the Oxford Registry Office have enabled plans to be made to facilitate weddings of detainees.

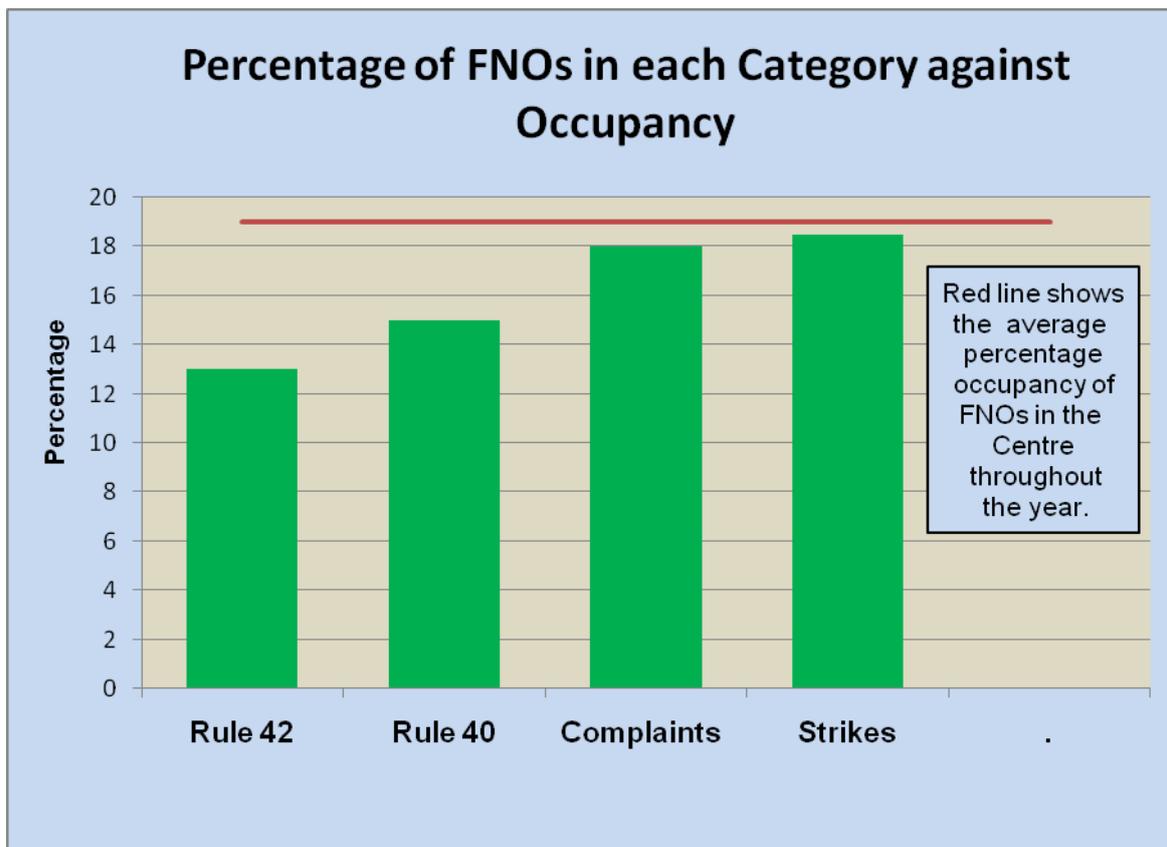
6.6 SAFETY AND SECURITY

Foreign National Offenders (FNOs)

6.6.1 As a result of a recommendation from the investigation of the disturbances and absconds in the Centre in 2007 the maximum percentage of FNOs in the Centre at any one time has been limited to 30 percent of the total occupancy. The percentage has been below the maximum figure and dropped considerably towards the end of the year as shown by the graph below:



6.6.2 The percentage of FNOs against the total occupancy of the Centre was examined for the categories Rule 40, Rule 42, Complaints and Strikes; the results are shown below:



It can be seen that the percentage of FNOs in each category was below the average for the Centre. It is of note that as the number of detainees in each category increased, thus increasing the statistical confidence, the percentages approached the average percentage of FNOs in the Centre. The inference on the limited data available is that the presence of FNOs in the Centre has no influence on the number of detainees subjected to Rule 40 or 42, submitted complaints or those who were issued with strikes.

6.6.3 No distinction is made between FNOs and other detainees, they all mix freely with each other. Identification between the different types is difficult and can only be determined by conversation with the individual detainee or by reference to the Mite Data Management System (DMS). It is assumed that the information is also contained in the UKBA data-base, however this is not available to IMB members.

