



Independent Monitoring Board

**Lindholme
Immigration Removal Centre**

Annual Report for the Period

1st February 2011 to 31st January 2012

Section 1

Statutory Role of the IMB

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

The Board is specifically charged to:

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

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

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All figures quoted are locally sourced and are not UKBA audited

Section 3 Description of the Immigration Removal Centre

3.1 The Role of the IRC

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

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

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

The Centre aims to promote the necessary criteria for a healthy establishment and is essentially a safe and respectful facility.

Certified Normal Accommodation and Operational Capacity

124

3.2 The Centre

Lindholme Immigration Removal Centre occupies the buildings and site of the Officers' Mess at the former RAF Lindholme Airfield. Following conversion work the Centre was opened in July 2000 for 112 detainees but has been increased to a CNA of 124.

New buildings were erected which now provide an activities centre, a fitness suite, a library, reception facilities and a visits area.

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

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

There are also two rule 40 rooms for care and removal from association purposes. These are only used when absolutely necessary. These are in need of major refurbishment if they are to reach appropriate standards.

The grounds are spacious, well maintained and provide a pleasant setting for the detainees. There are outdoor seating areas and a large outdoor chessboard. There is a large sports field for football and cricket.

Some of the buildings and particularly the accommodation areas present a tired appearance reflecting the age and previous use of the establishment. Whilst every effort has been made to redecorate and refurbish the facilities any further improvements and modernisation would need a substantial injection of cash.

3.3. Agencies and Contractors delivering Services

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

Immigration Advisory Service.

Purposeful Activities and Education are provided by the Manchester College.

Nottinghamshire Healthcare Trust.

Mitie Cleaning Services

3.4. Voluntary Organisations providing Assistance to Detainees

1. DAVID - Doncaster Branch of the Association of Visitors

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

2. Legal Services Commission.

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

3. International Organisation for Migration.

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

4. The Red Cross

Section 4. Executive Summary

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

1. Escorting Issues.

The new contract with Reliance has had some teething problems.

Small size vehicles have resulted in detainees being moved to other establishments without their property, this being transported in another vehicle at a later time. The Board feels that it is not good practice for detainees and their property to be separated.

Of greater concern is the non - arrival of transport tasked to take detainees to hospital for appointments. We quote three recent examples with the relevant comments made by Healthcare staff.

Detainee	Appointment	Written Comment by Healthcare Personal
A	27.09.2011	"I do not feel that without consultation from a healthcare professional Reliance has the authority to cancel. The urgency, ability to be able to change an appointment etc should be considered in a discussion prior to the decision being made to cancel the transport."
B	28.09.2011	"Detainee B required this matter for an important medical matter. He has been under the care of our Doctor, who requested an urgent referral. As a service it is our responsibility that the needs of the detainees are met and through no fault of our own, we are unable to provide those needs for which we are accountable."
C	30.09.2011	"The appointment was faxed to the UKBA office and no movement order was sent. This is the third hospital appointment this week that has failed to be upheld as no transport was provided. This is a failure to provide the entitled healthcare."

Whilst recognising the complicated logistics involved in moving detainees, the Board does feel that wherever possible priority should be given to such appointments. A cancelled appointment is costly to the Health Authority and may jeopardise the health of the detainee whilst waiting for an alternative date to be made available.

Will the Minister comment?

2. Detentions over six months.

The Board is aware that some detainees have specific difficulties which may cause delays in processing but we would draw to your attention the lengthy stays of some detainees.

(See Table 1)

We do note that there has been a decrease in numbers which is encouraging.

However the Board would stress once again the need to ensure that administrative processes remain robust when dealing with the immigration status in both prison and detention centres.

Will the Minister comment?

4(b) Other issues of concern.

1. Outstanding Works Requests

At the beginning of 2010 outdoor benches and fittings were ordered and plans drawn up for suitable location in the grounds. In March 2011 lockable wall cabinets were ordered. The cost for these purchases was £4500.00 and £2789.00 respectively. Presently these items are in storage.

Repeated works requests were made and finally in June 2011 the IMB asked a Governor to pursue this. We understand that due to limited income it is necessary to prioritise work requests.

The Board is concerned that over £7000.00 worth of equipment is still not in use.

The Board would comment that a system of procurement should be in place which not only covers the purchase cost of items but also automatically factors in the cost of installation and aligned expenses.

Having recently spoken with the Head of Finance and Procurement we are assured that since April 2011 a more robust system is in place which should minimise the occurrence of such an incident.

However the Board is concerned that equipment of this value may be seen as a waste of resources if it remains unused.

2. Staffing Numbers

This is a continuing concern for the Board.

