

ANNUAL REPORT

2012



Independent Monitoring Board

COLNBROOK

IMMIGRATION REMOVAL CENTRE

1. STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD

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 has met the standards and requirements placed on it and what impact these have on those held in the Centre.**

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

This report has been produced to fulfil our obligation under (3) above. It should be seen as a sequel to our reports for 2005, 2006, 2007, 2008, 2009, 2010 and 2011.

Independent Monitoring Board at Colnbrook IRC

Annual Report 2012

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3. DESCRIPTION OF COLNBROOK IMMIGRATION REMOVAL CENTRE

Colnbrook Immigration Removal Centre (CIRC) is situated about two miles away from Heathrow airport, and adjacent to the Harmondsworth IRC, lying back just a couple of hundred metres north of the Colnbrook-bypass section of the main A4 dual carriageway. CIRC is operated by SERCO with healthcare provided by SERCO Healthcare.

The Centre was built so that difficult male detainees from the whole detention estate could be managed with close supervision and care, and at first sight the three storey accommodation unit, with its four separate blocks, is reminiscent of a category B prison. Until July 2012 CIRC also had a Short Term Holding Facility (STHF) which was re-designated as part of the Immigration Removal Centre (IRC) in July 2012, with the exception of 8 beds dedicated to female occupation in a discrete unit, which remain as a STHF. In addition, during 2012, 10 rooms which were formerly a part of the Customs Suite were converted for use in the IRC, and are situated on the top floor of what was previously the STHF. There is also an Enhanced Unit containing 9 triple occupancy rooms on the top floor of the separate Reception and Visits block. The secure unit has twelve single rooms and there are a further four single rooms on the 2nd floor which have evolved into an Assessment & Integration Unit (AIU), which houses vulnerable detainees who are being assessed before integration into CIRC.

The CIRC building complex now provides accommodation for 401 male detainees and 8 female detainees in its STHF. Accommodation in the main part is arranged in twin rooms, eleven on each of the three floors of each of four units. All rooms have toilets and washbasins and each block has adequate shower and laundry facilities. Each room is provided with a television set with a large number of channels to choose from. Most detainees have use of their own mobile phones and all have access to payphones. Except at night and during roll call times the detainees are at liberty to move around in their blocks, and at prescribed times of the day detainees have free flow access to the facilities on the 1st and 2nd floor, which include IT facilities. There is an Enhanced Unit (ENU) (27 beds), which is situated on the top floor of the separate Reception and Visitors block, which incorporates 9 triple rooms, and has a more relaxed regime than the main units including direct access to IT facilities. There are 50 double rooms in the former STHF block, these have bunk beds and toilets and showers in each room, and TV sets. The ground floor is designated as a First Night / Last Night Unit (FN/LN), and the upper two floors are designated as an Induction Unit (IND). These rooms are much smaller and cramped than the rooms in the main blocks. Access to the main activities corridors in the Centre for ENU and IND is only available under escort, although once on the activity corridors detainees have free access to all the facilities.

A dedicated female unit called the Rose Unit (RU) (8 beds), is located adjacent to the Healthcare Centre on the 1st Floor of the former STHF building, and this remains designated as a STHF. This provides a more suitable environment for females and is staffed by female DCOs.

While the total capacity of the Centre in the reporting period was 409, the turnover has remained high and number of detainees passing through is around 1000 per month.

4. EXECUTIVE SUMMARY AND RECOMMENDATIONS

This is the eighth report from the Independent Monitoring Board of Colnbrook IRC, covering the year 2012 and on the whole, it is a positive one. The IMB remains satisfied that the ethos of respect and care for detainees that we commented on in our previous reports is still maintained. The quality, motivation and training of staff at all levels undoubtedly contribute to this. The effectiveness of the IMB has been greatly enhanced by the strong working relationship established with the management of both Serco and UKBA at CIRC, and we continue to be impressed by the quality and dedication of most of the staff at CIRC. During the year there has been a further reduction in the proportion of ex-Foreign National Offenders at CIRC to under a third which has had a positive impact on the Centre. The Management have also relaxed the regime to allow greater cross unit association for detainees during the day which has improved the overall atmosphere in CIRC.

4.1. Progress of Recommendations made in the 2011 Annual Report

The Board found it encouraging that there was a formal response to our 2011 report from the Minister. An action plan was put in place by UKBA to address our recommendations and the Board were encouraged that this was undertaken promptly.

There has been good progress on two thirds of the recommendations raised in our previous report which are now considered either resolved or improving. However, the Board have been disappointed in the lack of progress on our other recommendations particularly as some of these have now been raised in several annual reports, see Appendix 1 for further explanation. Recommendations are repeated in this report where the Board feels that the issues continue to represent a significant concern.

4.2. Recommendations in this report

The recommendations set out below follow the sequence in sections 5 & 6, the order in sections 4.2.1, and 4.2.2 does not indicate any order of importance. The Board views all these recommendations as being significant.

4.2.1. Recommendations to the Minister of a Policy Nature

1. This is the fifth year that the Board has raised the issue of the excessive length of time spent in detention by a minority of detainees. The Board remain concerned that some detainees are being detained for longer periods than is necessary. **The Board recommend that an Independent Panel should be established to examine cases of detainees held for lengthy periods (the exact period to be defined by the panel after consultation) to establish if prolonged detention is justified for exceptional and clearly evidenced circumstances only. It should publish its findings annually. UKBA should expeditiously review all cases in which the panel recommends release and publish its response.** (Section 6.2)

4.2.2. Recommendations for UKBA

2. The Dental service provided within the current contract only relates to emergency treatment, and there is no provision of regular dental check ups. This particular issue has been raised in our three previous annual reports although the recommendation has been accepted in principle by UKBA in previous years, the dental provision has remained unaltered. The Board consider this delay wholly unacceptable. **The Board recommend that where detainees are being held in detention for longer than 12 months UKBA should provide a wider range of dental services.** (Section 5.3)
3. During 2012 the Board have identified a number of responses to detainees' complaints that were flawed, and it appears that there is limited quality review of complaints responses which could undermine the integrity of the complaints process. **The Board recommend that the UKBA Complaints Unit should quality review the standard of the responses provided to detainees, and should consider an appeal stage to the process before invoking the appeal to the Ombudsman.** (Section 6.4)
4. During 2011 and 2012 the Board have identified significant issues with the reception process at CIRC, some of which result from over-allocation of detainees to CIRC and bunching of arrivals. **The Board recommend that DEPMU should be equipped with the appropriate IT systems to effectively manage the logistics of population movements in the IDE.** (Section 6.5)
5. A review in November 2011 highlighted unacceptably long times to process detainees through the reception process and to be housed in their allotted accommodation. These issues have persisted throughout 2012. The recommendation below was made in our previous Annual Report and was rejected out of hand as it is not currently reflected in the contract between UKBA and Serco. **The Board recommend that there should be an agreed service level to house detainees within their accommodation within 90 minutes of arrival at CIRC, and this should be embedded in the New Contract.** (Section 6.5)
6. Property disputes with previous custodial establishments are often difficult for detainees to resolve at a distance. They can often become protracted and there does not appear to be anyone who will intervene on behalf of the detainee. **The Board recommend that UKBA should provide a mediation mechanism to resolve long standing property disputes which cannot be resolved within a reasonable timescale by detainees.** (Section 6.6)
7. The de-designation of the STHF has removed the previous statutory safeguards that limited stays in these facilities to 7 days. These facilities were designed as a short term hold facility and are not suitable for longer stays. **The Board recommend that cumulative stays in FN/LN and Induction units at CIRC should not exceed 7 days.** (Section 6.7)