Drugs

6.6.4 The Board is pleased to be able to report that the Centre does not have a drugs problem. There were no hard drug finds and only six indications of the use of cannabis during the year. There were two occasions when detainee visitors were found to be carrying drugs when searched at reception. The police were called, arrests made, and the visitors banned from making further visits to the Centre.

6.6.5 The drugs dog team make periodic and random visits to the Centre. A visit in July proved to be the most significant. There were a number of refusals in relation to searching of rooms by dogs by a group of six detainees on religious grounds. After discussion and careful control of the dogs all areas and rooms were eventually searched. A meeting was held between the Manager of Religious Affairs and the two Imams to discuss issues raised to ensure no repetition of the problem.

Application of Handcuffs and Use of Force.

6.6.6 The unplanned use of force was used on 27 occasions during 2011, very similar to the figure for 2010. Figures for the last five years are shown below:

RULE 41 Use of Force	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
TOTALS FOR 2011	1	0	2	3	4	4	2	2	3	0	3	3	27
TOTALS FOR 2010	1	2	2	0	1	1	4	5	0	2	4	3	25
TOTALS FOR 2009	2	7	4	6	1	1	3	1	1	0	2	1	29
TOTALS FOR 2008	1	5	3	4	3	4	0	4	2	4	3	1	34
TOTALS FOR 2007	1	2	4	2	4	5	3	4	0	2	0	4	31

6.6.7 The ad hoc use of handcuffs was used on site on 20 occasions during 2010, this is an increase on previous years. Details for the last five years are shown below:

Ad Hoc Use of Handcuffs	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
TOTALS FOR 2011	1	1	1	1	2	2	2	1	1	0	5	3	20
TOTALS FOR 2010	1	1	0	0	1	1	0	0	0	1	4	2	11
TOTALS FOR 2009	5	0	2	2	1	1	1	0	2	0	0	1	15
TOTALS FOR 2008	0	1	3	2	1	1	0	3	0	0	0	0	11
TOTALS FOR 2007	1	1	0	1	1	5	2	0	2	1	0	1	13

The use of handcuffs was non-compliant behaviour, and in situations associated with C&R under Rule 41.

Absconds

6.6.8 There were no escapes from the Centre during the period of the report.

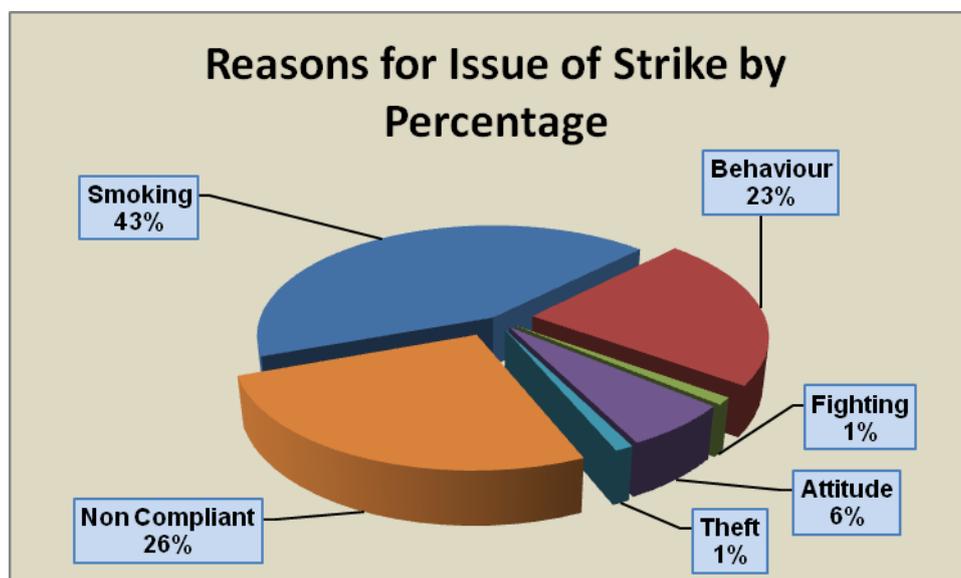
6.6.9 During August an Afghan detainee hid in the grounds of the garden during the evening and attempted to climb the inner fence. He did not succeed in breaching the inner perimeter and was detected by electronic measures. A full security review took place and a number of physical enhancements have been recommended and received approval. When implemented these will increase detection levels and support security measures already in place.

6.6.10 In June a detainee climbed onto the roof of Reception as the start of an escape plan; he was detected by the passive detection system.

Strikes

6.6.11 A 'strike' may be given to a detainee by any member of staff for committing a minor misdemeanour. An accumulation of three strikes in a month will result in loss of privileges (restrictions on the use of the fitness suite, limitations on paid work, restriction on use of computers and the internet, unable to take DVDs out etc). This is the only form of punishment used in the Centre. (note: the Detention Centre Rules specifically prohibit the use of segregation as a punishment).

