

ANNUAL REPORT

1st June 2011 to 31st December 2012



**Independent Monitoring Board
MORTON HALL
IMMIGRATION REMOVAL CENTRE
Chair: Rodney Booth
Vice-Chair: Stephen Knox**

Section 1

1.1 STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD (IMB) AT THE IMMIGRATION REMOVAL CENTRE (IRC) MORTON HALL.

The Immigration and Asylum Act 1999 require every Immigration Removal Centre (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 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.

Appointed by the Home Office, Board members are unpaid and independent of both Her Majesty's Prison Service (HMPS) and the United Kingdom Borders Agency (UKBA). IMB Members are the only independent presence in the Centre on a day to day basis.

IMB EQUALITY STATEMENT

IMBs will not discriminate directly or indirectly against anyone because of age, disability, gender reassignment, marital and civil partnership status, pregnancy and maternity, race including nationality, ethnic or national origins, religion or belief, sex and sexual orientation, in recruitment, in the treatment of members, and in the way they monitor the treatment of people in custody.

Section 2

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Section 3

DESCRIPTION OF THE CENTRE

3.1 Historically, HMP Morton Hall was re-rolled from a male open prison to a semi-open women's prison in 2001. It was re-categorised as a closed women's prison in March 2009 and closed as a prison on 18 March 2011. Morton Hall was then re-classified as an Immigration Removal Centre (IRC) for males under immigration legislation. Detainees began arriving in May 2011 and it was formally opened by the Minister of State, Rt. Hon. Damien Green MP on 1st June 2011. The Centre is operated on behalf of the United Kingdom Borders Agency (UKBA) by Her Majesty's Prison Service (HMPS)

3.2 The IRC occupies a large geographic area encompassing purpose built workshops; healthcare centre; care and separation unit; library; multi-faith centre; education and learning centres; gymnasium; administration offices; dining hall and kitchens; welfare management offices and a visitors centre. The UKBA manager and his staff are also located within the IRC. The land previously used as a farm is now not used. It is located outside the village of Swinderby in Lincolnshire and has a full operational capacity of 392.

3.3 The accommodation at Morton Hall is all single occupancy and consists of two large double storey units (Fry and Windsor), and three smaller single storey units, (Johnson, Sharman and Torr) located within the inner fence of the IRC and a two storey unit (Seacole) which is within the outer fence and located a quarter of a mile from the other residential units. This unit is used exclusively as a "First Night Reception/Induction Centre". The Care and Separation Unit provides rooms for removal from association (RFA) under rule 40 and for temporary detention under Rule 42.

3.4 There is a Healthcare Centre on site, which is operated by G4S Health. This provides primary healthcare for detainees, with secondary care being the responsibility of the local Primary Care Trust.

3.5 Catering services continue to be provided by HMPS, with three meals per day being served in the dining room with a provision for hot meals to be served in the reception area for late arrivals at the centre.

3.6 Education services are provided by Lincoln College.

3.7 It should be noted that since the date of this report that the "Home Office" has replaced UKBA in paragraph 3.1 and the "Home Office Immigration Manager" has replace the UKBA Manager in paragraph 3.2.

4. Executive Summary

4.1. The transition from a high performing closed women's prison to an Immigration Removal Centre has not been easy. But now, some 19 months after being opened, the Board are pleased to report that most of the teething problems have now all been settled. There were many new challenges for all concerned, HMPS rather than running a prison were now contactors to UKBA which resulted in some disagreements. None of the UKBA staff had served within a closed establishment before and their progress was initially severely limited as the UKBA IT system had not been installed on time and work had to be carried out on lap top computers which did not have the correct scope. Furthermore it became necessary for UKBA to find their own furniture for their offices which created a further impasse. The Board considers that with the benefit of hindsight the IT system and furniture should have been installed prior to the opening of the centre and an experienced UKBA Manager should have been responsible for opening and running this section for at least 6 months before an inexperienced manager was appointed. That said, the problems here have all been resolved and the UKBA section is now a very efficient and well run section.

