

Campsfield House  
Immigration Removal Centre

Annual Report  
For 2013

This report covers the period from

1<sup>st</sup> January 2013 - 31<sup>st</sup> December 2013

The Report meets the requirement of clause 64 of the

Detention Centre Rules 2001

Data has been provided to the IMB by

IMB Members Campsfield House

Centre Manager MITIE Care and Custody Campsfield House

Home Office Immigration Enforcement

Diversity Manager Campsfield House

Religious Manager Campsfield House

Healthcare Manager Campsfield House

Health and Safety Manager Campsfield House

Security Manager Campsfield House

Data has been taken from the MITIE Data Management System (DMS). No data 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 -**

### **Statutory Role of the IMB**

#### **IMB monitoring**

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 Secretary of State from members of the community in which the prison or Centre is situated.

The Board is specifically charged to

1. Satisfy itself as to the humane and just treatment of those held in Immigration Removal Centres.
2. Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate any concern it has.
3. Report annually to the Secretary of State on how far the Immigration Removal Centre or Short Term Holding Centre has met the standards and requirements placed on it and what impact these have on those held in the centre.

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

## **SECTION 2-**

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## SECTION 3

### DESCRIPTION OF THE CENTRE

#### 3.1 Introduction

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 Immigration Enforcement (IE) in 1993. The facility had been a Young Offender's Institution; the building is far from ideal and lacking in space. Parts of the Centre were built as the Officer mess for RAF Kidlington.

The Centre is managed on behalf of the Home Office by MITIE Care and Custody. Health Care is contracted out to The Practice PLC. Education, catering and maintenance of the Centre are under the direct management of MITIE

The capacity of the Centre was increased from 216 to 270 places for male detainees with accommodation in three blocks:-

	Prior to increased capacity	Increased numbers	After the fire
Blue Block	133	170	None
Yellow Block	57	61	61
SSU	26	39	39
	216	270	100

- Yellow block beds including one room used as a crisis suite
- Blue block beds including one room used for under age claims  
The capacity was capped at 250 until extra showers and toilets were complete.
- After the fire on 18<sup>th</sup> October there were no beds in Blue block
- 3 rooms serve the dual purpose of temporary confinement (TC) and removal from association (RFA).

#### 3.2. Facilities

- Library
- Play station and games room,
- Sports Hall
- Pool room
- Gymnasium
- Chapel, Muslim prayer room and multi faith room
- Laundry

Improved Facilities during the year in the Centre include:

- Healthcare,
- Welfare Office,
- Study Centre,
- IT Room
- Art Room,
- Chaplaincy Office,

- Shop,
- Barbers/hairdressers
- Dining Room,
- Large Sports Field,
- Gardens with benches and tables.

Facilities which are in the process of being improved: Fitness Suite, Library, Reception Area, Mosque, and Chapel. Increase on the number of toilets and showers in Blue Block to meet extra capacity

### **3.3. Accessibility**

The Centre is located near the large village of Kidlington 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 Firms of Solicitors
- Refugee Action
- Asylum Welcome
- Bail for Immigration Detainees. (BID)
- Samaritans
- British Red Cross – Teaching First Aid - Contact tracers.
- His Church (Recycled clothes and goods)

**3.4.1** Three local firms of solicitors visit the Centre every week in rotation. They are obliged to 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.

**3.4.2** Refugee Action (RA) 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 Immigration staff.

**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** BID attends the Centre to advise and assist detainees with bail applications.



**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, detainees and staff.

**3.4.6** Red Cross. The Red Cross volunteers come into the centre to teach First Aid and life saving techniques. The classes are very popular and often fully attended. Other Red Cross volunteers attend to assist with contact tracing.

**3.4.7.** His Church is a market charity who attends the centre monthly and sells very cheaply clothes, sweets and a few cosmetics.

### **3.5. Monitoring the Centre Contract**

The contract is monitored by the residential Home Office Immigration Enforcement Team at Campsfield House. The Team Leader is empowered to institute penalties against the contractor for poor performance and breach of Detention Centre Rules (DC Rules). Soon after the contract changed, MITIE introduced a robust system of audit to monitor against contract compliance. This is managed electronically and is in the form on a number of interlinked spread sheets.

## **SECTION 4**

### **EXECUTIVE SUMMARY**

#### **4.1 General**

Campsfield House is managed by MITIE Care and Custody on behalf of HO IE; healthcare is subcontracted to "The Practice". A large amount of building work has characterised the past year. Improvements were made to the building earlier in the year comprising of an extension to the Short Stay Unit, new activities areas and education and learning rooms with the extra space for the Welfare team. The detainee Garden has been altered to accommodate the new rooms but an extra garden has been made which has tables and benches to sit at while watching the football games on the new "All Weather" football pitch.

The fire on 18<sup>th</sup> October has altered much at Campsfield House. The fire started on the top floor of Blue Block at 20.55 in the evening. Detainees were quickly evacuated and the emergency services called. One detainee was later discovered by the fireman and taken to hospital. One other self-harmed and was also taken to hospital. All others were cared for and later they were removed, in small numbers at a time, to other IRC's. The Blue Block building was severely damaged and has been out of commission since. The total detainee numbers were reduced from a possible 276 to 100. It temporarily removed the availability of some of the improvements for the detainees who remain at the Centre. The staff and management managed the incident with great sensitivity and care always being aware of the need to maintain security and safety.

The rebuild commenced very quickly making use of building teams already on site. The work is due to be completed early in 2014 but the decision to add sprinklers to each room in the centre has put the work back by a few months.

#### **4.2 Accommodation**

At the beginning of the year the capacity of the centre was 216 which rose to 276 by the end of June and then fell after the fire on the 18<sup>th</sup> October to 100. The fire has made a dramatic difference to the running of the centre but the rebuild has encouraged detainees, staff and visitors to plan for the future. The redevelopment especially mosque and fitness suite, was put back due to priority being given to the rebuild and refurbishment of the damaged Blue Block.

Blue Block will be in commission once the refurbishment is complete and sprinkler system has been installed.

Yellow block 61 beds in single and shared rooms has been the accommodation unit since the fire but has had problems with both showers and toilets. The single room opposite the office is the crisis suite for the Centre and accommodates detainees who require 24 hour observation.

Short Stay Unit has been increased to accommodate 39 detainees in 2 areas with beds for those for recently arrived and for those who are planned to leave in the near future.

### **4.3 Diversity**

Campsfield House IRC Management and Staff aim to promote a respectful and safe environment, in which each of the distinct protected characteristics of detainees is recognised and addressed with respect and dignity irrespective of the number of detainees in the population of that group.

Diversity is a well managed at Campsfield House IRC. If there is a failure it is quickly recognised and managed by staff in the centre.

Staff are led by example, promoting equality and diversity by active engagement with all detainees.

They are trained in diversity and are made aware of the backgrounds of detainees and the impact of detention in a foreign country, as well as their duties under the Equality Act 2010.

Detainees of all racial, nationality and religious groups; those with disabilities (both physical and mental impairments and learning disabilities and difficulties) are treated equitably and according to their individual needs. Gay, bisexual and transgender detainees and detainees of all ages are also treated equitably and according to their individual needs as assessed by the senior manager responsible.

### **4.4 Security and Safety**

Minor misdemeanours or unacceptable behaviour cautions, usually known as strikes, were recorded and logged 70 times:

19 for smoking in a non-smoking area

3 relating to incidents in healthcare

18 for showing aggression

30 Refusal to comply with requests from staff

The segregation cells were used 61 times in 2012 in comparison to 35 in 2013, usually for only a few hours and not always within the time scale within the obligatory visit from an IMB member. Often the detainees will have been moved to another centre within the first 18 hours

#### **4.5 Education and learning**

The education Centre has been moved into the body of the centre. Prior to the fire it was used extensively and had a waiting list, unfortunately following the fire the numbers attending the unit have reduced and staff have introduced plans to encourage attendance.

#### **4.6 Healthcare**

On arrival into the centre all detainees are screened within 2 hours. This gives an opportunity to discuss and make an individual care plan with the detainee. If required a GP appointment is made for those new arrivals wanting or needing one. This is the chance they would also be considered fit for detention and fit to fly by the GP. The health care team will keep all medical information in the strictest confidence and in accordance with Caldicott guidelines.

#### **4.7 Purposeful activity**

Activities continued to be a priority and encouragement was given to detainees to take work opportunities and participate in education and sports activities in the centre. Some were very popular; unfortunately after the fire the opportunity to use the outside provision was not possible because the area has been needed for the reconstruction work.

#### **4.8 Health and safety**

Accidents for 2012                      35

Accidents for 2013                      25

The differences may be the result of the reduced numbers for the last quarter after the fire.

For a breakdown of the figures and further information please see paragraph 5.5

#### **4.9 Religious Activities**

The religious activities in Campsfield House are an important part of everyday life. The Chaplaincy team has a full-time Christian manager, a full-time Imam appointed this year and sessional cover for Sikh and Hindu with visiting Catholic and Anglican chaplains.

For further information Please see paragraph 5.8

#### **4.10 Detainee support and Welfare**

With often over 1000 queries a month to the Welfare Department in the months prior to the fire staff were very busy. The department remained busy and helpful after the fire when the population reduced to 100. A new system has been introduced. All detainees will be introduced to the

department and have an appointment made for them, if they wish, as part of their induction to the centre.

The catering department have continued to provide an excellent flexible service providing interesting and acceptable food. They frequently make national meals with the detainees' assistance which reflects the food best liked by the nationals of that country.

#### **4.11 AVR**

"Choices" at Campsfield House offers AVR (Assisted Voluntary Returns) to the detainees. They can apply for AVR if they are asylum seekers, failed asylum seekers, have discretionary leave to remain or have no legal status to remain in the UK. They can help organising tickets, travel documents and sometimes financial support if required.