6.6.12 A total of 93 strikes were given during year, Percentages of broad categories are shown below. It will be noted that by far the largest reason for issue of strikes is smoking. Campsfield House is a non smoking building, covered smoking areas are available for both staff and detainees in the outside areas. This limitation prevents detainees from smoking legally between 10.30 p.m. and 6 a.m.



6.7 RECEPTION, MOVEMENT, TRANSFER AND REMOVAL

Reception Area

6.7.1 The reception area still remains unsatisfactory in that there is no privacy when detainees are documented on arrival and departure. Documentation takes place within sight and sound of other detainees waiting to be processed.

6.7.2 A microwave oven and refrigerator are located in the Reception Area. They are for use by both detainees on arrival and by Mite staff. Regrettably on some Rota Visits both have been found to be dirty; there appears to be no one responsible for cleaning and ensuring that they are fit for food, an unclean state is a poor reception for a detainee or arrival.

The Board recommends: that cleaning of both the oven and the refrigerator be regularised.

Movement

6.7.3 The pattern of detainees departing the centre changed in 2011 from the pattern in previous years with a large increase in detainees being granted temporary admission and a significant decrease in the percentage of detainees being removed. In order to make a true comparison it is necessary to take into account the influence on departures from the Centre of Lorry Drop cases.

6.7.4 Out of the total of 3715 detainees arriving in the Centre during the period, 732 were Lorry Drop cases. Lorry Drop cases were processed very quickly and remained in the Centre on average for only five to seven days. Approximately 75-80 percent were granted temporary admission and assuming 15-20 percent were transferred to other Centres and 0-5 percent were removed, then an adjustment can be made to reflect the unbiased picture.

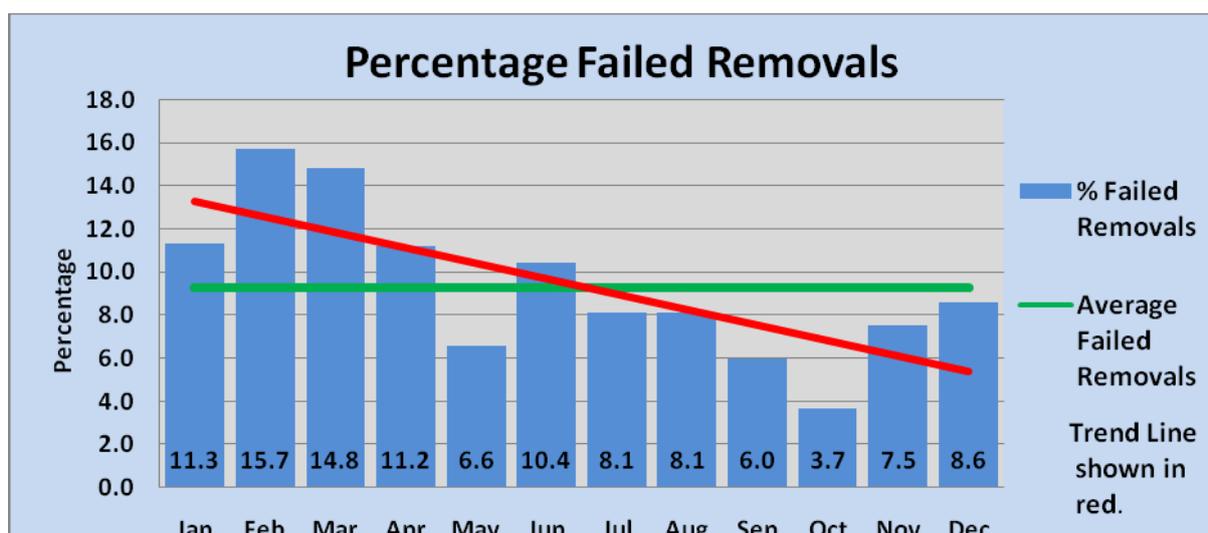
The actual percentage for last year, the adjusted percentage to take into account Lorry Drops and the percentages for the last four years are shown below:

Percentage	2007	2008	2009	2010	2011	2011 without Lorry Drops
Removal Directions	46.6	48.4	41.8	42.7	35.8	43.3
Removed to Other Centres	38.2	31.6	31.6	35.7	29.4	32.9
Temporary Admission	11.5	16.0	22.6	18.3	31.2	19.4
Bail	3.2	3.4	3.5	2.8	3.2	4.0
Other	0.5	0.6	0.5	0.5	0.4	0.5

It will be seen that the adjusted percentages, taking out Lorry Drop cases, are very similar to previous years and the movement of detainees around the Detention estate still remains of concern.