8. Having absorbed the former STHF into the Male IRC, it is wholly inappropriate to house females in this accommodation. There are now only 8 beds at CIRC suitable for short term holding of female detainees, planned to be increased to 27 in 2013, and it is imperative that this capacity is not exceeded. **The Board recommend that DEPMU should ensure that the female STHF at CIRC is not over-allocated, as it is inappropriate to house females in a male IRC.** (section 6.7)
9. Detainees without a UK address can request UKBA to provide them with suitable accommodation to enable them to have a UK address for Bail Application purposes. The timescales for providing these addresses are becoming extended and this is preventing detainees from making Bail Applications. **The Board recommend that UKBA send a prompt acknowledgement to detainees of receipt of a Section 4 application, with a reasonable timescale for processing the application.** (Section 6.8)

4.2.3. Recommendations for UKBA and Serco

10. One area that the IMB have become concerned about in 2012, is the number of missed hospital appointments, where detainees are either not taken to their appointments, or are transported late and miss their appointment time. **The Board recommend that Hospital Appointments are given a higher priority when scheduling operational activities, to ensure that missed appointments are eliminated or reduced.** (Section 5.3)

5. AREAS OF GENERAL INTEREST

5.1. Equality and Inclusion

The detainee population at CIRC is multi-national and has a wide variety of different needs in relation to food, religion and culture. CIRC has dedicated staff focussing on Race Relations, Welfare and Religious issues who are based within the areas of the Centre accessible to detainees for advice and support, and are very much valued by the detainees.

CIRC also operates a “Buddy” scheme, where a team of detainees are trained to help other detainees, particularly those new to the Centre, to get the most out of the facilities available at CIRC. An office has been provided for the “Buddy” scheme within the Centre.

CIRC provides worship facilities for Muslim, Christian, Hindu and Sikh faiths, a Buddhist prayer area, and there is a Multi-Faith Centre provided where detainees can seek guidance and help with any spiritual matters, which is supported by a team of Ministers from various faith backgrounds.

CIRC provides regular celebrations throughout the year focusing on different cultural and religious themes, and these are well received by detainees throughout the Centre.

CIRC employs a diverse workforce who can communicate in a wide range of languages with the detainees and the induction training is thorough and extensive including, for DCOs, an explanation of the role of the IMB. Staff, detainees or Board members can also request use of the language line facility if there are no staff available who can communicate effectively in their native tongue.

CIRC also operates a Cultural Kitchen. This facility enables detainees to cook their own meal and then share this with their friends amongst the detainee population. There is a Cultural Chef who oversees the facility and provides advice to the detainees. This facility is very popular with detainees.

Detainees with Physical Disabilities are given an individual Care Plan which sets out how they will be able to access facilities in the Centre. This usually requires assigning a DCO to escort them safely to facilities, and this has caused difficulties on occasion where physically disabled detainees have had to wait for the allocated DCO to be available.

Overall there is a good focus on equality and inclusion within CIRC, and this is not a dominant issue in our interactions with detainees as evidenced by only 2.1% of the issues raised with the IMB in 2012 relating to equality and inclusion.

5.2. Education, Learning and Skills

DC Rules and Detention Services Operating Standards do require the provision of education. The facilities provided at CIRC are predominantly geared towards providing a variety of activities for detainees, including some opportunities to learn and develop certain skills if they so wish.

CIRC provides regular ESOL classes, which attract a steady stream of detainees. Courses are also run on IT, particularly on the use of spreadsheets and word documents, which are greatly appreciated by detainees. There are excellent Arts & Crafts facilities at CIRC and these include a photography facility which has proved very popular with the detainees. There is also a well equipped Music Room which is well utilised by detainees.

There is a small garden area within the Centre which detainees help to maintain, and particularly in good weather offer them a pleasant opportunity to work in the fresh air.

CIRC was the first Centre to provide Internet access for detainees; this is well used by detainees both to access information that is relevant to their situation and also to keep in touch with family and friends via e-mail. Rotas are operated so that all units have access to the Internet each day. The Induction Unit has a small number of dedicated PCs available on similar time frames to those on the main 1st Floor activities corridor and the ENU and Rose Unit have dedicated facilities, which are available for longer periods.

These facilities are generally well run. The IMB do deal with a small number of issues relating to Education and Activities (5.3% in 2012) and most of these are easily resolved.

5.3. Healthcare and Mental Health

Healthcare is provided on site by SERCO Healthcare. All detainees are seen by a doctor within 24 hours of arrival at CIRC unless they refuse to do so and sign a disclaimer. The general practice is not to allow detainees to continue with existing medication when they arrive at CIRC, but to be prescribed new medication following assessment by a doctor at CIRC.

There are good facilities for confidential consultations with detainees by healthcare staff in the Reception and the Healthcare Centre.

CIRC has a small in-patient facility, with six beds, to care for more serious medical conditions, which is heavily used. Obtaining bed spaces externally in NHS hospitals for more complex cases than the Centre is equipped to deal with works reasonably well for general medical conditions, although it can be problematic in obtaining bed spaces for more serious mental health conditions.

After the initial assessments by Healthcare, if detainees need to consult a doctor, they have to request an appointment with Healthcare by making a written application. Whilst the process is reasonably straight forward, the IMB regularly come across cases where detainees experience difficulty in accessing the Healthcare service. All applications to Healthcare are screened by Nurses to assess whether or not the detainee needs to see a Doctor. This can lead to detainees being offered an appointment with a Nurse rather than a Doctor, and sometimes detainees feel this is not appropriate and therefore refuse to attend the appointment. The refusal to attend effectively closes the particular healthcare request, although the detainee has received no healthcare assistance. These types of issues originate due to lack of understanding of the process by detainees, and more needs to be done to overcome these barriers.

Medication is distributed by Nurses to the units twice a day. The detainees have to remember to attend to obtain their medication at the appointed times, and do on occasions forget. Medication is a frequent area of concern raised with the IMB, and during 2012, there have been several instances of medication being missed, the wrong medication being dispensed to detainees, and medication being duplicated. This is an area of increasing concern to the Board. To date there have not been any serious consequences to these incidents, but there is a risk that incorrect dispensing of medication could lead to a serious health condition or even death.