#### **4.12 Formal Complaints**

Formal complaints were usually responded to quickly and appropriately. However complaints which required a response from other Immigration departments outside Detention Services took longer. One complaint took 3½ months which is not acceptable.

For further information please see Section 6

#### **4.13 HOIE Contact Management Services**

Immigration services are a central part of the centre. When possible they make sure they are accessible to detainees as quickly as possible. Requests for appointments are made by the Welfare Department but staff are often met as they walk round the centre.

The Board work closely with staff and appreciate the support given to them.

There was a period of concern when the HO IE staff were not working at full capacity due to the lapse of security clearances. Cover was given from Yarl's Wood but the frustration level in the centre increased for the detainees.

#### **4.14 Work of the Independent Monitoring Board**

The Board has experienced difficulties maintaining the standard of working due to the reduction in numbers. We have recruited 2 new members who are now independent members and have 3 more who are awaiting their clearances before coming into the Centre.

We will still have to recruit more members to maintain the monitoring standards of care and will initiate a recruitment campaign in the New Year. The board appreciate the help given by the Secretariat when recruiting

The Board has maintained a good working relationship with the supplier MITIE Care and Custody. The support received from both the supplier and HO IE 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.

#### 4.15 Validation

Thanks are extended to the Centre Manager and Staff, Contracted Staff and HO IE Staff. The Board wish to place on record the support received from all the staff at Campsfield House.

The Board acknowledges the support and services offered to detainees by visiting outside agencies; in particular the three local Solicitors Offices, Refugee Action, 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.

#### 4.16. Progress on Recommendations in the 2012 Annual Report

Reported	Progress	Current status
<b>That consideration should be given for detainees to be given a minimum of 3 days notice for removal from the centre for any reason with the exception of safety and security</b>	DEPMU advise that for operational reasons a 3 day period of notice cannot always be given. Where detainees are to be removed from the UK at least 72 hours notice is given prior to the point of departure. Once that has been done the detainee may be moved at shorter notice from Campsfield House and positioned at an IRC closer to the relevant airport.	The situation continues
<b>That the complaints procedures be reviewed to ensure that complaints allocated to other CSU's are properly monitored by Returns Directorate to ensure that detainees receive a response.</b>	The number of complaints remained almost identical to 2012	Response to complaints managed by the Centre was reasonable. However those allocated to other CSUs and two to Tascor left much to be desired in the way they were handled.
<b>That the complaints procedure be reviewed and measures put in place to safeguard against excessively long delays in response to complaints.</b>	The majority of complaints are responded to within the set timescales and where delays occur the Detention Operations CSU have procedures in place to chase up outstanding responses. One service provider has already been identified as not consistently meeting the set timescales and they are putting procedures in place to ensure their performance improves.	

<p><b>That reason for a strike is recorded in the log and that a procedure to be introduced ensuring compliance</b></p>	<p>There is a log which has made sure all strikes have been recorded for 2013</p>	<p><b>70 strikes were issued</b>  19 smoking  3 healthcare related  18 Aggression  30 Refusal to comply</p>
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## RECOMMENDATIONS FOR 2014

### 5.1 REPEAT OF RECOMMENDATION FROM THE LAST REPORT

**The Board recommends:**

That consideration should be given for detainees to be given a minimum of three days notice for removal from the Centre for any reason with the exception of safety and security. As reported above

**The Board recommends:**

That the complaints procedure be reviewed to ensure that complaints allocated to other CSUs are properly monitored by Returns Directorate to ensure that detainees receive a response within the target dates or receive interim replies when responses are delayed. (Repeat Recommendation)

(Reference paragraph 6.2.5)

### NEW RECOMMENDATIONS FROM THE CAMPSFIELD HOUSE IMB BOARD

#### ISSUES FOR HO IE

**The Board recommends:**

That the monthly return provided by the Complaints Section to Boards is amended to include detail in respect of complaints allocated to other CSUs of when the response is given and whether or not substantiated.

(Reference paragraph 6.2.5)

**The Board recommends:**

That the time permitted for PSU to investigate complaints be reviewed with a view to decreasing the time frame as few detainees have remained at Campsfield House for more than three months.

(Reference paragraph 6.2.3)

#### ISSUES FOR THE CENTRE

**The Board recommends**

Refurbish all showers and toilet areas in Yellow Block to prevent frequent water leaks into the Ground floor of the Centre.

(Reference paragraph 5.6.1)

**The Board recommends**

Introduction of a formal detainee support scheme (similar to the existing buddy scheme) with training from Samaritans to a comparable standard as HMPS 'listener' scheme

(Reference 5.4.4)



## Section 5

### 5.1 DIVERSITY

#### 5.1.1 DIVERSITY STATEMENT

MITIE management at 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 is not to be tolerated.

**5.1.2** The population at Campsfield House is often made up of 40 to 50 different nationalities at any one time. Many languages are spoken and only a minority of detainees have English as a first language; detainees are from diverse cultures, religions and backgrounds; The Centre is designated to hold only male detainees. The vast majority of the detainees are able bodied. Those who have any disability are cared for on the ground floor and are monitored regularly by healthcare staff.

**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** Equality impact assessments were all completed in April and will be reviewed as a minimum on an annual basis.

Data from the monthly REO report is analysed and actions are minuted and reviewed by the Diversity Management Group which meets on the third Wednesday of every month . Actions plans are managed on a month by month basis through the detailed Diversity Management Group monthly minutes.

A similar tailored care plan, triggered by the Healthcare screening on arrival is opened for those detainees with disabilities. Unfortunately due to Campsfield House IRC not having an inpatient facility and with the limitations of the fabric of the centre those detainees with acute disabilities are transferred to more suitable centres.

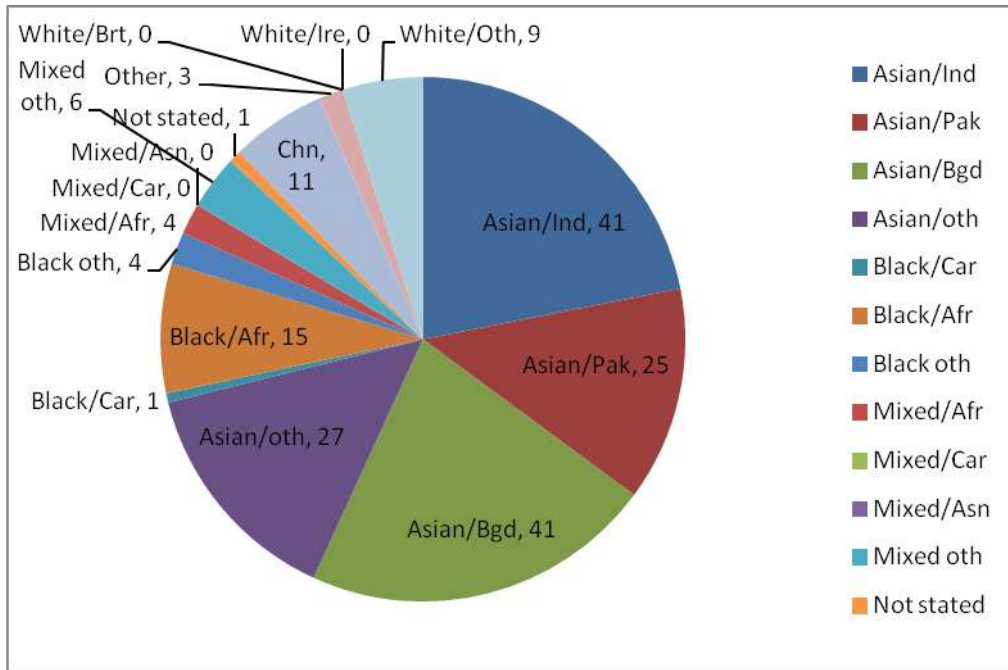
**5.1.5** There have been a number of Welfare Department managerial changes throughout the year. The Race Equality Officer (REO) is now supported by a Welfare Manager.

A number of new Diversity initiatives were introduced during 2013 these included the highly successful Diversity and Safer Detention awareness week held in April 2013. As a result of this event "HIS Church" charity now visits Campsfield House on the first Tuesday of each month to run a market for detainees selling clothing, confectionary and gifts. All proceeds go to both national and international good causes by December 2013 **£6182.06** had been raised.

Cultural cooking evenings are very well attended, the catering team are regularly praised at detainee nationality meetings and at Detainee Consultative Committee meetings. The Catering manager regularly facilitates BBQ's and Master chef competitions

The 2013 published Independent Monitoring board (IMB) annual report for 2012 commented that *'The overall assessment is that diversity is not an issue or a problem at Campsfield.'* The weekly Detainee Consultative Committee (DCC) minutes evidence qualitative comments from detainees stating that they enjoy the community focused staff – detainee relationships. This along with the low number of racial complaints suggests this statement still resonated in 2013.