Failed Removals.

6.7.6 The Board is pleased to report that the trend in percentage of failed removals showed a decrease during the year with an average of nine percent failures a month. This is about half the percentage failure rate in respect of removal from Campsfield recorded in the previous year.



Section 7

UKBA CONTACT MANAGEMENT SERVICES

7.1 GENERAL

7.1.1 The Board is pleased to report that UKBA Contact Team at Campsfield remained up to its full complement throughout the year. Regrettably for the Team, a very enthusiastic member applied for transfer to another department within the Border Agency in December; the transfer was accepted. This will mean 20 percent reduction in the size of the 'contact element' of the Team. There is already an overtime ban. Notwithstanding the overtime ban, staff do work extra time in order to provide a service from 7.30 a.m. to 7.30 p.m. on weekdays and from 9.00 a.m. to 5.00 p.m. on bank holidays and weekends, taking time off in lieu. This exacerbates the situation and this loss of a member of staff will inevitably place an even greater strain on the Team. It is for consideration whether the ban of paid over time can be lifted when the Team is not up to complete strength.

The Board recommends: that consideration be given to lifting the ban on paid overtime whilst the Team is under strength.

7.1.2 Filling the vacancy is likely to be a protracted procedure, aggravated by the current restrictions on open recruiting. Efforts will be made to fill the vacancy from internal sources (move on promotion, direct transfer within the Agency, other departments of the Civil Service); however on past experience there is little confidence that the post will be filled in this manner, especially in view of the high cost of housing in Oxfordshire. In the event that internal recruitment fails, it is hoped that a special case can be made to fill the post by open recruiting.

7.1.3 The Team is always busy and it is unusual not to see a member of the Team conducting an interview with a detainee. Requests by detainees for information from the UKBA continue to be satisfied by an interview rather than a written response. On average 35 to 40 detainees a day were seen and on some occasions the figure has reached 50. These figures do not include interviews conducted relating to Lorry Drop cases that were carried out by a specialist visiting team. The Team Leader or Deputy attends the weekly Detainee Consultative Committee (DCC) and is able to respond to general questions raised by the selection of detainees who attend the meeting. This weekly meeting, with attendance of a member of the UKBA, has produced a more relaxed relationship.

7.1.3 The Returns Directorate operate an employee of the month scheme, a member of the Campsfield Team received the award in January in recognition of his dedication and commitment during a staffing shortfall.

7.1.4 All detainees are seen within 48 hours of arrival at the Centre. Bail notices, removal directions, deportation orders received by the Centre are efficiently and diligently served.

7.2 SUPPORT TO THE BOARD

7.2.1 The UKBA Team provides secretarial and clerking support to the Board. The support has always been efficient and with complete cooperation and assistance. This has eased the work of the Chair of the Board and appreciation is recorded.

7.2.2 A Memorandum of Understanding (MOU) and Service Level agreement (SLA) between the Nation Council of the IMB and UKBA was signed in February 2011. This has

formalised the working of the Clerk to the Board provided by UKBA with the Board, however in practice there has been no change.

7.3 FOREIGN NATIONAL OFFENDERS (FNO)

7.3.1 The number of FNOs ex prison still remains capped at no more than about 30 percent of the total detainee capacity of the Centre. The Board has monitored the number of detainees ex prison and is to be able to report that the ceiling has been adhered to and fell to about 10 percent at the end of the year. The cases of many FNOs are unfortunately still taking a long time to resolve. Reasons for delays include late applications for asylum, High Court hearings, awaiting the outcomes of Judicial Reviews, awaiting European Court of Human Right decisions, difficulty in obtaining travel documents and also lack of co-operation by the detainee.

7.3.2 The Team actively encourage FNOs to take up the Facilities Return Scheme. During the period 1 April 2010 to 31 March 2011, 70 FNOs applied and were accepted for FRS whilst detained at Campsfield House. This resulted in the target set by Detention Services of 22 being exceeded by over 200 percent.

7.4 REQUESTS/COMPLAINTS ON IMMIGRATION STATUS

7.4.1 Matters on immigration status and removal still remain the issues most raised by detainees. During the period about 31 percent of requests to speak to a member of the IMB related to immigration matters, this is very similar to the figure for previous year.

7.4.2 Members of the contact team were always helpful in providing updates and confirmation of the status of individual cases etc and information was passed on to the detainees. Detainee often continued to be unwilling to accept the information given by the contact team which resulted in requests for more information in the hope that it would change. It was also often found that the allegation that they *'did not know what was happening to them and had not seen the member of the Contact Team'* was without foundation as the UKBA records indicated that the Contact Team responded to all requests for information by interview.