As we have recorded in previous reports the staffing numbers have been relatively low in comparison with those at other Centres. This places a greater burden on staff and means that they have to multi task. It is often difficult for staff to be allocated facility time to manage a specialist role as they have other routine duties to perform. This can result in them being over-stretched. There is limited clerical support. This clearly has the potential to impact on performance and restrict areas of development and good practice.

In spite of having excellent staff there is a limit as to how much a small staff can achieve. The Board feels that all credit is due to the staff for their commitment, conscientiousness, professionalism, courteous and cheerful approach and above all their superb rapprochement with detainees.

4.(c) Overall Judgement

From March 2011 a new management structure has been in place.

The Centre Management Team now consists of a lead Governor from the prison with two experienced staff, who act as Deputy Managers, one having responsibility for performance and the other for operational matters. This arrangement has been most successful.

Two major pieces of work have been the formulation of the Service Improvement Plan in response to the HMIP Report and its recommendations together with a Service Level Agreement with the UKBA.

These have taken up copious amounts of time for the Deputy Manager who has had to respond to the recommendations, prepare business cases for additional funding and has had to attend several meetings. She has been diligent and has kept the Board informed. In spite of her excellent work any final resolutions appear to take an inordinate length of time and this is disappointing for everyone.

The introduction of a core day to mirror that of Lindholme prison has been accomplished. This could initially impact on the SLA but the reduction in staff hours has enabled extra provision for the detainees. A welfare officer has been appointed and additional time has been allocated for Security and Safer Detention management.

In September/October detainee numbers at the Centre were reduced to accommodate work on the asbestos decontamination in the main boiler room. This was managed very effectively without any complaints from the detainees. Again an example of good working relationships between the staff and detainees.

The Board feels that the Centre has been well managed and provides a safe environment for the detainees. There is a welcoming and relaxed atmosphere which is enjoyed by both staff and detainees.

The staff is adept at anticipating any possible sources of conflict with detainees and any small incidents are dealt with promptly, professionally and with compassion.

There is a very positive approach with regard to safety, respect and purposeful activity for the detainees. Visitors comment on the very pleasant ambience of the centre. The relationship between the staff and detainees is excellent with mutual respect and courtesy being very evident. They understand the concerns that many detainees have at the prospect of being returned to their home countries and they handle this with sympathy and sensitivity.

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

The Board would wish to congratulate the Centre Manager and all staff for their dedication and hard work in an establishment which the Board considers has been inadequately funded by the UKBA.

Section 5. Areas that must be reported on

1. Equality and Diversity

Last year the Board became aware that the Equality and Diversity Committee met infrequently, often due to the unavailability of staff and the prolonged absence of the Religious and Cultural Affairs Advisor.

This year there has been a much more positive approach with the creation of an all embracing agenda and a new over-arching scheme encompassing a strategic policy to draw together the various strands of race, religion, disability, sexual orientation and age.

The Religious and Cultural Affairs Manager is highly visible in the Centre and detainees find him very approachable.

There has been a very positive response to the requests from detainees for multi cultural, multi ethnic and multi religious events to be held.

The cross- cultural contributions from staff and detainees have been encouraging.

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

Places of Worship/ Prayer rooms are equipped appropriately and are well used by detainees. There is a mosque, a chapel and other recreation rooms for multi faith use. Regular visits are made by the Imam and Ministers of other faiths.

Race Relations

The staff and detainees interact well together and the Board is not aware of any complaints. Detainees are an integral part of most meetings and are invited to attend and participate in Amenities, Safer Detention and Diversity meetings.

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

Detainees are monitored by ethnicity and nationality and accommodated appropriately.

2. Purposeful Activities and Education

The Activity and Education Centre provides purposeful and enjoyable education based subjects and activities seven days per week. There are 12 permanent members of staff with 3 others for extra cover when needed.

65% -70% of the detainee population voluntarily attend the centre on a weekly basis totalling potentially 6000 hours of guided learning and supervised activities over the year.

IT and English

Detainees are encouraged to undertake qualifications which are externally accredited. The department has a range of workbooks in different languages to support learning. Sessions are provided for those with limited English skills.

ESOL 1. is based on Core Curriculum skills. All learners are assessed and their progress continually monitored. In house qualifications in Speaking, Listening, Reading and Writing are regularly achieved.

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

Over the year classes have become smaller due to a reduced detainee population. This has in fact been advantageous as more work has been done on a one to one basis. Interestingly the staff has noticed that detainees appear to have a lower starting point in English and classes have to be adapted accordingly.

Inductions

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

Music

Keyboard and guitar lessons are available and in house qualifications are awarded. Instruments are provided for detainees to practice in their own rooms. There are opportunities for detainees to create and record their own music.