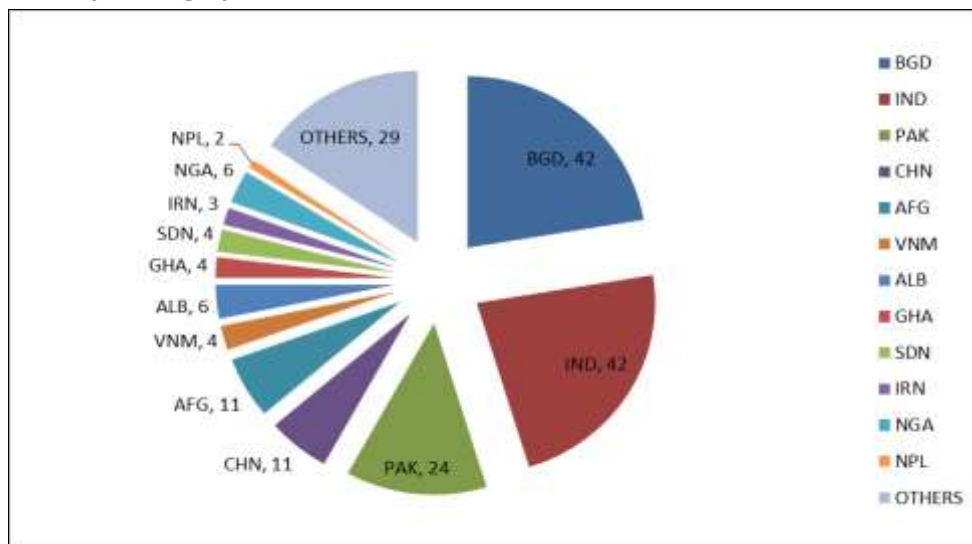
### 5.1.6 Ethnic demographic 2013



The number of Nationalities represented at Campsfield House has fluctuated averaging between 30-40 nationality groups. This number can be affected by a number of issues e.g. Planned charter flights and interviews with the Pakistan High commission. Following the fire in October 2013 this number reduced at times below 20 nationalities due to the reduced capacity. Generally speaking most detainees are able to communicate with limited English skills, assistance is provided through the Big Word interpretation service for those who have difficulty. Detainees are from various diverse cultures, religions and cultures. The centre is commissioned to only hold adult males, age dispute cases are assessed using the Social Services Merton assessment.

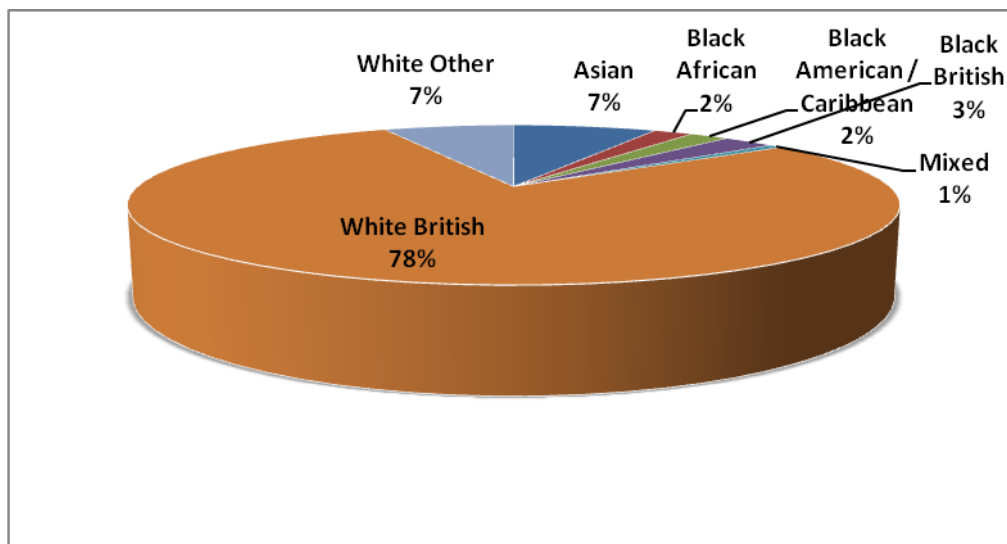
The following chart illustrates the main Nationalities, the most prevalent nationalities were Bangladesh and Indians as the top and equal nationalities, follow by others and Pakistan. Other nationalities were far ranging including Uzbekistan, Eritrea, Ukraine and Turkey.

### Nationality Demographics 2013



### 5.1.7. Staff Group

147 staff were employed throughout 2013, 85 DCO's and 62 staff of other grades. The chart below evidences that the majority of staff were of White British origin. DCO recruitment campaign in December 2013 selected 8 new DCO's 50% were from an ethnic minority and 50% were female.



## 5.2 EDUCATION LEARNING AND SKILLS

### 5.2.1 Education Department

There has been a change of staff in the Education Department. This gave an opportunity to increase the numbers of staff, we have extra staff hours above contract, with the extra hours available for the detainees to learn languages and IT. Some detainees prefer the day time classes but others want to do their learning in the evenings. The numbers attending have reduced after the fire and members of staff have had to work out ways to encourage detainees into the education facilities.

The Red Cross regularly hold sessions in the Visits Centre for detainees to learn the skills of "Every Day" First Aid and gain a certificate, which is popular and well attended.

Other education awards attained

- Opal Education Awards for ITC Certificate

- Opal Education ESOL Certificates

- Food Hygiene Certificates

### 5.2.2. Art Department

The art department has been moved from the fringes of an outdoor courtyard to a central position in the centre. The new location has proved very popular resulting in a waiting list for detainees to attend. However since the fire the detainees have been using it as a drop-in place where they can develop their artistic skills.

Opportunities available are:

Tie dyeing  
Screen printing  
Drawing and painting  
Festival decorations for religious celebrations  
Opal Education Arts and Crafts Certificate  
Other artistic opportunities as requested by the detainees

### **5.3 HEALTHCARE AND MENTAL HEALTH**

**5.3.1** Healthcare is subcontracted by MITIE to The Practice Plc. who hold the contracts for the doctors and nurses. The services work closely with Campsfield House management. They have made many improvements over the past year. The nurses are more available and are seen out in the centre more often. There have been fewer cancellations of appointments at local hospitals and dentists. Unfortunately because of the rapid movement of detainees the appointments made at other hospital cannot always be kept. Nursing staff attend the DCC meeting and receive both praise and criticism from detainees.

**5.3.2** On arrival into the centre all detainees should be screened within 2 hours. This enables any individual care to be planned and arrangements made to see the doctor if necessary or required. At this time they would also be deemed fit for detention and fit to fly by the GP. The health care team will keep all medical information in the strictest confidence and in accordance with Caldicott guidelines.

**5.3.3** Those claiming to have been a Victim of Torture will be seen by GP and Rule 35 form completed if information fits with criteria.

**5.3.4** All medical information is kept in the strictest confidence by the health care team. Information is only be divulged to third parties with the detainees' written consent. All information is held in accordance with the Data Protection Act 1998. A new storage area has been provided for us to keep past records.

**5.3.5** "The In Practice" nurses' contract specifies:

- Health Care Manager
- 5 full time nurses
- 1 part time nurse [25 hours per week]
- 1 Administrator
- Several bank nurses on zero hour contracts.

**5.3.6** GP contract specifies;

4 weekly sessions completed by contracted GP

3 weekly sessions 1 Local GP or 2 regular Agency GP's

Healthcare has not needed to utilize other agency GPs during 2013 so ensuring continuity of care.

Out of Hours cover has been provided by the same group of experienced GPs' Sessions are either mornings or afternoons. Appointments are made by the nursing staff.

### 5.3.7 Mental Health

Many of the nurses are Mental Health trained and are the first point of contact for detainees who are suffering from mental health problems. The nurses can refer on to a Counsellor to support the detainees with talking therapy. When there is a need for psychiatric assessment at Consultant level they utilise the services of a Psychiatrist from the Oxfordshire Community Mental Health team with whom they currently have a memorandum of understanding. Nurses contribute to the ACDT support for detainees under close observation within the Centre.

### 5.3.8 Contact Statistics for 2013

The following statistics give an impression of the work carried out by the Healthcare staff. Campsfield House was a growth centre until October 2013 with up to 250 detainees but after the fire in Blue Block in October the numbers fell to 100 which reduced the numbers attending for screening and for clinics

Admissions seen	2896
Detainees seen in nurse clinics	23,834
Detainees seen by GP	4164
DNA's for GP	1120
Refusal to see GP	24
Dr Call Out of Hours	4
Dentist	88
Optician	44
Hospital	50
Appointments failed to be kept.	8
Chronic disease patients	93
Victim of torture claims	47
Drug and Alcohol detox	16
Sexual health clinics	4
Disabled detainees	9
Counsellor Attendees	45

### 5.3.9. Breakdown of number of Nurse led Clinics

Diabetes	60
Asthma	5
Well-man	36
Mental Health	20
Smoking Cessation	34 + 25 [one off session]
Hypertension	55
Blood tests	191
Elderly	1
Well-being	5
TB Drop-in session	45

## **5.4 PURPOSEFUL ACTIVITY AND WORK**

### **5.4.1 Music in Detention and Entertainment**

Musicians come into the centre to share music with the detainees. The musicians come from a Mental Health Charity called Restore and encourage the sharing of music from different countries. The jam sessions can be recorded and then sold as CD's to continue the work in Campsfield. Radio Active Workshops are workshops to help detainees understand the working of recording and broadcasting.

Visits from St. Aldates Choir

Films and TV in the big screen room, particularly popular are the sports channels.

Display of Owls

### **5.4.2. Sport**

Sport is an important occupation for all those in Campsfield, detainees and staff.

#### **All weather pitch**

The new All Weather Football pitch became a focus for outdoor games. However after the fire the area between the pitch and Blue Block had to be used as an area to support the rebuild of the block, once the rebuild is complete the pitch will be reinstated.

#### **The Fitness Suite**

The fitness suite was a hard working area in the centre with a wide ranging variety of equipment and the staff to advise and assist the detainees attending. Following the fire and the reduction in numbers the suite has a reduced work load.

#### **Sports Hall**

The sports Hall is a large room with high ceilings it is used for, indoor cricket, badminton, football, circuit training and any other indoor sports.

Due to the Centre population being low all detainees commented at a Detainees Consultative Committee meeting that it was easy to access all sports and leisure activities without having to go on a waiting list.