One area that the IMB have become concerned about in 2012, is the number of missed hospital appointments, where detainees are either not taken to their appointments, or are transported late and miss their appointment time. Whilst efforts are always made to re-schedule the missed appointments, it is distressing for detainees who have health concerns to have to wait longer than is necessary for their hospital appointments. The usual cause for these failures are operational priorities, as a number of DCOs will be required to escort the detainee to the relevant hospital.

The Board recommend that Hospital Appointments are given a higher priority when scheduling operational activities, to ensure that the missed appointments are eliminated or reduced.

The Dental service provided within the current contract only relates to emergency treatment, and there is no provision of regular dental check ups. There continue to be cases where a more pro-active dental service would have prevented detainees developing more serious conditions. The Board continue to believe that the current arrangements were originally designed for IRCs when the expected duration in detention would be a matter of a few months. Given the now considerable timescales that a growing proportion of detainees are spending in IRCs the Board strongly recommends that these arrangements need to be reviewed as a matter of urgency, and are disappointed that having raised this issue in the previous three Annual Reports, that no action has yet been forthcoming to address this concern.

The Board recommend that where detainees are being held in detention for longer than 12 months UKBA should provide a wider range of dental services.

A Psychiatrist visits CIRC once a week, and there is always a strong demand for their services.

The Healthcare team at CIRC has been subject to a number of changes at management level this year with the Healthcare Manager having a significant period of sick leave, and subsequently resigning from the position. A recruitment exercise resulted in a second manager being appointed who then resigned after a very short period in the role. The role was still unfilled at the end of 2012, although the Board understands that an appointment has been made which will commence duties in March 2013.

The Board understands that the commissioning of Healthcare services will move from UKBA to the NHS during 2013, and are hopeful that this will lead to some of the long standing concerns being addressed.

There continues to be a high level of concerns raised with the IMB by detainees in relation to healthcare matters: around 23% (18% in 2011), the highest category of concern raised with the IMB.

5.4. Purposeful Activity

There are limited opportunities for paid work in CIRC, and the work available is always in high demand. The paid work includes serving food at meal times to other detainees, some food preparation work in the Kitchen, cleaning duties on the units, laundry attendant duties on the units, and decorating duties around the Centre.

All of these duties are primarily aimed at giving detainees something to do rather than developing their skill sets, and only basic instruction is provided. Nevertheless, the detainees do value these opportunities to work.

The "Buddy" scheme is another example of engaging a group of detainees in a useful activity training is provided to the buddies and there is a great sense of satisfaction in being able to help their fellow detainees.

The range of activities provided in CIRC does enable all detainees to pursue activities that they find interesting, including, Arts & Crafts, Music, Photography, IT, Cultural Kitchen, and well equipped Gym and Sports Hall. There is always a good atmosphere on the activities corridors in the Centre, and this has been enhanced in the latter part of the year by moving the Unit Offices from being enclosed offices to much more approachable desks situated on the first floor landings between two units.

The Board welcome the improvements that have been made during 2012, which have contributed to the development of a more relaxed regime in the Centre and a generally positive atmosphere.

5.5. Safer Custody

The Assessment, Care in Detention, and Teamwork (ACDT) procedures have applied to CIRC throughout the year. There is a regular monthly “Staying Safe” meeting, which reviews the statistics for the previous month on ACDTs and considers any changes to policy and procedures to ensure Safe Custody. Annually there is a major review undertaken of the overall process. The Board are impressed with both the process and documentation applied in CIRC.

The numbers of ACDTs raised and closed during the month are reported to each IMB Board meeting and the trends have remained relatively stable throughout the year, with between 23 - 30 opened each month, most for relatively short periods.

There were two deaths in detention at CIRC during 2011. Both happened during July and the investigation into these deaths by the PPO is now complete. The PPO’s report into the first death raised significant concerns with the medical response and the state of readiness of medical equipment for dealing with a medical emergency. Serco Healthcare implemented an Action Plan to address the issues raised in this investigation. Recommendations were also made about the need to review open ACDTs after a significant event such as a death in custody, and for the need to have up to date next of kin details for all detainees. Serco have implemented improvements to address both these recommendations. The second investigation recommended that detainees should not be transferred between IRCs without their medical needs being taken into account, and that medical records should accompany detainees during transfers. There was also a recommendation that female detainees should not be located on units with male detainees without a risk assessment to ensure their safety and wellbeing.

5.6. Segregation, Care and Separation, Close Supervision

CIRC maintains six Rule 42 rooms and six Rule 40 rooms to accommodate detainees who need to be removed from association. A further four rooms originally intended as R40 accommodation are now utilised as an Assessment & Integration Unit (AIU), situated on the 2nd floor of this unit.

During 2012 the IMB has continued to operate a weekly “On Call” Rota that is notified in advance to CIRC. The IMB receives a daily report in paper form to our office at CIRC, and the duty Operations Manager telephones the rota member to inform them of any movements into R42/R40. In addition the IMB receives copies of all incident reports relating to R42/R40 movements within 24 hours

The IMB member “On Call” endeavours to visit all detainees confined to R42 for over 24 hours on the same day, and during their visit will also visit a sample of detainees taken into R40.

In weeks where there are no detainees confined to R42, the duty member will visit a sample of detainees taken into R40.

The average stay in R42 is around one day and this regime is used sparingly with an average of less than 4 uses per month. The average stay in R40 is around two days, this regime is used more extensively with the monthly range of usage varying between 16 and 34.

The Board are pleased that there has been a substantial reduction in the use of these facilities in 2012, and the usage has been steadily declining during the year, with the final quarter of 2012 averaging 20 uses per month, compared to 30 uses per month in the first quarter. The Board is satisfied that the cases exceeding 14 days have reduced significantly and have been appropriately escalated by the local UKBA team for permission to exceed the DC Rules.

5.7. Residential Services

Generally the Accommodation at CIRC is of a good quality, and is well maintained nevertheless, the facilities are now reaching an age where periodic breakdowns and failures are inevitable. During the year the Board have noted a failure in the air conditioning plant that resulted in significant water leakage on one of the main residential units, failure of the motors controlling the shutters on the food servery areas on several units, and failure of the heating system.

A significant improvement implemented in 2012 was the opening up of the regime on the four main units in CIRC. This involved the creation of lounge areas on the first floor landings between A & B Units and C & D Units, and the unlocking of doors from the two units onto these landings and with free access to the activities corridors, during the scheduled times for activities. These improvements have resulted in a more relaxed regime on the main units and have improved the overall atmosphere in the centre. The Board welcome these improvements.