7.4.3 Removal and deportation is a complex issue. Delays do occur, there are a number of reasons, and these include:

- Non-co-operation by the detainee.
- False information provided by the detainee.
- Lack of cooperation by foreign embassies and consulates.
- Difficulty in obtaining travel documents.
- Lack of information about the detainee (this is particularly difficult when the nationality of a detainee cannot be positively identified).
- Submission of appeals to High Court.
- Submission of appeals to the European Court of Human Rights.
- Submission of Judicial Reviews.

It is not uncommon for appeals to be submitted at a late stage thus extending the stay in the Detention Estate. Case work problems and delays remains the most significant issue for detainees. Unfortunately this is outside the responsibility of the UKBA Team at Campsfield and Board members are specifically prohibited from any involvement in case work and do not have access to the case files.

Section 8

THE WORK OF THE INDEPENDENT MONITORING BOARD

8.1 THE BOARD

8.1.1 The existing Chair, Deputy Chair and Board Development Officer (BDO) were unanimously elected by the Board to continue in office for the year 2011. After being on the Board for six years the BDO resigned from the Board in July, The appointment remained vacant for the remainder of the year, however in October a member of the Board agreed to take on the appointment for 2012 and attended the BDO's Training Course in December.

8.1.2 In April, a six month sabbatical was agreed for a member for family reasons. An experienced member from the Board at HMP Bullingdon transferred to the Campsfield Board at the end of 2010 and has settled in very well to the monitoring of detainees, and a Removal Centre, rather than convicted prisoners and a prison. In June, a member from the Haslar IRC submitted an application to transfer to the Campsfield Board; however it was not until the middle of September that the transfer was confirmed. It was disappointing that it took about three months to effect a simple transfer from one IRC to another IRC, of concern is that the person considered resignation due to the delay. Although such transfers are probably infrequent, a recommendation is made to prevent similar occurrences in the future.

The Board recommends: that the Secretariat review their procedure for transfer of a member from one Board to another with a view to preventing any delay.

Board Members appear to be respected by detainees and have enjoyed good relationships with detainees throughout the period. Detainees appear to appreciate the work of the Board, especially their involvement in property issues.

8.2 ATTENDANCE AT THE CENTRE

8.2.1 The compliment of the Board has been sufficient to permit at least two duty Rota Visits per week. A total of 102 Rota Visits were made during the year and about 115 complaints/requests recorded. The number of complaint/requests received during the year has again reduced considerably reflecting a stable regime which is attributed to the proactive approach of UKBA and the Centre Management. Visits were made during the morning, afternoon and evening. As required by the Detention Centre Rules members visited detainees subjected to Rules 40 and 42.

8.2.2 In addition to the welfare and concerns of the detainees specially attention was given to cleanliness of the toilets and the dining room (which have caused concern), education facilities, health care and the monitoring of the formal complaints procedure. Detainees on ACDTs were constantly monitored

8.2.3 Members assigned to the various committees (Health and Safety, Diversity, Security etc) attended as required. Most of the weekly Detainee Consultative Committees were attended by a Board Member. It is unrealistic to assign a Board Member to a weekly Committee and attendance was by either the duty member, the Chair, or by any Board Member available on an ad hoc arrangement.

8.2.4 Board Meetings were well attended, averaging 82 percent for the year. The few absences were due to holiday arrangements, hospital appointments etc.

8.2.5 The board agreed that a member could attend age assessments carried out by Oxfordshire Social Services in the capacity of independent observer. The members took no part in the assessment process but ensured that the detainee was not subjected to stress, unreasonable questioning, or pressurised. This commitment is outside the remit of the Board but it was agreed in an effort to avoid delays and in the interest of the detainees.

8.2.6 Details and statistics relating to attendance at the Centre are at Annex E.

8.3 TRAINING

8.3.1 One member attended the National 'Continuation Training Course' and the newly appointed BDO for 2012 the BDO's Course.

8.3.2 A presentation was given by a member of the Mitie senior management team on the work undertaken by Mitie in general and the plans for the future for Campsfield.

8.3.3 Presentations on the role and working of the IMB were given on training courses for new DCOs.

8.4 NATIONAL MEETINGS, VISITS AND LIAISON

8.4.1 The Immigration Detention Estate Annual Conference held at Harpenden was attended by five members of the Board out of a compliment of ten. This was the maximum permitted due to financial restraints. It is disappointing that attendance was limited as this is the only opportunity that Board members have to meet and discuss practices with members of other Boards. Concern is expressed that at the time of writing there appears to be no financial agreement to hold a similar conference in 2012.