#### **Other sessions**

Other sessions are held for dance both indoors and outdoors and for Yoga

#### **5.4.3. Paid Work**

All work is voluntary and is paid at a standard level. The number of detainees wanting paid work increased earlier in the year but following the fire there are problems filling vacancies, however the percentage of detainees wanting work remained the same as prior to the fire. It also appears that there were nationals who were not accepting work in the centre. Some training is given to all volunteers for work to comply with Health and safety requirements, particularly cleaners and those who work in the Kitchens.

#### **5.4.4. Buddies**

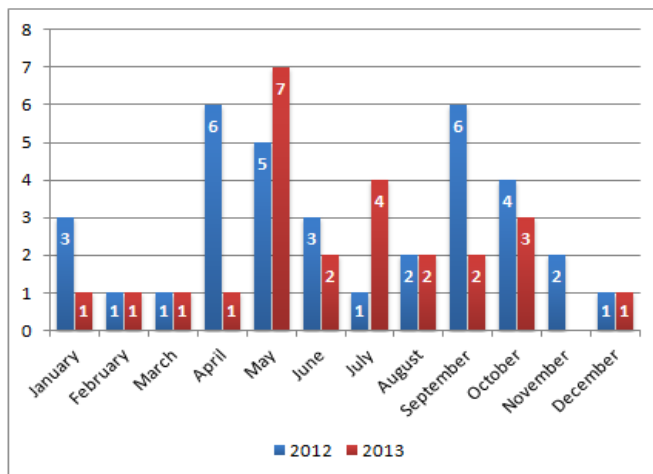
There has been a Buddy system at Campsfield for many years but it has been an informal system with the Buddy representing friends and groups ad hoc. The Buddies are paid to do the job but there are often periods when very few volunteer. IMB suggest the introduction of a more formal detainee support plan, (similar to the existing buddy system) with training from Samaritans, to the same standard as HMPS 'listener' scheme. This would give the Buddies status and probably encourage more volunteers in the future.

## 5.5 HEALTH AND SAFETY

### Accidents

The following graphs reflect the improvement in accident rate for 2013 from 2012

	2012	2013
January	3	1
February	1	1
March	1	1
April	6	1
May	5	7
June	3	2
July	1	4
August	2	2
September	6	2
October	4	3
November	2	0
December	1	1
Total	35	25



### Accident Breakdown 2013

16 staff accidents

09 Detainee accidents

### The most frequent accidents were;

Slips, trips, and falls

Sports injuries

Struck by objects

### Most frequent locations

Sports hall

Detainee kitchen /dining room

Grounds/ external areas



The centre has had to report 3 accidents and 1 dangerous occurrence under RIDDOR for the year 2013

## **5.6 RESIDENTIAL SERVICES**

### **5.6.1 Accommodation**

Rooms are single, double or multiple occupancy. A number of rooms are fitted with bunk bed accommodation. Most rooms have television and DVD facilities. Each of the three accommodation blocks is locked off at 10.30pm until 6 a.m. 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. Detainees have access to all activity areas and to the dining room for their meals.

## **IMPROVEMENTS AND ALTERATIONS**

Earlier in the year there were huge and very welcome improvements and changes for activity and accommodation areas they include.

**5.6.2 Blue Block and Yellow Block** these areas had been altered to support the increased number of detainees who were being increased from 182 – 233. Rooms had extra beds and lockers installed. As a result of the fire all toilets and showers in Blue Block will have been rebuilt, redecorated and the plumbing has been renewed.

***There is an urgent need to refurbish and re-plumb the toilets and showers in Yellow Block. The plumbing frequently leaks into the area below which includes the dining room, the library and the other area under the accommodation areas.***

**5.6.3. Short Stay Unit** has been increased to accommodate 39 detainees in 2 areas separate accommodation for recent arrivals and for those who are scheduled to leave in the near future. There is an area for detainees to relax and watch television and a room which is available to be used for other activities. The chaplaincy has a room in the block improving their available for detainees who may be stressed by their arrival or departure which can be accessed from the kitchen garden.

**5.6.4. The reception** area has been altered to incorporate an electronic finger print room and a sink with drinking water available.

The central corridor has changed to have important activity areas off it:

**5.6.5. The hairdressers** have been moved to be on the corner of the central corridor with windows on two sides, the hairdresser can attend more often and runs drop in sessions.

**5.6.6. The Art** room has moved into a large airy room with windows opening on to the corridor and to the garden. It is a warm and cheerful area which attracts many.

**5.6.7 The shop** is further down the corridor with windows from the corridor and space for detainees to choose their purchases. The Centre has become a cashless society, all transactions are done through the ID cards and the agreed financial amounts held in trust.

**5.6.8 The education unit** has become very professional with students working at their own pace with teachers at hand to help when required. Most are working with computers to learn English. There are however some very lively discussions. Sessions are held during the day and in the evening to accommodate more detainees.

**5.6.9 The Welfare Department** is now in the middle of the centre and is always busy. The staff there will support detainees and make appointment for other supporting organisations, those who work in the Centre and those who regularly visit.

**5.6.10 The library** has new computers and has a regular renewal of newspapers in different languages

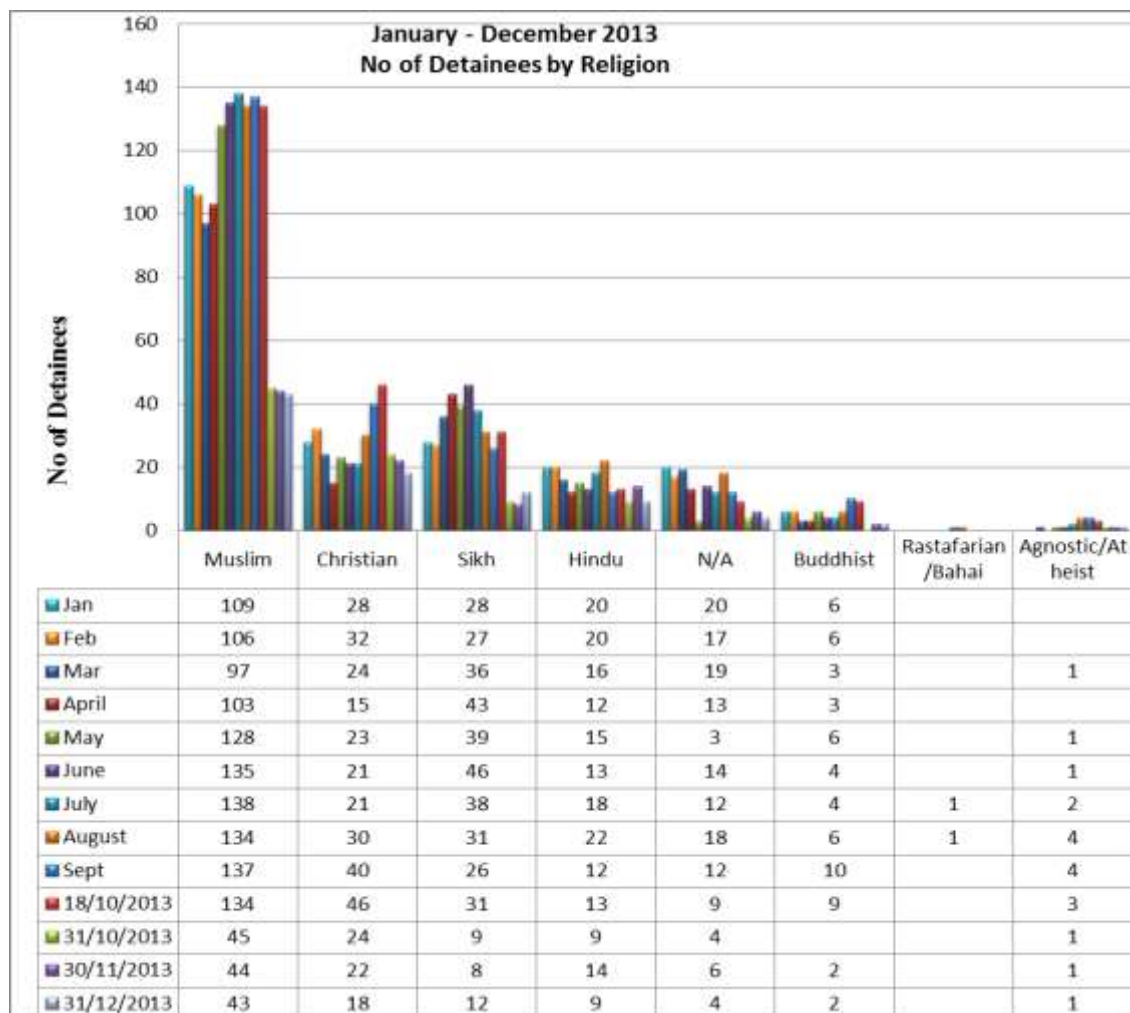
## **5.7. OUTSIDE ACTIVITY AREAS**

**5.7.1. The detainee gardens** have been made a bit smaller to accommodate the improved facilities along the central corridor. The garden itself has been remodelled and has been given a large smoking shelter, new shrubs and paths have been introduced

**5.7.2. An all weather football pitch** has been built outside Blue Block and a bed room converted into a corridor to the pitch. There is a viewing area and a BBQ with static tables and benches. The new outside area is a very welcome place for detainees to enjoy sitting in the sun and having an occasional meal outside.

## 5.8 RELIGIOUS ACTIVITY

5.8.1 A breakdown by religions for the reporting period is shown below



### 5.8.2. Religious Staff Team

Manager of Religious Affairs (MRA)

A Full Time Imam (appointed in July 2013)

Sessional Sikh Chaplain

Sessional Hindu Chaplain

Sessional Catholic Chaplain

Sessional Anglican Chaplain

Additional hours are now available for a Hindu sessional Chaplain and this is being actively followed up for appointment. The Team offers pastoral care to all detainees including those without faith.