During the year 10 additional rooms were created in the Induction Unit on the second floor of what was formerly the STHF, these rooms were previously a part of the Customs Suite at Colnbrook, and have been fitted with Showers and Toilet Facilities to enable the rooms to be used in the same way as other rooms within the Induction Unit. The shower facilities installed have been problematic, and have resulted in rooms becoming flooded. This appears to be a design fault, Centre Management have tried a number of solutions, none of which are entirely successful, and detainees are now asked to restrict their use of these showers to mitigate the potential flooding. The instances of flooding have as a consequence been reduced in recent months thanks largely to the goodwill of detainees.

The Board continue to receive comments from detainees about the lack of fresh air in CIRC, particularly during the summer months, and the temperature in some of the rooms during the winter months. This is largely a consequence of the design of CIRC, there are no opening windows in rooms, and the heating and flow of fresh air is regulated through ducting into all the rooms. The mesh vents can become clogged and need to be cleaned regularly, and detainees do sometimes block vents into their rooms, which interferes with the flow of air/heat in CIRC. The Board acknowledge that during cold spells that CIRC do issue additional bedding to detainees on request and use portable heaters in the most badly affected areas of the building.

The Board have reported in previous years that the laundry equipment on units are subject to frequent breakdowns and are replaced regularly. Each of the four residential units is equipped with 2 washing machines and 2 dryers, which aim to provide laundry facilities for 66 detainees on each unit. The laundry units are manned by a Laundry Attendant, a detainee who is paid to supervise the laundry rooms and ensure that the machines are used properly. This is a welcome development as it avoids machines becoming damaged through overloading and inappropriate use. However, the machines installed are essentially household appliances and are not really designed for the constant use they are subjected to in CIRC, and it is therefore inevitable that they will fail on a regular basis.

On a number of occasions during 2012, the Board have noted a lack of towels and bed linen available in CIRC. This has exacerbated the problem of heavy usage of washing machines with the laundry equipment on units being used to wash towels and bed linen, although Centre Management have reiterated that detainees will be issued with changes of bed linen and towels if requested. Whilst these instances are not regular, they do cause significant concern for detainees when they arise.

Another regular cause for complaint by detainees is lack of TV remote controls, or controls that do not work. This appears to be a major issue in the FN/LN and Induction units, where the turnover of detainees is much higher, but as these units are also the units with more restricted access to activities, it is also the areas that cause greatest frustration to detainees when they are unable to view their TVs effectively.

Accommodation issues are the third highest category of issue raised with the IMB during 2012 at 12.4% (6.8% in 2011), and this reflects a general deterioration in the accommodation during the year.

The Board continue to taste the food available at CIRC on a regular basis and generally find the food to be of a good quality, although detainees often complain that the menus are repetitive and choices somewhat limited. CIRC has operated a pre-select menu throughout 2012, which enables detainees to select their meals for the week ahead. The weekly menus do rotate on a monthly cycle.

The Centre has experienced some issues with the equipment in the kitchen during the year, and this has resulted in more limited menus for short periods of time whilst equipment was being replaced. This inevitably leads to an increase in dissatisfaction from detainees in the food provided during these periods. Overall the Board are satisfied with the catering facilities available at CIRC and the quality of food provided, whilst acknowledging some difficulties that have arisen during the year.

The food issues raised with the IMB during 2012 at 8.1% (2011 8.9%) is stable when compared to previous years.

6. AREAS OF SPECIFIC CONCERN FOR THE BOARD

The following areas have been recurring themes noted from the Board's activities during 2012.

6.1. Monitoring of Customs Suite at Colnbrook

In our last Annual Report the Board highlighted our concerns that there did not appear to be any independent monitoring of the Customs Custody Suite located within the Colnbrook Building. These facilities come under the remit of UK Border Force.

The Board have noted that in the 3rd Annual Report of the UK's National Preventive Mechanism for 2011 – 12, published in February 2013, that Nick Hardwick, Her Majesty's Chief Inspector of Prisons, reported that the statutory responsibility for monitoring these facilities has now been given to Her Majesty's Inspectorate of Constabulary's (HMIC), and that their first inspections have been undertaken in association with HM Inspectorate of Prisons (HMIP).

The Board are pleased that this anomaly has been addressed.

6.2. Length of Detention

The Board have raised this issue in our previous four Annual Reports and made recommendations which have been acknowledged as relevant in principle but in practice there has been little noticeable improvement at CIRC.

There has been no reliable information available from UKBA throughout 2012 that provides the IMB with regular updates on the total time detainees are spending in detention as was the case in 2011. Reports are produced within CIRC weekly listing all detainees who have spent more than 90 consecutive days within CIRC. Unfortunately, every time there is a break in the continuity, which can include a discharge to attend a Court Hearing, the start point for these reports is reset and therefore these are of limited value.

The Board receive a monthly report from the local UKBA team, which details the top ten stayers in terms of their time spent at CIRC. Over the course of 2012, this has reported 30 individuals of whom 11 remain in detention, 10 at CIRC and 1 at Dover IRC. Of the remaining 19, 15 have been released into the UK, 11 on bail and 4 through temporary admission, and only 4 have been removed from the UK. This sample of 30 detainees is compared to the sample of 39 detainees previously extracted by the IMB, and detailed in our 2011 Annual Report, in the table on the following page: -

Status of Detainee	2011			2012		
	No.	%	Average Detention Period	No.	%	Average Detention Period
Released into Community	19	57.6	2 years 5 months	15	78.9	2 years 9 months
Removed from UK	14	42.4	2 years 5 months	4	21.1	3 years 3 months
Total No Longer Detained	33			19		
Still in Detention	6		3 years 9 months	11		2 Years
TOTAL	39			30		

What these findings show, is that a significant proportion of these detainees 78.9% (57.6% in 2011) have subsequently been released back into the UK community having been held on average for 2 years 9 months (2 years 5 months in 2011) in detention. This raises serious concerns about whether their long term detention can be justified. In 2012, it appears that a greater proportion of those being released back into the UK community are as a result of Bail applications, which perhaps indicates that when cases are independently reviewed that different conclusions are reached on the need for detention from those taken by UKBA caseworkers.

This situation is most certainly not in the best interests of those being detained. Moreover, there is clearly a considerable cost incurred to keep individuals in detention and the current approaches may not be delivering the best value for money for the taxpayer.

The Board remain concerned that there is a minority of detainees within the Immigration Detention Estate who are being held for excessive indeterminate periods, and this has a detrimental affect on their mental health.