4.2. One of the problems encountered at Morton Hall stems from the fact that there is a large open space surrounding the accommodation blocks where the detainees are allowed free access when not in their rooms. Early in the period of this report two detainees scaled both the inner and outer fence and made their way through the razor wire on top of the fence. At the time of the escape, the Perimeter Intruder Detection System (OIDS) had not been installed. There was considerable pressure to open the Centre, therefore this risk was accepted by both UKBA and NOMS. A PIDS system has since been installed alongside further anti-dash fencing installed between the accommodation blocks and the inner fence. Likewise, following a tendency for some detainees to climb onto the roof of one of the two storey accommodation blocks, every roof within the inner boundary of the Centre has now been fitted razor wire to prevent further incidents at height. Once again, with hindsight these requirements might have been identified before detainees were admitted.

4.3. Initially detainees were moved to Morton Hall during normal working hours but a conscious decision was taken to moving them 24 hours per day. Normally this would not present a problem except whenever a disruptive detainee is transferred requiring a three person unlock when only minimum staffing levels are in place. This causes operational difficulties in facilitating the move.

4.4. The HMPS staff also had initial difficulties as the treatment of female prisoners and male detainees is fundamentally different. Disruptive detainees have been moved to prisons following major disorder necessitating the opening of the Silver Command Suite and other disruptive detainees have been moved to other IRCs but only with the approval of the UKBA Manager. These difficulties have been seized on by the National Prison Officers Association who on at least two occasions has publicly declared in the media that Morton Hall was the most dangerous place to work in the whole of the Prison and IRC estate. This is far from the truth and the Board, having seen the CCTV footage of all incidents and talking with staff, has concluded that Morton Hall operates a zero tolerance to violence in accordance with NOMS policy and is a safe, decent and secure centre.

4.5. Morton Hall Immigration Removal Centre has now been running for 19 months since its opening by the minister on 1 June 2011. There has been a very steep learning curve for all members working there, the UKBA personnel, HMPS staff and the Independent Monitoring Board itself. Many valuable lessons have been learned and put into practice. Old methods have changed, always for the better and the whole of the centre is extremely well run. The Board congratulates both the Centre Manager and the UKBA Manager on the work they have put in to ensure that the Centre is running extremely well in all areas.

4.6. The Board would like to thank both the Centre Manager and the UKBA manager for their co-operation during the period of this report and for the encouragement they have given to the Board at all times.

4.7. Questions for the Minister.

The Board is pleased to say that there are no questions arising from the last report and that any questions raised during the period of this report have all been resolved.

4.8. Questions for UKBA.

The Board considers that it is not a decent way to treat detainees to move them routinely during the night and that they should be moved during the normal day. However, apart from that problem the Board hopes that should a decision be taken to change any other prison to an Immigration Removal Centre the implementation of the lessons learned at IRC Morton Hall should ensure the smooth transition from prison to Removal Centre.

4.9. Questions for the Prison Service.

Again, the learning curve has been very steep but the Centre Manager and her staff have ensured that IRC Morton Hall has become a very efficient and capable removal centre and therefore there are no outstanding issues to raise with the Service.

5. Specific Areas of Monitoring

5.1 Equality and Inclusion

5.1.1 An information leaflet produced and distributed internally by staff provides details of the work of IRC Morton Hall and confirms that in order to meet their aims, management and staff will focus on four priority areas of Delivery; Decency; Diversity and Development. Diversity is described as “Respecting everyone as an individual and celebrating that everyone is unique”.

5.1.2 At any one time there are detainees being held representing in excess of 45 nationalities speaking more than 50 different languages. UKBA guidelines require the translation of Detention Centre Rules, Induction and other key information in to the top 10 languages as identified (across the IRC estate) which are: Arabic, Chinese, Dari, Farsi, Kurdish, Hindi, Somali, Tamil, Urdu, Yoruba. Since January 2012 Applied Language Solutions have been contracted (replacing Big Word) to provide translation services both written and via telephone although it can take more than 48 hours which means that urgent documentation translation is not possible.