The Team actively participate in the care of vulnerable detainees, those on Raised Awareness, ACDT, PEEPS, in Segregation, etc.

The Team is supported by Religious Visitors from the faith community as well as organisations that offer free resources to detainees.

### **5.8.3 Religious Festivals**

The Chaplaincy Team works with a multidisciplinary team and detainees in the planning and delivery of various Religious Festivals.

Religious Festivals include Easter, Christmas, Eid, Vaisaki, Diwali, Chinese/Vietnamese New Year, Bophela, etc.

Religious Festivals are celebrated with Chaplain-led worship, art & crafts, special menu, sweets and Regimes activities.

Religious Festivals are always well received by detainees and captured in the Campsfield House Magazine.

### **5.8.4 Others:**

The MRA and Imam participate in various Committees including Detainee Consultative Committee, Diversity, Safer Detention, etc.

The Team liaises with other external agencies (e.g. Asylum Welcome, Red Cross, His Church) to promote detainees' wellbeing.

## **5.9 CATERING**

### **5.9.1. Catering Department**

The catering department has continued to maintain a high standard. The meals at Campsfield are a very important part of the life of detainees, encouraging them to meet and mix. Staff and detainees all eat together in the communal dining room and have a choice of meals. Members of the IMB regularly have a meal with the detainees to confirm the quality of the meals.

### **5.9.2. Detainee employment**

The detainee employment in the kitchens and the training they receive is usually very popular with certificates being awarded. The catering department facilitated a number of staff and detainee BBQ events throughout the year. These were enjoyed by all encouraging already good staff/detainee relationships.

### **5.9.3. Food preferences**

The manager discusses food preferences both with the working detainees and when he attends the weekly Detainee Consultative Meeting held on Wednesdays at lunchtime. He responds to the criticisms and the praise.

#### **5.9.4. Religious Festivals**

The kitchen continues to provide special meals to celebrate Religious festivals; great care is taken over Christian, Islamic, Chinese, Sikh and other religions diet restrictions and requirements.

The detainees at Detainee Consultative Committee meetings particularly remarked on the quality of care they got over Ramadan. With hot meals provided in the dining room immediately prior to sunrise prayers. At other times the kitchen provides meals as a response to national groups requesting meals which they can help cook and serve. These have become very popular and have become a part of the life at Campsfield.

#### **5.9.5 Food availability over the fire incident.**

The kitchen supported both detainees and staff over the period of the fire and its aftermath. Meals were provided all night and the following day to staff that were on duty, those who came in to assist, Emergency Tornado staff who came in from other establishments and the Emergency Services, Fire and Ambulance.

## SECTION 6

### AREAS OF INTEREST AND OR CONCERN

#### 6.1 RESEARCH

An independent researcher from Oxford University is writing a book about immigration and detention centres. She has been spending time in Campsfield House getting experience about detainees and the immigration system.

She wanted to know everything about life in detention, how detainees feel in there. Do they feel they belong in UK or in other countries? What detainees think about immigration and the law and if they think they are treated fairly.

#### 6.2 EXAMPLES OF EXCELLENCE

##### Immigration Enforcement Outstanding Service Contribution Awards

Hannah Shires	Innovation
Aaron Woodward	Runner up for Manager of the year
John Coultard	Bravery award

#### 6.3 FORMAL COMPLAINTS

##### 6.3.1. All Formal Complaints

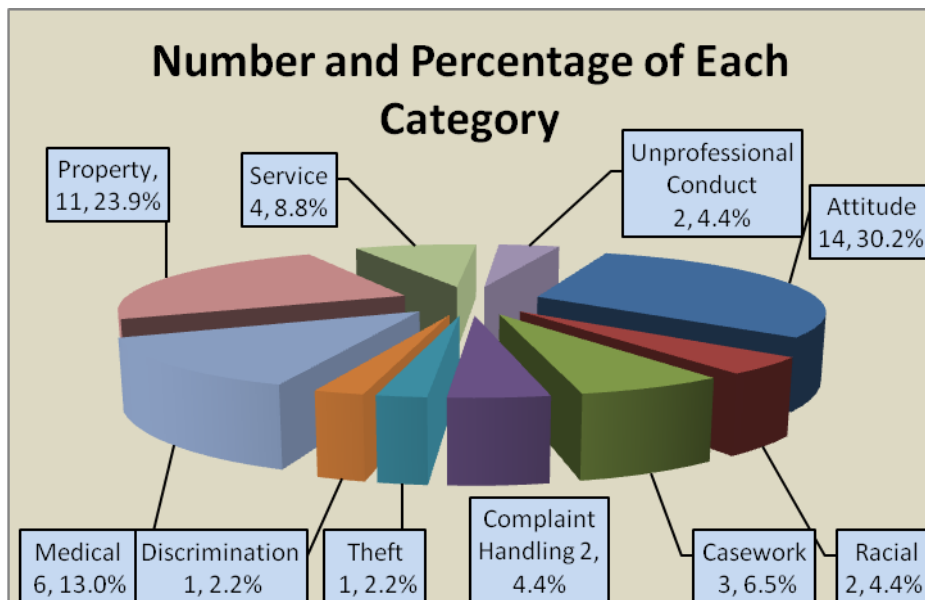
A total of 46 official complaints were raised by detainees during the year, this is almost identical to the number raised in 2012.

One complaint was not allocated, was not investigated and no response given due to an administrative failure. The complaint involved missing property in transit; however the detainee received his property before removal. It is disturbing that before the DCF9 was raised the Welfare Office contacted Tascor and it is alleged in the complaint that the response from Tascor was that 'they were too busy to help'; as the complaint was apparently not investigated it is not known whether or not the allegation has substance.

Allocation for investigation of the remaining 45 complaints was as follows:

Allocation for Investigation to:	Number
Campsfield House - Management	22
Campsfield House - Healthcare	6
Other CSUs	10
PSU	5
Tascor	2

The breakdown by category is shown below:



It will be seen that thirty percent of the complaints related to attitude of DCOs and nearly a quarter to property. Two complaints were deemed to be racial by the complainants.

The results of investigation of the complaints are shown below:

	Substantiated	Not Substantiated	Partly Substantiated	No Response	Total
Centre	3	15	4	0	22
Medical	1	5	0	0	6
Tascor	2	0	0	0	2
PSU	2	3	0	0	5
Other CSUs	2	3	0	5	10

The breakdown of substantiated complaints is as follows:

- Attitude of DCOs 2
- Property 5
- Complaint Handling 1
- Service 1
- Medical 1

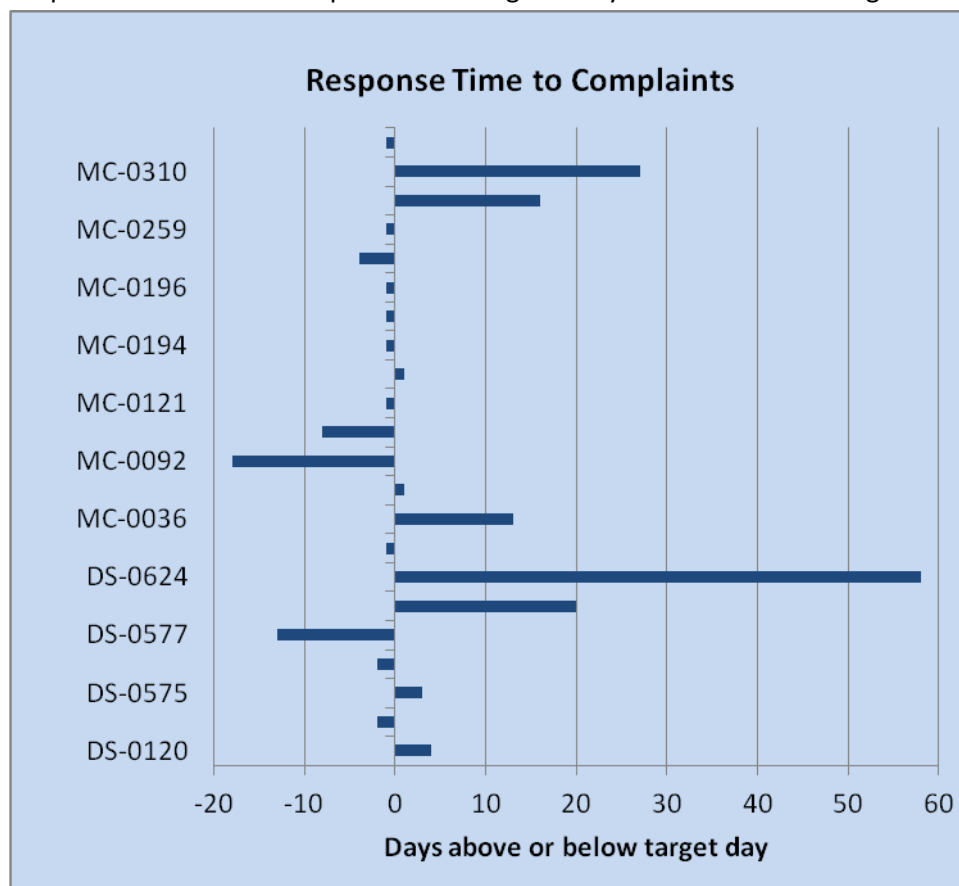
Of the total of 46 complaints submitted, six were raised by foreign national offenders (FNOs). Although this represents 15 percent, the number of six is too small to make a statistical comparison with the number of FNOs in the Centre.

It is of note that about 80 percent of responses were not completed until the detainee had left the Centre.

### 6.3.2 Complaints Investigated by the Centre

The IMB does not have access to medical complaints or responses, from data taken from the Complaints Section monthly report five of the six complainants received a response well within the target response date, however the sixth response was given 111 days after the date of allocation. Such a delay is unacceptable.