The Board were heartened that the HM Inspectorate of Prisons and the Independent Chief Inspector of Borders and Immigration undertook a joint review of "The Effectiveness and Impact of Immigration Detention Casework" the conclusions of which were published in December 2012. It is clear from the conclusions of this report that there are deficiencies in the Immigration Detention Casework process that is leading to individuals being detained for longer periods than is necessary. The Board would therefore support the recommendation in that report that **"an Independent Panel should be established to examine cases of detainees held for lengthy periods (the exact period to be defined by the panel after consultation) to establish if prolonged detention is justified for exceptional and clearly evidenced circumstances only. It should publish its findings annually. UKBA should expeditiously review all cases in which the panel recommends release and publish its response."**

The Board are pleased to acknowledge that UKBA have finally provided a list of detainees resident at CIRC who have been in detention in excess of 6 months as at 29 December 2012, and the total time they have been held in detention. The Board understand that a similar list will be produced by UKBA and supplied to the IMB, the local UKBA team managing the contract, and the Centre Management at the end of each month. The Board welcome the provision of this information which will enable the identification of potentially vulnerable individuals.

6.3. Night Time Movements to Heathrow Airport

In our 2010 and 2011 reports we identified a number of concerns with the night time movements to Heathrow Airport. In addition there was a change of Escorting Contractor in May 2011 from G4S to Reliance subsequently re-branded Tascor. The IMB has continued to monitor samples of the movements, and the sample in March 2012 does indicate some deterioration in performance compared to 2011, with 10% of the movements to Heathrow Airport falling outside the agreed SLA with Tascor.

The following tables summarise the Movements to Heathrow compared to total movements: -

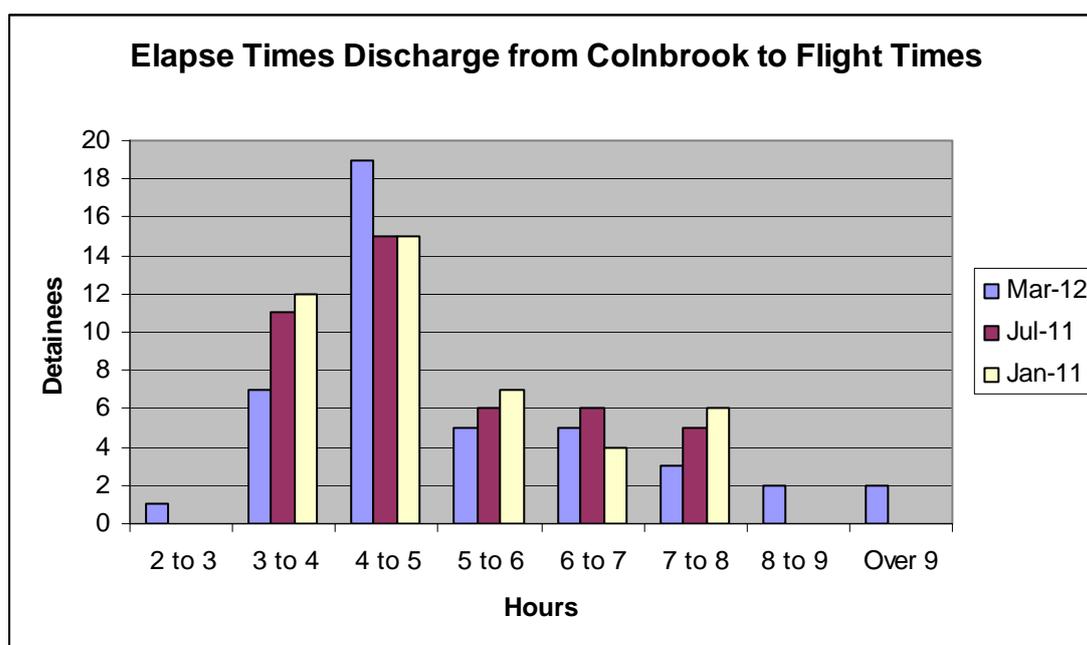
March 2012	All Movements	Movements to Heathrow	Heathrow Moves as % of TOTAL
All Movements Out – No.	1086	466	42.91%
Night Time Movements	316	205	64.87%
% of Night Time Moves	29.10%	43.99%	

July 2011	All Movements	Movements to Heathrow	Heathrow Moves as % of TOTAL
All Movements Out – No.	1023	412	40.27%
Night Time Movements	358	228	63.69%
% of Night Time Moves	35.00%	55.34%	

January 2011	All Movements	Movements to Heathrow	Heathrow Moves as % of TOTAL
All Movements Out – No.	889	405	45.56%
Night Time Movements	325	202	62.15%
% of Night Time Moves	36.56%	49.88%	

The above tables clearly demonstrates that in all three samples the movements to Heathrow account for a high proportion of the night time moves from CIRC, amounting to almost two thirds of the total. This could be because the times of flights from Heathrow impose a constraint on DEPMU on when detainees need to be moved. The analysis was therefore extended to take a sample of the night movements to Heathrow and, with the assistance of the UKBA team at Colnbrook to ascertain the flight times for a sample of 44 (March 2012) 44 (January 2011) and 43 (July 2011) detainees who were moved to Heathrow during the night time.

The following chart shows the distribution of elapse times from the time the detainees left CIRC to their flight time. It should be noted that the detainees would have been disturbed up to 30 minutes prior to their discharge from the Centre, and that CIRC is within a couple of miles drive of Heathrow.



In terms of the average times from the July 2011 sample population, the median elapse time is 4 hours 38 minutes, and the mean average is 4 hours 48 mins. For the January 2011 cohort, the median elapse time is 4 hours 50 minutes, and the mean average is similar, which indicate a fairly normal distribution for both samples. However, for the March 2012 sample population, the median elapse time is 4 hours 49 mins, whilst the mean average is 5 hours 10 mins, suggesting there is more of a skew in this population towards longer elapse times.

The graph above clearly demonstrate the significantly longer tail in the March 2012 sample, with 4 detainees experiencing elapse times in excess of 8 hours and the longest elapse time being 9 hours 31 minutes. There has clearly been deterioration in the experience for detainees in the most recent sample, and it is probable that some of these detainees would have been outside the agreed SLA of arriving at Heathrow Airport between 3 and 7 hours of their flight time. In addition the Board continue to believe that the upper end of the agreed SLA, arriving at Heathrow 7 hours before the flight, is unreasonable for movements to Heathrow from an IRC located within 2 miles of Heathrow Airport.

6.4. Complaints

The number of formal complaints raised by detainees at CIRC using the UKBA DCF9 forms has been slightly in excess of 300 for 2012, around 2/3rds of the complaints being about Service Delivery Issues, around ¼ are Minor Misconduct, and the remainder are evenly split between Clinical issues and Issues relating to other service units outside CIRC. Of the complaints relating directly to CIRC, just under 25% were either substantiated or partially substantiated.

However, the IMB received a number of representations from detainees during the year where complaints had been deemed unsubstantiated, and yet the complainant felt that this was inappropriate. On investigation the Board concurred with the detainees in a number of situations, and this prompted the Board to review all the complaints for the month of October, and this sample also identified a number of “unsubstantiated” verdicts which the Board felt should have been classified “substantiated” or “partially substantiated” based on the investigation report that forms part of the response letter.