8.4.2 The Chair of the Board attended quarterly meetings of the IRC IMB Chairs Forum.

8.4.3 A visit to IRC Morton Hall has been arranged for February 2012.

8.5 VALIDATION

8.5.1 The Board continues to enjoy good relationships with staff and acknowledges the co-operation and support received from UKBA and Mitie that enables them to do their job effectively. Without such cooperation effective monitoring would prove to be more difficult.

8.5.2 The Board has enjoyed an open and honest relationship with Management (both GEO and Mitie) and with UKBA.

8.5.3 Thanks are extended to the Centre Manager and his Staff, Contracted Staff and UKBA Staff. The Board wish to place on record the support received from all at the Centre, and commends their co-operation and support in facilitating the work of the IMB at Campsfield House. All requests have been met with willing cooperation.

8.5.4 The Board acknowledged the good support and services offered to detainees by visiting outside agencies; in particular the support given by the Oxford Samaritans, the three local legal establishments, visiting musical groups, the visits by members of Asylum Welcome who have played an important part in assisting in the welfare of detainees and recovery of property.

8.5.5 Particular acknowledgement is made to the Welfare Team who constantly assist detainees with their many and varied issues and the Regime Team who are always striving to relieve the boredom and monotony of mainly young men living in a closed establishment with an uncertain future. Finally, an efficient and supportive Clerk and last but not least the dedication of individual Board members.