Response times for complaints investigated by the Centre Management are shown below:



Five responses exceed the target date by more than ten days and reasons for the delays were examined.

**MC-0310** Detainee was removed soon after submission of complaint. The delay was due to the need to contact the detainee for further information. The detainee failed to respond to the request for further information (a finite time for response was given), the complaint could not be investigated and a closure response was sent to the detainee.

**DS-0285** Detainee was transferred to another Centre two days before it was allocated to the Centre. It was necessary to contact the detainee at his new location. (Note: complaint was submitted after the detainee was informed of his transfer).

**MC-0036** No reason for exceeding the time to respond could be determined. However interim responses were send and goodwill compensation paid



**DS-0624** The complaint involved return of property after the fire in October. The area was treated as a crime scene and not released by the police for some time after the incident, and the area then had to be made safe before any property could be removed. Delay was further compounded as incorrect information was given to the Centre regarding the location of the detainee causing property to be sent to the wrong Centre. Campsfield House assumed detainee had been reunited with his property and it was not until the receiving Centre contacted Campsfield House that the error was discovered. Interim responses explaining the situation were sent to the detainee on 25 November and 23 December. The detainee received a small financial goodwill payment for the inconvenience and delay.

**DS-0603** Detainee did not give permission for the IMB to see the complaint or response. Detainee was removed three days after complaint was allocated. No further information available to the Board.

### **6.3.3 Complaints investigated by the Professional Standards Unit (PSU)**

Five complaints were allocated to PSU for investigation; one was substantiated and related to the attitude of a DCO. One complaint was deemed by the complainant to be racial and was not substantiated. Responses were sent to four of the complaints within the target date; however the target date is 12 weeks. The Board would like to see this reduced; all detainees had left the Centre when the final responses were sent and the Board was unable to carry out any follow up. The final response to the fifth complaint was sent by Immigration Enforcement to the detainee on the 3 September, the complaint was submitted on 14 March, the time of five and a half months to provide a response is considered to be unsatisfactory; the detainee was granted bail on 3 April. The complaint was of a serious nature and the response was a short letter apologising for the delay and advising the detainee that the complaint had been referred to Security and Ant-Corruption Unit for investigation but had been closed due to lack of evidence.

The following recommendation is made:

***That the time permitted for PSU to investigate complaints be reviewed with a view to decreasing the time frame as few detainees have remained at Campsfield House for more than three months.***

### **6.3.4 Complaints investigated by Escorting Agency**

There were two complaints raised for investigation by Tascor, they were linked. The first complaint was raised on 27 August 2013 by a detainee whilst at Heathrow whilst being removed having travelled from Campsfield House and involved missing property. The detainee was returned to

Campsfield House and raised a second complaint on 26 September requesting a response to his original complaint. The complaints Section agreed that one response would cover both complaints. Eventually, after requests from the Complaints Section for a response, Tascor responded to the detainee on 23 December. The detainee was removed on 29 September without the missing property.

The response acknowledged that the delay was unacceptable, found the complaints substantiated and offered to pay reasonable costs for the missing property.

The Board consider that response was inadequate and a delay of four months to provide a response to be completely unacceptable. The response also included the wording: *'I trust you feel satisfied with the explanation I have given and the process I followed whilst investigating your complaint. I hope you feel satisfied with the way in which your complaint has been handled'*. No explanation was given in the letter (except to say that staff were interviewed) nor was there any explanation for the extremely long delay. Additionally the response requested proof of purchase of the missing items, this is quite unrealistic.

### **6.3.5 Complaints investigated by Other Customer Service Units (CSU)**

Ten complaints were referred to CSUs outside the returns directorate. Copies of only five responses have been received by the Board. The target date for a response is 21 days and the Board find it unacceptable that only one was within the target time, the other four responses being 31, 55, 79 and 126 days after allocation. Despite requests the Board was unable to obtain copies of the response for the remaining five complaints. The monthly summary provided by the Complaints Section does not contain response details and it is not known whether or not these five complaints have been investigated or responses sent to the Detainees. **This situation is unacceptable**

In the Annual Report for 2012 the following recommendation was made:

*That the complaints procedure be reviewed to ensure that complaints allocated to other CSUs are properly monitored by Returns Directorate to ensure that detainees receive a response.*

The recommendation was accepted and the response in the Action Plan was:

***The majority of complaints are responded to within the set timescales and where delays occur the Detention Operations CSU have procedures in place to chase up outstanding responses. One***

***service provider has already been identified as not consistently meeting the set timescales and they are putting procedures in place to ensure their performance improves.***

In the experience of the Board it is clear that the situation has not improved and indications are that the service has deteriorated. The procedure is not transparent.

The following recommendations are made:

***That the complaints procedure be reviewed to ensure that complaints allocated to other CSUs are properly monitored by Returns Directorate to ensure that detainees receive a response within the target dates or receive interim replies when response are delayed.*** (Repeated recommendation)

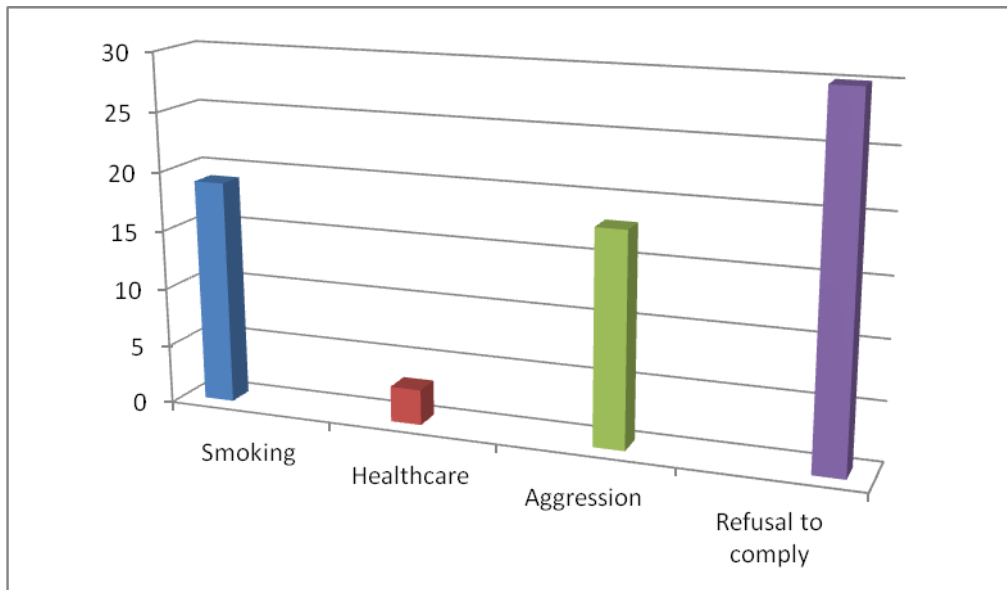
***That the monthly return provided by the Complaints Section to Boards is amended to include detail in respect of complaints allocated to other CSUs of when the response is given and whether or not substantiated.***

#### **6.4 STRIKES**

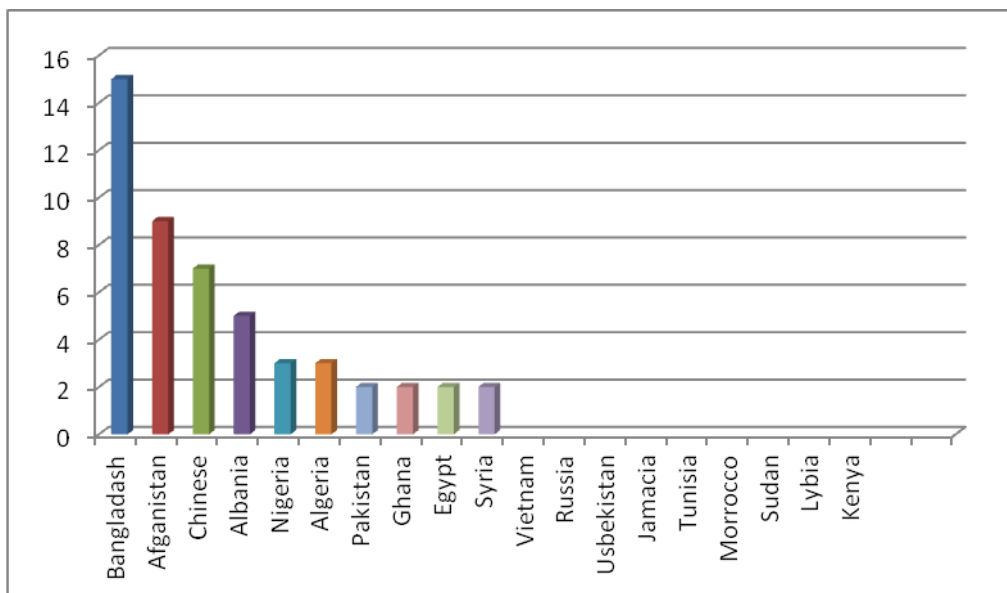
Minor misdemeanours or unacceptable behaviour cautions, usually known as strikes, were recorded and logged 70 times over the period of the report. They were issued by the DCO and overseen by a manager. They may result in reduced privileges for the detainee who acquires several.

#### **70 strikes (misdemeanours) were issued**

- 19 For smoking
- 3 From Healthcare
- 18 Aggression
- 30 Refusal to comply



### Number of strikes by nationality



## 6.5. INCIDENTS

There were several important incidents over the year

### 6.5.1 Attempted Suicide

On 29.06.13 there was a serious incident, a recently arrived detainee attempted to commit suicide by hanging. His roommate arrived in the room early and discovered him. He was resuscitated and spent a night in hospital. He had no memory of the incident and had been unable to tell anyone why he did it but staff surmise that he was suddenly lonely after the removal of a friend to a different Centre. There has been debate as to the correctness of keeping him but the doctors have stated he was fit for detention, thus he remained in Campsfield under constant watch. It appears to be difficult to try and anticipate who is at risk and who is not.