5.1.3. Sampling of data at the end of March 2012 showed that 37% of the centre’s population come from the Indian sub-continent, 10% from China and 7% from Afghanistan. Nearly 50% of the population are Muslim with 17% Christian and small numbers from other denominations. 67% of the population is aged under 34. 3% of detainees disclose a disability during the reception process and assignment forms are then sent to the personal officer to complete and be verified by healthcare.

5.1.4 Morton Hall introduced, and continues to hold, regular Focus Consultation Groups on all the residential units and within different communities, the results of which allow staff to respond to the changing needs and requirements of detainees and to initiate and adjust policies accordingly. Focus Consolidation Groups and Equality Impact Assessments (EIA’s) have highlighted problems and concerns regarding the effectiveness of communication, the translation of documents, and also the inability of some detainees to read or write. It became apparent that many detainees did not understand the induction process and that the communication methods employed during the first few days after arrival were not effective. These initiatives and others led to many changes being made, for example an on-going review of the changing population and language requirements.

5.1.5 Induction paperwork now includes information covering: the core day at Morton Hall; visits arrangements; expected detainee behaviour; induction arrangements; how to make an application; UKBA information; IMB; safer community; Samaritans; personal officer support; peer support; equality; complaints; catering; religion; education; library; welfare; gym; personal cleanliness; reception; Incentive and Privileges Scheme (IPS); healthcare; security; accommodation and units.

5.1.6 Information is communicated via media routes directly into the detainee’s room via TV channels. Work continues in updating the media channels in different languages and formats that detainees can understand.

5.1.7 Induction DVD’s have been produced which give more in-depth information and are played into rooms on a loop system via the TV with translated voice over. The voice over in 12 spoken languages (currently) is more effective for detainees who cannot read or write. Work is also progressing on the radio station with programmes being recorded by detainees. Once edited, these can be played out via the media channels on the TV.

5.1.8 The Board is pleased to know that Diversity staff are currently working hard to procure “Widgit” symbols as an alternative form of communication. It is understood that a decision has yet

to be made by the HQ procurement team to fund this development. The IMB fully support this initiative and look forward to reviewing its application in due course.

Note: Widge Symbols are used all over the world, supporting 17 languages, increasing the accessibility of written text, giving readers of all literacy levels greater access to information.

Source: www.widget.com.

5.1.9 All members of staff ensure that all detainees have access to Complaint forms and Discrimination Incident Report Forms (DIRF's), and these forms are translated into approximately 15 different languages and are widely available throughout the Centre. During the first year of the Centre being open some 44 DIRF's were submitted, the majority by staff, with 13 being proven, 13 unproven and 18 for information only. Although this is a relatively low number of complaints the following trends were identified. Race is the most complained about area accounting for 40% of incidents proven. These typically involve verbal abuse and graffiti.

5.1.10 Sexual Orientation is the next area most likely to be complained about with around 30% proven. Complaints centre on homophobic views openly expressed by detainees. In response to this information Diversity staff set up a Gay Support Group (for detainees) which has proven to be very successful. Of the proven incidents, most have been reported by staff.

5.1.11 The IMB is pleased to observe that there is an on-going and high profile commitment by all staff, and especially those connected to the Diversity team, to the encouragement of detainees to engage with each other and with officers to ensure that the needs of a very diverse population are recognised, understood, accepted and respected.

5.1.12 In addition to Consultation groups, detainees are encouraged to attend and send representatives to Detainee Representative Group (DRG) meetings held each month. Additionally, detainee representatives are invited to the bi-monthly Detainee & Staff Diversity and Equality Action Team (DEAT) meeting. This is a meeting chaired by the Centre Manager and attended by the Heads (and representatives) of all functional areas. Detainees stay for the first part of the meeting (not to include Staff issues) and are encouraged to participate.