Section 9

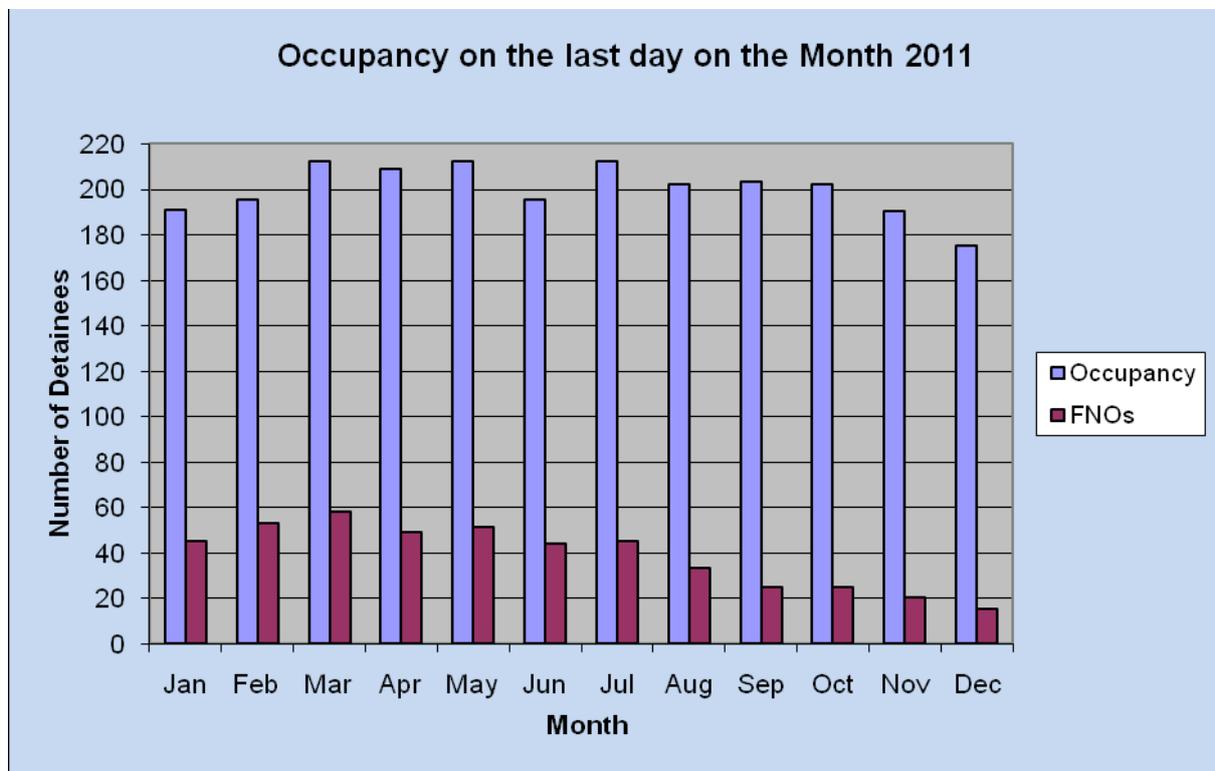
GLOSSARY OF ABBREVIATIONS

ACDT	Assessment, Care in Detention and Teamwork
AO	Administrative Officer
AVID	Association of Visitors to Detainees
AVRIM	Assisted Voluntary Return for Irregular Migrants
AW	Asylum Welcome
BIA	Border and Immigration Agency
BID	Bail for Immigration Detainees
CCD	Criminal Casework Directorate
CIO	Chief Immigration Officer
CSU	Customer Service Unit
C&R	Control and Restraint
DC	Detention Centre
DCO	Detention Custody Officer
DSO	Detention Services Order
DSPU	Detention Services Policy Unit
DEPMU	Detainee Escort and Population Management Unit (Immigration)
EO	Executive Officer
EOB	Enhanced Observation Book
EPU	Enforcement Policy Unit
FRS	Facilitated Returns Scheme
FNO	Foreign National Offender
HMCIP	Her Majesty's Chief Inspector of Prisons
HMP	Her Majesty's Prison
IAS	Immigration Advisory Service
IO	Immigration Officer
ILPA	Immigration Law Practitioners Association
IS	Immigration Service
JCWI	Joint Council for the Welfare of Immigrants
IND	Immigration Nationality Department
IMB	Independent Monitoring Board
IOM	International Organisation for Migration
IRC	Immigration Removal Centre
LSC	Legal Services Commission
MODCU	Management of Detained Case Unit (Immigration)
NC	National Council
NOMS	National Offender Management Services
OISC	Office of the Immigration Services Commissioner
PSI	Prison Service Instruction
PSO	Prison Service Order
PSU	Professional Standards Unit
R & C	Requests & Complaints
RDs	Removal Directions
RFA	Removal from Association
RLC	Refugee Legal Council
RRLO	Race Relations Officer
SASH	Suicide and Self Harm
TA	Temporary Admission
TC	Temporary Confinement
UKBA	United Kingdom Border Agency
UNHCR	United Nations High Commission for Refugees

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OCCUPANCY AT THE LAST DAY OF THE MONTH – 2011

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Occupancy	191	195	212	209	212	195	212	202	203	202	190	175
FNOs	45	53	58	49	51	44	45	33	25	25	20	15



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SNAPSHOT OF NATIONALITIES OF DETAINEES – 2011

Nationality	Number	Percentage
India	33	16.3
Pakistan	26	12.8
Bangladesh	22	10.9
Afghanistan	18	9.0
Peoples Republic of China	17	8.5
Sudan	11	5.5
Vietnam	8	4.0
Sri Lanka	7	3.5
Algeria	5	2.5
Eritrea	5	2.5
Ghana	5	2.5
Nigeria	5	2.5
Turkey	4	2.0
Iran	4	2.0
Republic of Islam	4	2.0
Iraq	3	1.5
Jamaica	3	1.5
Albania	3	1.5
Somalia	3	1.5
Malaysia	2	1.0
Burundi	1	.5
Angola	1	.5
Guinea	1	.5
Gambia	1	.5
Lebanon	1	.5
Moldova	1	.5
Mauritius	1	.5
Malawi	1	.5
Palestine	1	.5
Romania	1	.5
Chad	1	.5
Uganda	1	.5
Uzbekistan	1	.5

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SNAPSHOT OF LANGUAGES IN THE CENTRE - 2011