### **6.5.2. Clearances**

In August it was discovered that immigration staff were not up to date with their clearances. At very short notice staff were refused access to the centre. Immigration Enforcement staff from Yarl's Wood helped out and managed well to keep the Centre ticking over but the travel time and the newness of the job meant they were not working at maximum efficiency. Detainees were not being seen as quickly or as often as they expected. This led to frustrations and heightened fears. As a result the minor incident rate for the month increased there was an attempted Roof protest and increased food refusals. The Board have discussed the problem and agree that the clearances incident could have been handled less hastily. The incident left both Yarl's Wood IRC and Campsfield with a lower complement of staff over the month while the clearances were being completed.

### **6.5.3. Fire**

On 18<sup>th</sup> October a fire was started on the top floor of Blue Block, the detainees were evacuated to safety. One detainee was taken to hospital where he stayed for a few days. All the remaining detainees were relocated, where possible in the centre but the vast majority were located to other centres over the next 24 hours.

The building was severely damaged and has not been in use since. Within weeks a repair program was implemented with work starting on the lower floor, which hadn't been as badly damaged but did need repair, repainting and refurbishment after water damage. The first floor rooms are currently being repaired and sprinklers are expected to be installed in all rooms at Campsfield. For the last quarter of the year the Centre has been operating with a reduced number of detainees. Facilities for detainees have been reduced from the total immediately prior to the fire. Reducing access to sports facilities and the gardens which have had to be used for the refurbishment.

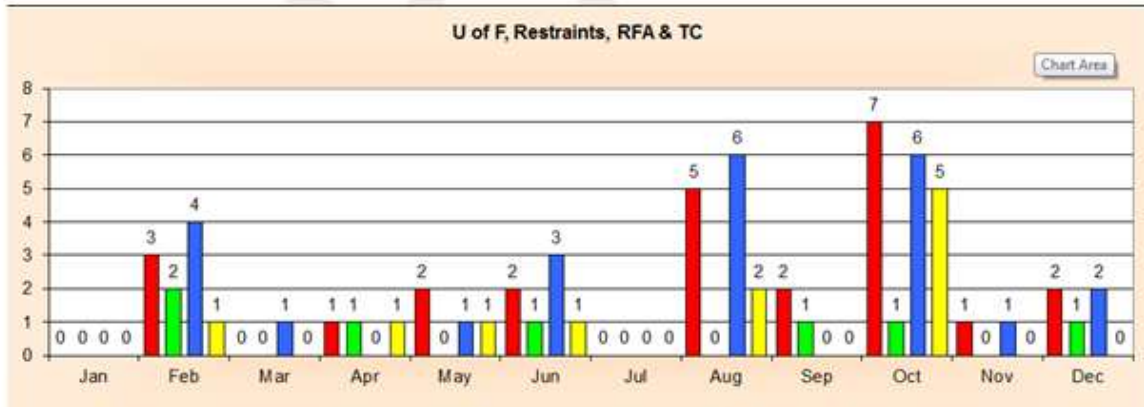
### **6.5.4 Food and Fluid Refusal**

Food and fluid refusal has been a regular problem for the centre. All detainees refusing food and fluids are kept on ACDT when they are not observed to be eating regularly in the dining room. The refusal is usually a response to anxiety about removal from Britain. Those thought to be at risk of physical deterioration are moved to other IRC's where there is hospital accommodation. The GP sees each detainee refusing food or fluids regularly.

## **6.6 SECURITY**

**6.6.1** The IMB are informed each time a detainee is taken to the RFA (Removal from Association) and will visit within 24 hours and contribute to paperwork. These may be extra visits outside the Rota visit to the Centre. It gives an opportunity to spend some time with the detainee and try to discover what is making him anxious. The high number in August may coincide with the frustration felt by detainees during the clearances incident and the high numbers in October represent the Use of Force by HMPS Tornado staff at the time of the Fire

incident.



**Red** = Use of Force

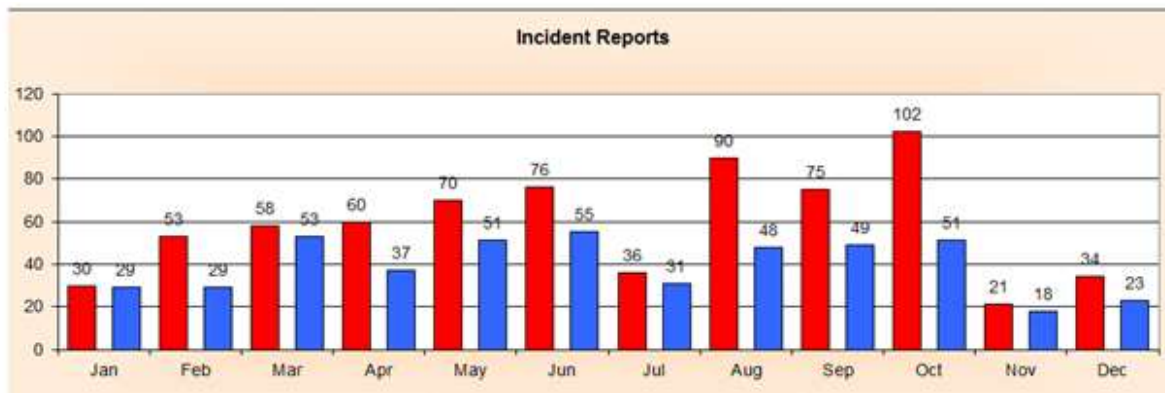
**Green** = use of restraints

**Blue** = RFA

**Yellow** = TC

### 6.6.2. Incidents and Security Information Reports

The incidents and SIR's recorded at Campsfield are monitored by the IMB and reflect the increase in August when there was an atmosphere of frustration during the "Clearances" incident and the increase over the Fire incident and the subsequent reduction when the numbers in the Centre reduced to 100



**Red** = IR's submitted

**Blue** = Incidents



**Red** = SIR's submitted

**Blue** = Actual incidents

## SECTION 7

### HOME OFFICE IMMIGRATION ENFORCEMENT CONTACT MANAGEMENT SERVICE

**7.1** The IMB has worked closely with the IE staff. The Department is a place to gather information and support from the IMB clerk who is ever ready to assist prior to any visit or with queries about the status of detainees.

The staff are determined that the service they give to the detainees and to other stakeholders in the centre is the best possible. Their success in achieving that determination was evidenced by the fact that they achieved Customer Service Excellence accreditation in March 2013. The Campsfield House team were chosen as the pilot IRC team to attain this award before being rolled out across the estate. They had to provide proof that the service they gave to various customers reached an excellent standard.

Some of the locally agreed timeliness targets are:-

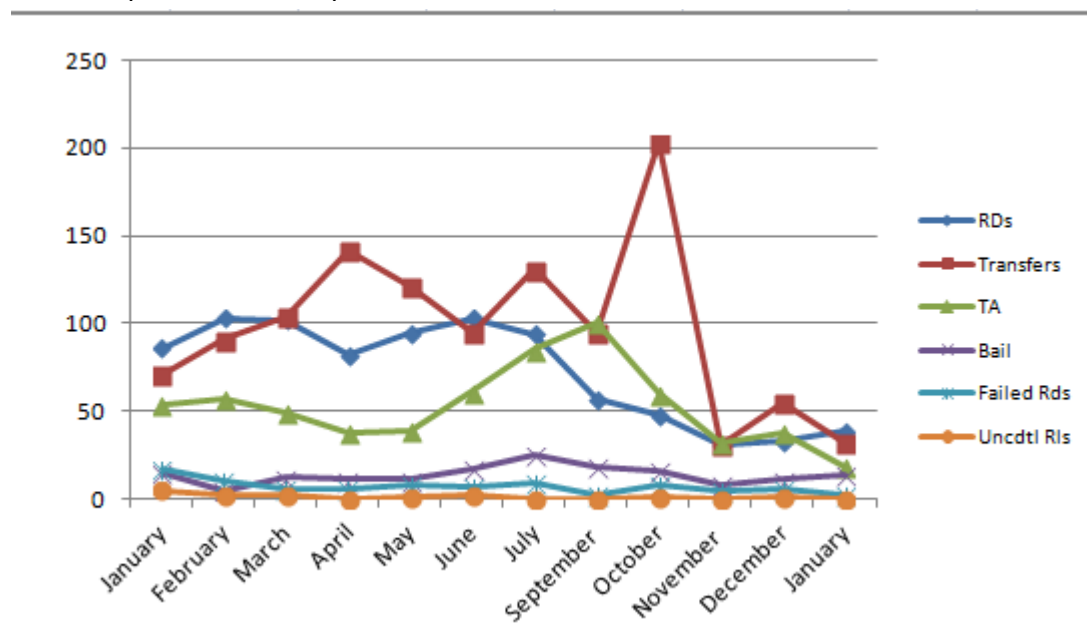
Detainee inductions	within 48 hours of arrival
Response to electronic requests	within 24 hours of receipt
Response to written requests	within 24 hours of receipt
Service of paperwork	within 24 hours of receipt
Response to Faxes	within 24 hours of receipt or deadline
Response to emails	within 24 hours of receipt or deadline
Response to letters	within 24 hours of receipt or deadline
Response to telephone calls	within 24 hours or deadline
Answering of telephone calls	within 4 rings
Response to complaints	Initial response within 2 days

Members of staff attend most meetings to ensure the high standards of care are maintained by the contractors and subcontractors.