5.1.13 The Monthly 'Topic' and 'Country' is selected by staff and promoted throughout the centre. Individual countries are chosen and during that month activities take place to promote and develop an understanding of that country, its nationality and culture. Alongside this runs a "Topic of the Month" which could be religion, disability, age, sexual orientation, equality, race etc. These initiatives are very useful and successful in dealing with many important issues.

5.1.14 Morton Hall visibly supports and promotes interest in all the major religious and cultural events celebrated during the year, and encourages participation in peripheral events and activities to support these celebrations.

5.1.15 The IMB are also aware that Morton Hall ensures that all staff receive adequate and continuous diversity training and support. Currently staff numbers reflect a 60/40 male to female ratio which almost achieves the re-role target of 65/35; the BME key performance target (KPT) of 2.51% is also being achieved or exceeded; and management continue to encourage the work of Galips, Respect and Disability groups through supporting staff representation within these organisations and ensuring their views and concerns are heard and respected.

5.1.16 The IMB is satisfied that both the management and staff are successfully achieving their focus of ... "Respecting everyone as an individual and celebrating that everyone is unique".

5.2. Education Learning and Skills

5.2.1 All new detainees attend an induction with education staff within their first 2 days. Detainees wishing to undertake education attend for an afternoon taster session and a one to one interview and initial assessment to ensure the correct place is offered.

5.2.2 Education is provided five days per week with evening classes 2 evenings per week. Subjects on offer include Information and Communication Technology (ICT), English for Speakers of Other Languages (ESOL), and Art and Design. The Barbers Salon provides a dual purpose role, providing barbering services to the detainees and staff, but, more importantly, provides the opportunity for detainees to learn basic barbering skills useful for future employment.

5.2.3 An educational outreach programme is provided throughout the establishment whereby a team of qualified teachers are available in the workplace areas, offering literacy, numeracy and ESOL support along with support and advice for students completing workplace qualifications.

5.3 Healthcare and Mental Health

5.3.1. Healthcare at the Centre is commissioned by the Lincolnshire PCT and provided by G4S. It meets the standards required by the PCT, The Care Quality Commission and UKBA. Most detainees seem satisfied with the facilities offered and only 1 or 2 complaints are received a month.

5.3.2. There are no inpatient facilities. 24hr cover is provided by nursing staff and GPs from practices in the local community attend for 8 hours on weekdays and 4 hours at weekends. The nurses and doctors are also trained in substance management with a focus on detox. As yet, there is no IDTS. Detainees may drop in for emergency treatment but are usually expected to make an appointment. A dentist comes regularly and will also attend in an emergency and in addition there is a dental hygienist. An optician comes monthly and can supply spectacles in 5-7 days. There are numerous nurse led clinics and drop-in sessions. All staff members are inducted into training for torture awareness.

5.3.3. A mental health service is provided 7 days a week, offering a weekly drop-in session as well as individual and group counseling. A psychiatrist is available if required as is a transculture psychiatric service. All staff are inducted into training for torture awareness.

5.4. Purposeful Activity (including work)

5.4.1 Detainees are only permitted to work 15 hours per week, with the exception of the kitchen workers who have been given dispensation to work for up to 30 hours, although this is under review. Workshops provide a variety of employment including textiles (curtain and garment manufacture), light assembly of components, machine embroidery for garments, vinyl sign manufacture and latterly the refurbishment garden tools for local charities. Employment is also provided for cleaners in various areas around the centre and in the gardening and catering departments and as library assistants.

5.5. Resettlement

5.5.1. Detainees tend to spend a limited time in Removal Centres before they are either released into the community from which they were picked up or deported. It is therefore very difficult to establish resettlement programmes such as those in prison establishments. However, the Board is confident that the education programmes and work experience they receive whilst at Morton Hall go some way to equip the detainees with sufficient knowledge to assist with their resettlement into whatever communities they return to.