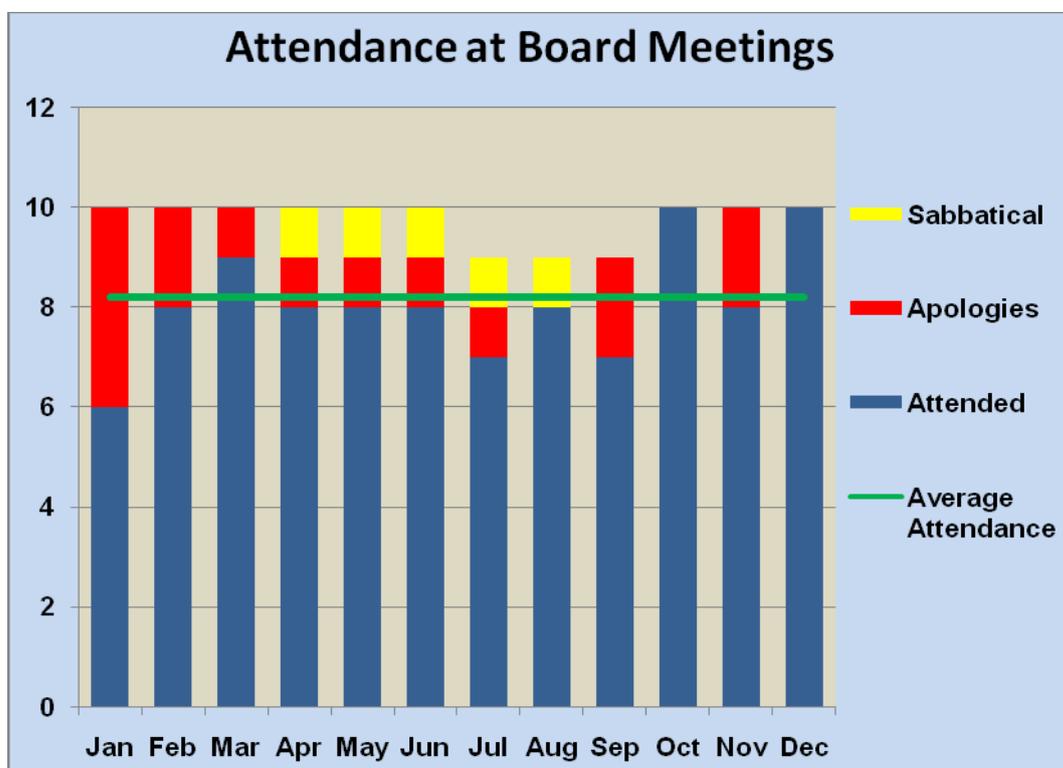
Language	Percent		
	1st Language	2nd Language	3rd Language
Punjabi	15.0	1.5	0.0
English	10.5	42.6	13.4
Bengali	9.9	0.00	0.0
Urdu	9.9	1.0	0.5
Pashtu	8.9	0.00	0.0
Arabic	8.9	1.0	0.5
Mandarin	7.9	0.0	0.0
Tamil	4.0	0.0	0.0
Vietnamese	3.5	0.0	0.0
Farsi	3.5	0.5	0.0
Tigrinya	2.5	0.0	0.0
Turkish	2.0	0.0	0.0
Hindi	2.0	1.5	0.0
Kurdish	2.0	0.0	0.0
Albanian	1.5	0.0	0.0
Chinese	1.0	0.0	0.0
Romanian	1.0	0.0	0.0
Swahili	1.0	0.0	0.0
Cantonese	1.0	0.0	0.0
Somali	1.0	0.0	0.0
Sorani	0.5	1.5	0.0
Portuguese	0.5	0.0	0.0
Dari	0.5	0.0	0.0
Guajarati	0.5	0.0	0.0
Russian	0.5	0.9	0.0
French	0.5	0.5	0.0
Italian	0.0	0.5	0.0

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SNAPSHOT OF RELIGIOUS FAITHS - 2011

Faith	Number	Percentage
Muslim	110	56.7
Christian	28	14.4
Sikh	25	13.0
Hindu	12	6.2
Buddhist	6	3.0
Not Declared	11	5.7
Orthodox	1	0.5
Jehovah Witness	1	0.5
TOTAL	194	100

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BOARD ATTENDANCE STATISTICS**1. Attendance at Board Meetings**

Recommended complement of Board Members	12
Number of Board Members at 31 January 2011	10
Number of Board Members at 31 December 2011	10
Number of members leaving during 2011	1
Number of members joining during 2011	1
Number of members taking sabbatical during 2011 (five months)	1
Average attendance at Board Meetings	8.2

2. Attendance at Centre (including Board Meetings)

Reason for Attending at Centre	Number
Total number of members attending all Board Meetings	97
Number of Rota Visits	100
Number of meetings attended #	40
Specific visits for Rule 40	25
Specific visits for Rule 42	9
Miscellaneous attendances +	18
Age assessments	10

TOTAL ATTENDANCE AT CENTRE	299
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These include:

- Diversity - monthly
- Safer Custody - monthly
- Security – monthly
- Chair meeting with Centre Manager – monthly
- Regimes and Planning (started in October) - monthly
- Health and Safety - quarterly
- Asylum Welcome - quarterly
- Detainee Consultative Committee - weekly

+ These include:

- Meeting with UKBA
- Church Services and other Festivals
- Carol Service
- Training
- Attendance at official visits (MP)
- Escorting visitors (i.e. visiting IMB)
- Presentation to ITC
- Administration
- HMCIP Inspection

Note: Attendances at meetings, number of Rota Visits, visits for Rules 40 and 42, etc cannot be deduced from the above figures as a number of attendances were multi function, i.e. Visit under Rule 40 or 42 combined with a Rota Visit, some members carried out a Rota Visit on the day of the Board Meeting, the weekly Detainee Consultative Committee was in most cases combined with a visit for other reason etc.

3. External Meetings

- The Char attended four meetings of the Forum of Chairs Meeting in London.
- Five members attended the Detention Estate Two Day Annual Conference in March.
- Seven members due to visit Morton Hall IRC in February 2012.
- Two members due to attend Annual Conference in February 2012.