Art

The curriculum concentrates on covering cultural and religious celebrations. Their work is displayed around the Centre. Craft, modelling and embroidery are also enjoyed by the detainees.

The Board feels that the staff carries out their work with enthusiasm and motivation which ensures good attendance by the detainees in particular for cultural celebrations and other special activities. This area of the IRC provides a stimulating, respectful, friendly and safe learning environment which encourages integration. The Board holds the staff in high regard and would wish to congratulate them on this achievement.

3. Healthcare and Mental Health

The Healthcare suite is staffed by nurses from the Lindholme Health Centre which is under the aegis of Nottinghamshire Healthcare Trust. For most of the year there has been a dedicated nurse available. Healthcare is accessible from 8.00am to 8.00pm daily and detainees can call in at times to suit themselves, like a “drop-in “centre.

Doctors attend for surgeries between 10.15 am and 1100am on 3 days per week. Detainees requiring consultation with the doctor are usually given appointments the next day.

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

The actual healthcare room is small, lacks ventilation and is rather cramped. The sink in there should be replaced with one that meets infection control guidelines. It is the Board’s view that this room is not fit for purpose and that any refurbishment or alteration would give only minimum enhancement to this facility. Relocation may be a more appropriate option if continued use is envisaged.

The Board is pleased to note that foundation mental health training is currently being provided for the staff on a rolling programme.

There are improvements in that as far as possible the Centre has had a dedicated nurse and there is now greater provision for access to mental health, dentistry, optical services, physiotherapy and out of hours doctors. Additionally there is now one contract holder rather than 11 previously designated.

The Board would re-iterate our concern with regard to cancelled hospital appointments

4. Safer Detention

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

This officer has to carry out the dual role of violence reduction coordinator and suicide and self harm prevention coordinator. This is an important role and facility time is imperative to enable him to carry out specific work for safer detention.

The two Rule 40 rooms are only just adequate, functional and safe but not a suitable location for vulnerable detainees.

They are only used when absolutely essential and then for the shortest time possible, often less than 24 hours. They have been used 11 times during the reporting period (See Table 2)

The Board considers the Rule 40 rooms in their present condition are not fit for purpose.

Over the reporting period there have been 18 ACDT documents opened. Detainees are fully assessed and monitored. They may then be transferred to other establishments if 24 hour medical facilities are deemed necessary. (See table 2)

Detainees say they feel safe and there is no evidence of bullying.

Section 6. Comment on other areas of the Centre

In previous reports the Board has commented in some detail on other areas.

However in view of the closure of the Centre the Board feels that such observations would not now be pertinent.

UKBA Contact Management Staff -Immigration Matters

This office has an Executive officer and three other staff.

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

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

Complaints

This appears to be a robust system. The UKBA staff process complaints from detainees in a most effective manner and deal with them efficiently and within the specified time limits.

During the reporting period there have been 20 complaints. This is a small sample and it is not possible to establish trends. However perhaps it does further illustrate the caring ambience of the Centre.

Complaint Type	Number of Complaints
Assault by staff (HMPS)	1
Visits	1
Reception	1
Lost property	3
Missed Hospital Appointment	1
Healthcare	2
Staff (HMPS)	3
Smoking area	1
Food	2
Shower rooms	1
Staff (Case holder –UKBA)	1
Use of Rule 40	2
Physical environment	1
Total	20

The UKBA staff also has representation on Amenities, Centre Management, Race Relations, Safer Detention and Security meetings. Additionally the Executive officer has supplied statistics on a monthly basis and has given a verbal update at each Board meeting.

The Board has found this very useful and is appreciative of the time taken to provide the documentation.

The UKBA staff is always helpful to the Board in responding to their enquiries. The Board feels the team are conscientious and very efficient .As the Centre is closing they would especially thank the Executive officer and wish him and his staff every success in obtaining further employment.

Section 7 The Work of the Independent Monitoring Board

At the start of the reporting period there were 12 members. One new member has been appointed. One member has been on long term sickness absence but happily is now able to return to his duties.

As part of the matrix rota system members visit the Centre each week and 2 members cover other meetings including Amenities and Chaplaincy and Safer Custody. Visits are recorded and discussed at Board meetings with the Centre Manager and his team. The Board has greatly appreciated the written monthly reports from the Deputy Centre Manager and from the UKBA Executive officer. These have proved to be most informative.

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

A member of the Board attends the Forum meetings in London. This provides a platform to raise issues common to many of the Detainee Removal Centres and to have the valued and much appreciated access to the UKBA Director and, if appropriate, to the Minister. The Board handles applications from the detainees. A special secure mail box is available for detainees to post applications to see the IMB. This is checked on every visit and the IMB respond to these requests promptly. They will also deal with complaints taken “on the hoof”. There have been 5 postal applications during the year.