5.6. Safer Detention

5.6.1. Safer Detention is seen by the Board as one of the most important issues within the Centre with monthly meetings attended by staff and other groups such as the Samaritans and the IMB who monitor these meetings. Concern has been raised by those holding the meetings that whereas the IMB cannot be expected to attend every meeting they should attend as often as is necessary to maintain the correct level of monitoring.

5.6.2. There was an escape early in this reporting period when two detainees succeeded in climbing the inner and outer perimeter fences including breaching razor wire on top of each fence. Since that time another fence has been erected between the accommodation blocks and the outer fence and there have been no further attempts to escape. The CCTV system has been vastly improved and a trembler fence system has been installed and tested daily. There have also been two rooftop incidents where detainees were able to climb on top of the double storey Fry block. On both occasions the Silver Command Suite was opened and NOMS Tornado Teams were used to ensure that the detainees returned safely to the ground. As a consequence, all the accommodation blocks and the Healthcare/CSU building have had razor wire installed to prevent any further incursions to the roofs.

5.6.3. The Board has noted that the X-Ray machine in the reception area does not identify illegal contraband, however the Reception Staff have become increasingly aware of how drugs are being attempted to be smuggled in and are becoming increasingly adept at locating them in everyday articles. Similarly, the Board is conscious that dogs are not being used as much as they should be for the location of drugs, fermented liquids and illegal telephones. Staff members work diligently to identify where smells emanate but the provision of more dogs would be a distinct asset to their searches and also provide a deterrent.

5.6.4. The learning curve for all staff at IRC Morton Hall was very steep as there is a quantum difference between a Closed Women's Prison and an Immigration Removal Centre. All staff members concerned have succeeded in maintaining a safe and secure environment for all those detained here.

5.7. Segregation, Care and Separation, Close Supervision

5.7.1. The re-role required some changes in the Care and Separation Unit (CSU) including a minimal cell required for detainees being held under Rule 42. All changes were carried out quickly but over the months of operation it became evident that more changes needed to be made as the cells themselves were not judged to be fit for purpose, especially following a dirty protest when specialist cleaning contractors had to attend. There was also an issue about the amount of dirty protest clothing that was being stored for use by staff involved. The latter problem has now been resolved. It was soon found that as detainees tend to smash the cells a heavier duty type of furniture would be required to prevent this damage in the future.

5.7.2. Perhaps the biggest change of all was the amount of time that detainees are held in the CSU; in some cases as little as 45 minutes when their tempers have cooled sufficiently.

5.7.3. The Board is becoming increasingly concerned that although the detainees in the CSU are treated with the utmost respect the staff continue to be verbally abused on a regular basis and in some cases assaulted with no punishments awarded to the detainees for their actions. All assaults are referred to the police in accordance with NOMS zero tolerance policy on violence.

5.8. Residential Services (includes accommodation, food, catering and kitchens)

5.8.1. The arrival of detainees created several problems. Many of the detainees refused to operate the menu selection system and became abusive when they were requested to return to their accommodation for their menus. Portion control has also been a problem as the appetites of male detainees and their constant demand for more food led to a budget overspend when the population of the Centre stabilised at 90% of its capacity. Eventually, following consultations with the detainees, it was agreed to stop the use of selective menus and the detainees now choose from the hotplate, with a choice of food selected from popular, well chosen dishes, many of them representative of the cultural food requirements of the various nationalities being held. A food representational group was set up with detainees' participation to ensure that the menus were constantly being reviewed in the light of the ever-changing population.

5.8.2. Regrettably the decision by NOMS to use the 3663 catering firm to supply food to all the establishments in its estate has frequently resulted in the provision of such poor quality food that it became necessary to return it to the provider. The provision of poor quality meat was a particular problem when large amounts of skin and hair remained on the meat supplied. On several occasions during the period of this report it has been necessary for the catering manager to purchase replacement items from a local supermarket.

5.8.3. One welcome innovation was to allow detainees to cook specialist meals to celebrate their religious festivals and this has proved extremely popular. This has now developed into a "Cultural Kitchen" idea when groups of detainees can get together and enjoy a meal from their own cultures.