**7.2** The IMB clerk is the deputy manager of the department and provides all services to the Board. She is in regular contact with the Secretariat to ensure the Board and its work runs smoothly. The HOIE supervised all movements and record them. The following graph demonstrated the normal movement for the centre and the increased load immediately following the fire on 18<sup>th</sup> October 2013, the lower figures for the rest of the year reflect the low numbers in the centre.

	RDs	Transfers	TA	Bail	Failed Rds	Uncdtl RIs
January	86	71	54	15	17	5
February	103	91	57	5	10	2
March	102	104	49	12	6	2
April	82	142	38	11	6	0
May	95	121	39	11	8	1
June	103	95	61	17	7	2
July	94	131	85	25	9	0
September	57	95	100	18	2	0
October	48	203	60	16	8	1
November	31	31	32	8	5	0
December	33	55	38	11	6	1
January	39	32	18	14	2	0

The following graph illustrates the destination pathway for detainees leaving Campsfield over the period of the report.

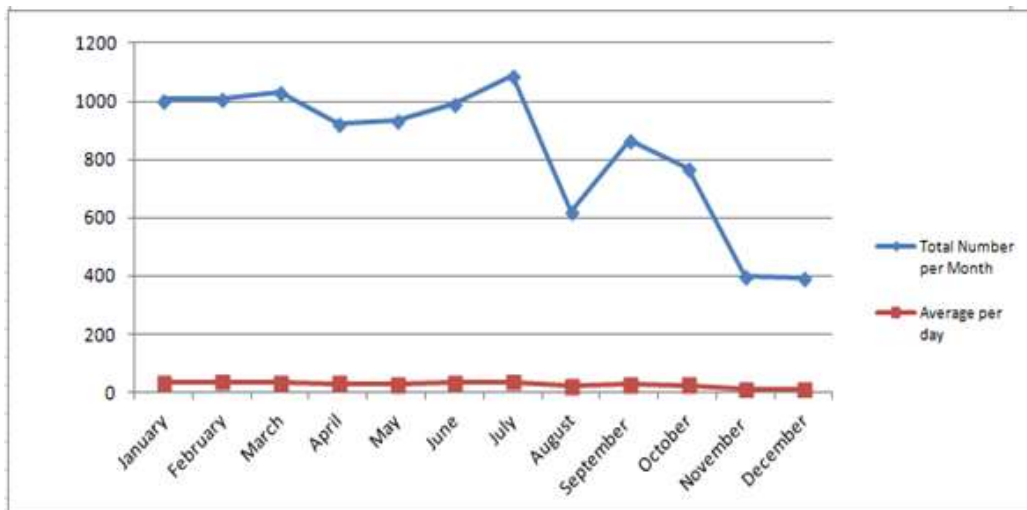


**7.3** The value of the department was shown last August when most of the team were found not to be up to date with their clearances. The staff who were asked to assist over that period worked hard but were unfamiliar with the routine and the geography of the centre. This made the management of cases much slower leaving the detainees frustrated and querulous.

The following graph demonstrated the number of interviews undertaken daily and averaged over a month. The fall in August reflects the loss of staff while their clearances were confirmed. The fall in the number of interviews in October and subsequent months reflects the decrease in numbers in the centre after the fire on 18<sup>th</sup> October 2013.



	Total Number per Month	Average per day
January	1006	32
February	1007	36
March	1030	33
April	921	31
May	934	30
June	992	33
July	1086	36
August	619	20
September	869	29
October	770	25
November	398	13
December	392	13



## SECTION 8

### WORK OF THE INDEPENDENT MONITORING BOARD

#### 8.1 BOARD STATISTICS

##### 8.1.1

Recommended complement of Board Members	12
Number of Board members at the start of the reporting period	9
Number of board members at the end of the reporting period	5
Number of members joining within the reporting period	2
Number of members leaving within the reporting period	6
Total number of board meetings during the reporting period	12
Total number of visits to the establishment	315
Total number of visits to Rule 40, 41, 42	Visits to those on Rule 40, 41 and 42 were often combined with Rota Visits or other planned visit by the duty member.
Annual Team Performance	Not completed because of the reduction in numbers of members. Those who remained covered the Centre. The Team Performance will be undertaken when the team is up to complement.

**8.1.2** Much of the past year has been spent in recruitment campaigns to try and add numbers to the Board. Members have retired to take up other occupations or have left as part of the introduction of the Home Office 15 year rule. The loss has left us with urgent need to recruit. The Secretariat has kept track of all the convolutions of recruitment for us and has been available for help as required. We thank both them and the independent interviewers who joined us for the interviews.

The mentoring of new members is a job all members have taken seriously.

**8.1.3** The Chairman and the Deputy Chairman were elected unanimously for office in 2013 a BDO was re-elected.

**8.1.4** The board has had sessions of local training usually at pre-meeting, delivered either by a board member or a centre employee with specialist knowledge.

**8.1.5** The board contributed to the training of newly appointed DCO's giving presentations on the work of the IMB.

**8.1.6** The members of the Board attended the Immigration Detention Estate training day in November with other Board members from IRC's. They also attended the National IMB Conference in March.

## **8.2 VALIDATION**

**8.2.1.** The IMB aboard has continued to enjoy good relationships with staff of both MITIE and HO IE. Without these helpful relationships it would be impossible to monitor the centre effectively.

**8.2.2** Our thanks are extended to the Centre Manager his team of managers, HO IE and Contracted staff who are available to inform and assist the members of the Board to carry out their monitoring work. Staff who have day to day contact with the detainees have shown a great loyalty to the centre as was demonstrated by the extra hours worked during the aftermath of the fire. The Welfare Team have been particularly conscientious in the care given to the detainees and have assisted in supporting them with many different problems. The Religious team has grown over the year; its members are a great support to all detainees with many different religions and have led at the different religious festivals.

**8.2.2** The IMB Board continues to acknowledge the support given to detainees by visiting groups. The advice and support is given both by personal visits and by telephone.

**8.2.3** Detainees are the most important group we visit and are the reason for our appointment. We have very few formal requests to discuss problems but we have very many contacts during each visit. Casual and focused conversations are a normal for members of the Board. Information about the Board is now routinely published in the Centre magazine and our photos are shown on many notice boards around the centre.

## **GLOSSARY OF ABBREVIATIONS**

<b>ACDT</b>	Assessment, Care in Detention and Teamwork
<b>AO</b>	Administrative Officer
<b>AVID</b>	Association of Visitors to Detainees
<b>AVR</b>	Assisted Voluntary Returns
<b>AVRIM</b>	Assisted Voluntary Return for Irregular Migrants
<b>AW</b>	Asylum Welcome
<b>BBQ</b>	Barbeque
<b>BIA</b>	Border and Immigration Agency
<b>BID</b>	Bail for Immigration Detainees
<b>CCD</b>	Criminal Casework Directorate
<b>CIO</b>	Chief Immigration Officer
<b>CSE</b>	Customer Service of Excellence
<b>CSU</b>	Customer Service Unit
<b>C&amp;R</b>	Control and Restraint
<b>DC</b>	Detention Centre
<b>DCC</b>	Detainee Consultative Committee
<b>DCO</b>	Detention Custody Officer
<b>DCR</b>	Detention Centre Rules
<b>DSO</b>	Detention Services Order
<b>DSPU</b>	Detention Services Policy Unit
<b>DEPMU</b>	Detainee Escort and Population Management Unit (Immigration)
<b>EO</b>	Executive Officer
<b>EOB</b>	Enhanced Observation Book
<b>EPU</b>	Enforcement Policy Unit
<b>FRS</b>	Facilitated Returns Scheme
<b>FNO</b>	Foreign National Offender
<b>GP</b>	General Practitioner
<b>HMCIP</b>	Her Majesty's Chief Inspector of Prisons
<b>HMP</b>	Her Majesty's Prison
<b>HMPS</b>	Her Majesty's Prison Service
<b>HOIE</b>	Home Office Immigration Enforcement
<b>IAS</b>	Immigration Advisory Service
<b>IE</b>	Immigration Enforcement
<b>IO</b>	Immigration Officer
<b>ILPA</b>	Immigration Law Practitioners Association
<b>IR</b>	Incident Report
<b>IS</b>	Immigration Service
<b>IT</b>	Information Technology
<b>JCWI</b>	Joint Council for the Welfare of Immigrants
<b>IND</b>	Immigration Nationality Department
<b>IMB</b>	Independent Monitoring Board
<b>IOM</b>	International Organisation for Migration
<b>IRC</b>	Immigration Removal Centre
<b>ITC</b>	Initial Training Course
<b>LSC</b>	Legal Services Commission
<b>MODCU</b>	Management of Detained Case Unit (Immigration)
<b>MRA</b>	Manager of Religious Affairs
<b>NC</b>	National Council

<b>NOMS</b>	National Offender Management Services
<b>OISC</b>	Office of the Immigration Services Commissioner
<b>PSI</b>	Prison Service Instruction
<b>PSO</b>	Prison Service Order
<b>PSU</b>	Professional Standards Unit
<b>RA</b>	Refugee Action
<b>R &amp; C</b>	Requests & Complaints
<b>RDs</b>	Removal Directions
<b>REO</b>	Race Equality Officer
<b>RFA</b>	Removal from Association
<b>RLC</b>	Refugee Legal Council
<b>RRLO</b>	Race Relations Officer
<b>SASH</b>	Suicide and Self Harm
<b>SIR</b>	Serious incident Reports
<b>SSU</b>	Short Stay Unit
<b>TA</b>	Temporary Admission
<b>TC</b>	Temporary Confinement
<b>UO F</b>	Use of Force
<b>UKBA</b>	United Kingdom Border Agency
<b>UNHCR</b>	United Nations High Commission for Refugees