Code	Subject of Application	2010 / 2011
A	Accommodation	0
B	Adjudications	Not Applicable
C	Diversity related	1
D	Education/employment/training	0
E	Family/visits	0
F	Food/kitchen related	0
G	Health related	1
H	Property	1
I	Sentence related	0
J	Staff/detainee related	0
K	Transfers	1
L	Miscellaneous	1
	Total number of Applications	5

The UKBA Manager for Morton Hall also oversees the UKBA Team at Lindholme. We have been pleased to welcome his attendance at our Board meetings.

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

Members have attended the Annual Conference and appropriate Training Courses.

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

Board Statistics for the Reporting Period
1st February 2011 - 31st January 2012

Board Statistics	
Recommended Compliment of Board Members	16
Number of Board Members at the start of the reporting period	12
Number of Board Members at the end of the reporting period	13
Number of New Members joining during the reporting period	1
Number of Members leaving within the reporting period	0
Number of attendances at meetings other than Board Meetings	27
Total number of visits to the IRC (including all meetings)	99
Total Number of Applications received	5
Major Incidents Attended	0

Table 1

Occupancy Statistics for the Reporting Period February 2011 - January 2012

(These are month end figures)

Month	Average Occupancy	Ex Foreign National Prisoners	Detained over 6 Months 2011 -2012	Detained over 6 Months 2010 -2011
February	114	46	11	*
March	115	*	*	21
April	116	41	11	22
May	111	33	10	23
June	106	36	10	25
July	104	32	10	22
August	71	28	8	27
September	64	26	10	24
October	67	21	9	19
November	72	20	10	16
December	17	0	0	17
January	0	0	0	0

Table 2

Other Statistics for the Reporting Period February 2011 - January 2012

Month	ACDT Opened	Self Harm	Use of Rule 40	Use of rule 42	Assaults
February	2	0	1	0	0
March	1	0	0	0	0
April	0	0	1	0	0
May	1	1	1	0	0
June	3	0	2	0	0
July	2	2	2	0	0
August	1	0	2	0	0
September	4	0	1	0	0
October	2	0	1	0	0
November	2	0	0	0	0
December	0	0	0	0	0
January	0	0	0	0	0
Total	18	2	11	0	0

The last detainees left the Centre on 23 December 2011 but technically the Centre remains open until 14 January 2012

Section 8 Closure of the Centre.

At the November Board meeting the Governing Governor informed the Board of the closure of the IRC. He had personally thanked the IRC staff at a special meeting held in November. He felt the staff had done a superb job and that the staff/detainee relationships were excellent and most importantly detainees felt safe.

For some time it has been thought that the IRC was financially under resourced. The possible extension and redevelopment of the IRC had always been questionable and additional funding had never materialised. The UKBA has its own budget cuts and the opening of Morton Hall has probably contributed to the demise of the IRC.

The Centre will finally close on January 31st 2012.

The Decant Programme for the Centre has been managed well. Detainees were informed of the closure and as far as possible were able to opt for a centre of their choice. Most were relocated to Morton Hall. There were no issues or complaints from the detainees.

As detainee numbers were reduced it became obvious that low numbers were not conducive to a lively and active centre and the staff/detainee ratio was not financially viable.

On December 22nd and 23rd all detainees were finally relocated.

Over the last three months the Board's rota visits have recorded our concern over the staffing levels and the need for staff to take on different roles. Additionally we have commented on the morale of staff with regard to "market testing" and the closure of the IRC. We understand their anxieties and fully sympathise with them at this difficult time. We have always regarded the staff as being competent, dedicated and caring in all they do and we sincerely thank them for their contribution to the Centre.

Looking through our weekly reports it is evident that there are relatively few serious issues which have had to be raised at Governor level. Most are raised directly with staff who always deal with them promptly and with patience, compassion and fairness.

Perhaps it is the small comments that crop up regularly in our reports which truly reflect the positive nature experienced at Lindholme IRC

"A caring positive ethos, good atmosphere, enjoyable visit, running smoothly, staff very helpful in explaining procedures to new members, very well run establishment, everyone doing their duty, chatting meaningfully with detainees, detainees have no concerns, I have no doubt that detainees are treated with respect and courtesy, genuine regard for welfare of detainees, a happy establishment."

Glossary

ACDT	-Assessment, Care in Detention and Teamwork
CLAIT	-Computer Literacy and Information Technology Skills
CNA	- Certified Normal Accommodation
ESOL	-English for Speakers of other Languages
ILO	-Immigration Liaison Office
UKBA	-United Kingdom Border Authority