Some examples of the types of complaint where the Board felt the wrong conclusion had been reached included a complaint about treatment of a detainee by an arrest team, which had been incorrectly allocated to Serco by the UKBA Complaints Unit. Serco found it unsubstantiated simply because it was nothing to do with them, and wrote to the resident accordingly. In effect the complaint had not been investigated at all. The Board referred this back to the UKBA Complaints Unit so that it could be correctly investigated, but this example does raise questions about the effectiveness of the processes within the UKBA Complaints Unit. Another example involved a detainee who had some documents delivered to CIRC by a relative. The documents were accepted by Serco and referred to the Security Department before the detainee could have access to them. This was recorded on his property record. The documents then went missing for almost a month, so the detainee was unable to access his important documents which were relevant to his immigration case. When the documents were finally located and presented to the detainee, he then refused to sign for them because he maintained that some documents were missing. Serco concluded that his complaint was unsubstantiated, because the detainee could not prove that Serco had received the documents.

The Board established that the process used in CIRC for answering Complaints was to allocate them to the DCM responsible for the area to which the complaint related. The DCM would then investigate and make a decision on whether the complaint was substantiated or not, and then write a reply. The Compliance Unit would then review the reply, and if unsubstantiated sign it off for issue to the detainee. Only if the complaint was substantiated or partially substantiated, would it be referred to the Centre Manager to review. The Board viewed this process as being inadequate, and subsequently Serco have introduced an additional step where Assistant Directors review the unsubstantiated complaints. The Contract Monitor team at CIRC are also now undertaking sample checks of the replies to DCF9 complaints.

As far as the Board can establish, there does not appear to be any quality review of complaints responses undertaken by the UKBA Complaints Unit, in respect of the complaints referred to the contractors running IRCs. This appears to be a deficiency in the overall complaints process. This coupled with the fact that there is no right of appeal for detainees short of the Ombudsman, means that even basic errors take an inordinate time for detainees to resolve, and this tends to undermine the integrity of the complaints process.

The Board recommend that the UKBA Complaints Unit should quality review the standard of the responses provided to detainees, and should consider an appeal stage to the process before invoking the appeal to the Ombudsman.

6.5. Reception Processing Time

The Board reported in 2011 that we had identified instances of male detainees taking over 5 hours in the reception area before they are allocated a room, which we view as being excessive and unacceptable.

During Rota Visits in March, it was identified that backlogs of detainees were building up once more in the Long Term Reception area. An extract of all arrivals into the Centre was obtained for the Month of March, and for the period 1st to 6th March inclusive, the Custodial Management System (CMS) was interrogated to ascertain the times that the detainees were allocated to accommodation within CIRC. The results of this analysis are set out below.

	Number	Lowest	Highest	Mean	Median
Internal Transfers	43	1 minute	28 minutes	13 minutes	12 minutes
Females	30	16 minutes	4 hours 2 minutes	1 hour 22 minutes	1 hour 3 minutes
Males	119	34 minutes	7 hours 44 minutes	3 hours 23 minutes	3 hours 27 minutes
Total	192				

These results are worrying despite the efforts made by the Centre Management to improve the processing times in Reception, these results reflect only a marginal improvement, since November 2011, in average processing times for Males of around 15 minutes, and a small deterioration in average processing times for Females and internal transfers. Overall we had to conclude that there had been no real improvement achieved.

In addition the highest processing times have all deteriorated since the sample on the 10 November 2011. The highest recorded waiting time of almost 8 hours is clearly unacceptable.

A further analysis of the Male cohort was undertaken to understand if there were significant variances across the 6 days included in the sample. The averages for each of the 6 days and the detainees processed are as follows.

Date	Number	Mean	Median
1 March 2012	25	3 hrs 28 min	3 hrs 29 min
2 March 2012	27	3 hrs 13 min	3 hrs 1 min
3 March 2012	13	1 hr 6 min	1 hour
4 March 2012	12	1 hr 44 min	1 hr 25 min
5 March 2012	23	5 hrs 5 min	5 hrs 31 min
6 March 2012	19	4 hrs 5 min	4 hrs 8 min
Total	119	3 hrs 23 min	3 hrs 27 min

This analysis does indicate that where volumes are lower that processing times are much more reasonable and can be achieved in around 90 minutes. However it is not clear why the processing times on the 5th and 6th March was so much higher, especially as the volumes were actually lower than those processed on 1st and 2nd March. The variability across these 6 days does suggest that this is not solely a processing time problem, and that there are other factors other than volumes that are impinging on the times being achieved.

The Board has monitored the situation throughout the year, and has continued to find male detainees spending long periods of time in Reception on a regular basis.

It has become apparent during the year, that the major factor impacting on these processing times is not the absolute volume being processed, but rather a bunching of arrivals into the Centre. This aspect is outside the control of CIRC and is a function of the escorting contract between DEPMU and Tascor.

The situation has been further deteriorated towards the end of the year as there have been instances of DEPMU allocating more detainees than there are beds available, in anticipation of leavers who have not yet been collected or have refused to move.

The Board invited DEPMU to our November Board Meeting to explain the process of allocating admissions to CIRC, and it is clear that a lack of IT systems at DEPMU gives them little control over the logistics of when new admissions will arrive, and this is therefore left completely in the control of Tascor. This is a wholly unsatisfactory situation, and results in detainees facing long waits in a reception process at CIRC, sometimes following long journeys.

The Board recommend that DEPMU should be equipped with the appropriate IT systems to effectively manage the logistics of population movements in the IDE.

The Board recommend that there should be an agreed service level to house detainees within their accommodation within 90 minutes of arrival at CIRC, and this should be embedded in the New Contract.

6.6. Property

Concerns related to their property have fallen during the year to 9.2% (2011 13.2%) and is now the fourth highest category of issues raised with the IMB.

The local Customer Service Applications Process introduced in 2011 has made a positive improvement to the management of property matters that are internal to CIRC and this process is operating well overall.

However, the issue of property that has been lost either in transit or at a previous IRC, Prison or Police Cells continue to cause difficulties for detainees, and these issues often remain intractable.

Detainees are often left to deal with other IRCs, Prisons or Police Stations themselves, which is difficult for them. This issue has been raised in our previous five annual reports and the level of complaints escalated to the IMB continues to indicate that this remains an irritant to detainees.

The Board recommend that UKBA should provide a mediation mechanism to resolve long standing property disputes which cannot be resolved within a reasonable timescale by detainees.

6.7. Re-designation of Short Term Holding Facility

The STHF at CIRC was expanded during the first half of 2012, with the addition of 10 additional rooms which were converted from the Customs Suite and are situated on the 2nd floor of the STHF block. STHF now comprises 50 rooms with bunk beds, housing up to 100 male detainees. The accommodation was not originally designed to enable association between detainees, and the STHF block has no direct access to the activities corridors situated in the main IRC. In fact the whole design of the building was to ensure that the STHF and the IRC were physically separate.

During 2012, CIRC has made further efforts to improve the regime in the STHF. The accommodation on the ground floor is now designated as a First Night/Last Night Unit (FN/LN) which operates on the original basis with detainees being locked in rooms until they have been properly risk assessed. These 20 rooms continue to have no access to the activities in the Centre and detainees have to be escorted to the small exercise yard. The 1st and 2nd floors have been designated as an Induction (IND) unit, rooms remain unlocked allowing the detainees freedom to associate with each other, and a number of former meeting rooms have been converted into a lounge area, a games area, an education area, and a room with IT facilities. These improvements have considerably improved the atmosphere in the Induction Unit.

In July 2012, UKBA made a decision to de-designate these 50 rooms as a STHF and to subsume them into the IRC at Colnbrook. UKBA advised the Board that the decision to subsume the STHF into the IRC was taken in response to concerns expressed by Her Majesty's Chief Inspectorate of Prisons (HMCIP) in their latest report around access for detainees in the STHF to suitable activities and regime. The improvements described in the previous paragraph had already occurred before the decision to de-designate was taken, so these improvements were not dependent upon the change of status of this facility.

The only additional improvement to the regime that is available to detainees in the former STHF as a result of the de-designation, is that the detainees can now have access to the activity corridors in the main IRC at the same times as Charlie & Delta Units. This is a considerable improvement in access to activities. However, even this is not free access due to the layout of the Centre, detainees wishing to avail themselves of these facilities have to be escorted to the activities corridors, and can only return to their rooms at the end of the session when they are escorted back to the former STHF block. Clearly this is a more restricted access to these facilities than is available to detainees in the main IRC wings who can freely circulate and return to their rooms as they wish. Nevertheless, the Board do accept that this access would not be available if the STHF continued to operate as a separate Centre from the IRC.

UKBA acknowledge that the rooms in the former STHF are more cramped than those in the main wings of the IRC, and that it is the intention of UKBA that these rooms are to be used for short term stays only, and have instructed the Centre Manager to limit stays in this accommodation to a maximum of 7 days, which was consistent with the regime that existed under the STHF rules. However, under the STHF rules, DEPMU had a responsibility to monitor the length of stay and make arrangements to move residents if the 7 day limit was to be exceeded. This could have been to another IRC in the estate if CIRC was full. The Board have monitored the situation in CIRC since July Centre Management have implemented new daily reporting that highlights to UKBA length of stay in FN/LN and Induction Units and this highlights where stays are approaching or exceeding 7 days.

This has demonstrated that due to operational difficulties in CIRC, it is not always possible to re-house detainees into the main wings within 7 days, and there are regular occurrences now where detainees are spending longer than 7 days in these facilities. The previous statutory safeguard has been removed and replaced with an operational measure which is not as effective in ensuring that these facilities are only used for short stays.

The Board recommend that cumulative stays in FN/LN and Induction units at CIRC should not exceed 7 days.

The Board do acknowledge that the administration of the Centre has been simplified by removing the need for DEPMU to organize movement orders between the STHF and IRC at Colnbrook. Whilst we welcome this flexibility in terms of managing the population within CIRC, the Board believe that the removal of the protection given by the STHF Rules is a retrograde step.

Finally, a STHF does continue to exist at Colnbrook, which is now limited to 8 beds for female detainees in a separate room on the first floor of the STHF block adjacent to the Health Centre. This room is called the Rose Unit, and has its own Shower and Toilet facilities, has internet access, TV and laundry facilities. The females housed on this unit have free association with each other, but do not have access to the wider facilities available in the IRC.

Although DEPMU are aware that there are only 8 beds available for female occupation, the Board have noted instances in the second half of 2012, where more than 8 female detainees have been sent to Colnbrook STHF. Whilst in the past this could have been accommodated by housing females in other rooms in the STHF, now that these are designated as IRC rooms in a wholly male IRC, the Board do not believe it is appropriate for females to be housed in predominantly male units, where they inevitably feel vulnerable. It is also noted that the PPO Investigation into one of the Deaths in Custody during 2011, recommended that females should not be located on predominantly male units without a full risk assessment being undertaken (see Section 5.5 above). The Board are pleased to note that the ENU is currently being refurbished, and will be used as a separate female STHF with a bed capacity of 27, and this will be operational towards the end of Q1 2013. The Board welcome this development as the ENU is in a completely self contained area of CIRC and will provide a better environment for the detention of females.

The Board recommend that DEPMU should ensure that the female STHF at CIRC is not over-allocated, as it is inappropriate to house females in a male IRC.

6.8. Section 4 Addresses for BAIL applications

Towards the end of 2012, the Board became aware that the provision of Section 4 bail addresses for detainees at CIRC was becoming an issue. The Board understand that where detainees do not have an address in the UK that they can provide for a bail application, that UKBA are obliged to provide a suitable accommodation address to enable the detainee to apply for bail. Normally once an address is provided the detainee has up to 4 weeks to apply for bail using that address.

Several detainees informed the IMB that they had applied for Section 4 addresses and had not heard anything for months, and they were therefore left in limbo not knowing whether their application had been refused or whether it was still being progressed. The Board was able to ascertain through the local UKBA Contract Monitor, that two applications were being progressed one had been outstanding for 4 months and the other for 2 months, and the status provided for both was that UKBA were awaiting a suitable property from accommodation providers.

The Board were also given a helpline number which can be shared with detainees so that they can check the status on their Section 4 application. Whilst this is an improvement, the Board are concerned at the length of time that detainees are being asked to wait for a Section 4 address, which has a knock on impact on their ability to progress bail applications. In addition the Board are also concerned that there is inadequate communication with detainees on the status of their Section 4 application and the Board believe it is unreasonable to leave detainees with no time frame for when their application will be completed.

The Board recommend that UKBA send a prompt acknowledgement to detainees of receipt of a Section 4 application, with a reasonable timescale for processing the application.

6.9. Re-tendering of Contract to Manage CIRC

The current contract to manage CIRC is held by Serco until August 2014. In anticipation of the current contract coming to an end, UKBA have commenced a re-tendering exercise which should culminate in the appointment of a new contractor to manage CIRC by mid 2013, allowing a reasonable handover period.

The Board understand that Serco has declined to tender for the new contract, the staff at CIRC have been made aware of this decision, and there is a risk that the extended timescales could lead to a loss of morale within the existing workforce. The Board have no evidence to suggest that this has occurred to date, although we have detected a degree of uncertainty with some members of staff as to how this change will affect them. It will be important to maintain a strong dialogue with the staff over this period to ensure that their natural concerns are listened to and addressed promptly to avoid any loss in operational effectiveness.

7. THE WORK OF THE IMB

7.1. Board Statistics for 2011

Recommended complement of Board Members	16
Number of Board Members as at January 2012	10
Number of Board Members as at December 2012	12
Number of new members joining during 2012	3
Number of members leaving during 2012	1
Number of members on sabbatical during 2012	1
Number of Board Meetings during the Year	12
Number of visits to CIRC	314
Total Number of Concerns raised with the Board	283
Total Number of Segregation/Separation Visits	73
Date of Annual Team Performance Review	4 September 2012

7.2. Issues raised in requests to see IMB

Code	Subject	2009 No.	2009 %	2010 No.	2010 %	2011 No.	2011 %	2012 No.	2012 %
A	Accommodation	19	5.4	20	4.6	22	6.8	35	12.4
B	Rule 40/42	6	1.7	7	1.6	6	1.9	1	0.4
C	Equality & Diversity	23	6.5	11	2.5	4	1.2	6	2.1
D	Education/Activities	12	3.4	21	4.8	7	2.1	15	5.3
E	Family/Visits	15	4.2	19	4.4	10	3.1	7	2.5
F	Food/Kitchen	26	7.4	31	7.1	29	8.9	23	8.1
G	Health	44	12.5	84	19.4	58	17.9	66	23.3
H	Property	47	13.3	50	11.5	43	13.2	26	9.2
I	Detention/Immigration Status	97	27.5	85	19.6	90	27.7	57	20.1
J	Staff/Detainee	26	7.4	55	12.7	22	6.8	24	8.5
K	Transfers	28	7.9	38	8.8	27	8.3	16	5.6
L	Miscellaneous	10	2.8	13	3.0	7	2.1	7	2.5
	Total Number of Concerns Raised	353		434		325		283	

8. GLOSSARY OF ABBREVIATIONS USED

Abbreviation	Meaning
ACDT	Assessment, Care in Detention & Teamwork
CIRC	Colnbrook Immigration Removal Centre
DIAC	Detainee Information Activities Committee
ENU	Enhanced Unit
ESOL	English for Speakers of Other Languages
Ex FNO	Ex Foreign National Offender
HMCIP	Her Majesty's Chief Inspector of Prisons
IDE	Immigration Detention Estate
IMB	Independent Monitoring Board
IRC	Immigration Removal Centre
PPO	Prison and Probation Ombudsman
PSU	Professional Standards Unit
SLA	Service Level Agreement
STHF	Short Term Holding Facility
UKBA	United Kingdom Border Agency

Andrew Newell

Chair of the IMB,
March 2012

9. PROGRESS WITH PREVIOUSLY REPORTED MATTERS

Matter Reported in 2011 Report	Progress in 2012	Status for 2012 Report
To the Minister		
The Board recommend that arrangements are made as quickly as possible to independently monitor the Customs Suite at Colnbrook.	UKBA plan accepted the recommendation in principle, and allocated the recommendation to Border Force for consideration.	The statutory responsibility for monitoring customs suites in the National Preventive Mechanism has now been allocated to HM Inspector of Constabulary. Matter Resolved
To the UKBA		
The Board recommend that where detainees are being held in detention for longer than 12 months UKBA should provide a wider range of dental services.	UKBA plan accepted this recommendation in both 2010 and 2011, and committed to reviewing this service for a possible contract modification. This review is still ongoing, two years later.	UKBA accept the need to address this recommendation, but no action has been forthcoming in the last 24 months. In the meantime detainees being held for periods longer than 12 months are still not receiving anything other than emergency treatment. Matter Static
The Board recommend that UKBA review their policy on the detention of pregnant females as it appears that inconsistent practices could be developing across the IDE.	UKBA plan accepted this recommendation	UKBA has reviewed their policy and issued a new DSO which has clarified the practices across the IDE. It should be noted that pregnant women can still be detained. Matter Resolved

Matter Reported in 2011 Report	Progress in 2012	Status for 2012 Report
To the UKBA (cont)		
<p>The Board recommend that senior management in Detention Services apply increased scrutiny to use of R40 at CIRC, to minimise the instances where Detention Centre Rules are exceeded, and to ensure that appropriate support is provided to the local UKBA team to enable effective management of the more problematic cases.</p>	<p>UKBA accepted this recommendation, and Senior Management have reviewed the escalation procedures and introduced additional management reviews where cases exceed the 14 days stated in the DC rules.</p>	<p>There has been a noticeable reduction in the use of R40 during 2012 at CIRC and the instances exceeding 14 days are much reduced and subject to greater scrutiny</p> <p>Matter Resolved</p>
<p>The Board recommend that information on the total time in detention of individual detainees is routinely made available to the UKBA team based in each IRC</p>	<p>UKBA plan accepted this recommendation</p> <p>Information on length of detention can be made available on request, and the local UKBA team do provide the list of top ten stayers based on time spent at CIRC, but this does not include total time in detention.</p>	<p>UKBA accept the need to address this recommendation, and a list of all detainees held in detention for more than 6 months currently resident at CIRC, was produced on 29 December 2012. The Board understand this report will be produced at the end of each month in future.</p> <p>Matter Resolved</p>
<p>The Board recommend that UKBA should provide a mediation mechanism to resolve long standing property disputes which cannot be resolved within a reasonable timescale by detainees.</p>	<p>UKBA plan accepted the recommendation</p>	<p>This is currently being considered within Detention Services. The mediation service would be the preserve of the CSU and form part of the complaints process.</p> <p>Matter Improving</p>
<p>The Board recommend that those drafting and negotiating contracts within UKBA make more use of Contract Monitors to ensure that SLAs are appropriate for the relevant establishment.</p>	<p>UKBA plan accepted this recommendation</p> <p>UKBA maintain that the current contracts contain appropriate performance mechanisms, and that these are effectively monitored.</p>	<p>The Board welcome the inclusion of the Contract Monitor from CIRC in the team that is working on the new contract for CIRC from April 2014.</p> <p>Matter Resolved</p>

Matter Reported in 2011 Report	Progress in 2012	Status for 2012 Report
To the Centre Manager		
The Board recommend that there should be an agreed service level to house detainees within their accommodation within 90 minutes of arrival at CIRC.	UKBA plan rejected this recommendation, on the basis that this falls outside the existing contract.	The situation has deteriorated significantly following the redesignation of the STHF as part of the IRC. Long waiting times in Reception at CIRC are the norm and this is considered wholly unacceptable by the Board Matter Deteriorating
The Board recommend that training for DCOs reinforces the need to take responsibility for detainees legitimate requests and to aim to resolve these requests at the first point of contact.	UKBA accepted this recommendation.	Recommendation was actioned through a review of the ITC Training in January 2012, and the training package is now more balanced. Matter Resolved