5.8.4. The Board is very pleased to report that the Catering Manager and his staff are continuing to work on improving the menu which has resulted in a drop in the number of complaints received on the standard of food provided.

5.9. Detainees Complaints

5.9.1 In the 19 months of this report 292 formal complaints were made using the DCF9 procedure. A total of 235 were found to be unsubstantiated, 22 partially substantiated, and 26 fully substantiated, eight were withdrawn and one was closed. The majority (60) of these complaints were about members of staff, 24 about catering and food, 21 about residential issues, 13 about personal property, 13 about catalogue sales, 20 about the internet and use of the hub and nine about finance. There were also several minor categories concerning clothing, heating, healthcare, court hearings, use of the gym and employment all of which had less than three complaints each.

5.9.2 The Chair of the IMB is sent copies of all the complaints by secure e-mail but the replies are seldom sent.

5.9.3 The Board is pleased to report that all the complaints have been handled correctly and all were answered within the allotted time scale. The Board considered that the total of partially and fully substantiated complaints were received at the low rate of only 2.5 per month is a strong indication of how well the Centre has been operating.

5.10. Welfare

5.10.1 IRC Morton Hall Welfare Department opened on 16th May 2011. Then same day as HMP Morton Hall re-rolled to an IRC. This Department has, as its primary responsibilities, the family (home, children etc), the legal aspect, property and applications in connection with all detainees held within the Immigration Removal Estate.

5.10.2 The IRC has a Service Level Agreement (SLA) which pays for "Children's Links", a volunteer charity organisation working within IRCs to deal with family issues. Three Staff members are available in The Hub, every morning to deal with family orientated applications and to run a 'drop in' clinic. Unfortunately Welfare Officers are not always available to deal with all issues as they are as they are relocated to deal with other IRC issues.

5.10.3 The Welfare Department has noted that some former prisoners arrive at IRC Morton Hall with an incorrect Multi-Agency Public Protection Arrangements (MAPPA) rating of level 3. It was thought that this situation probably arose because the Probation Departments at their former prisons assumed that all ex-prisoners sent to the Immigration Removal Estate would eventually be deported. This is not the case, and some former prisoners are released and it is necessary that these ex prisoners are allocated the appropriate MAPPA level before being set free. To correct this problem the Welfare Department now contacts the Welfare Officer at detainees' previous prisons when they arrive at IRC Morton Hall to ensure that the correct MAPPA level is applied to them. A further problem arises is the level of monitoring required of MAPPA nominals and the inability of an IRC to carry out monitoring (as the detainees have mobile telephones and access to the internet) that causes a potential risk to the public and any victims.

5.10.4 The Welfare department will email or print any documents for detainees that are in connection with a legal matter. This normally involves a standard request for information from UKBA for paperwork pre release. The Dept. will also email personal documents for 10p a sheet. A fax will be delivered to a detainee within 4 hours. Data Access requests for Information from Welfare cost £10.

5.10.5 The Hub houses computers for use by the detainees who are allocated 40 minutes of computer time per session and this facility is very highly used. A welfare officer runs the scope of the computers and many sites have been excluded from use by detainees. All computers are continually monitored by the officer who can prevent access to a particular site should it prove to be illegal. Likewise detainees are denied access to "facebook" and other personal information sites.

5.10.6 The shop is open regularly and contains a wide variety of stock. Detainees can request further items which are considered on a regular basis.

5.11 Facilities Management

5.11.1 The centre is well maintained and kept clean and tidy. Bins have been located throughout the centre for recycling purposes and the scheme appears to be working well. The grounds are well maintained by staff members.

5.11.2 The visits hall is well used. Visits do not have to be booked but it is advisable to book to guarantee a place. Visiting takes place every day from 13.45 to 1615 with an evening session on Tuesdays from 18.00 to 20.15 and on Thursday when visits remains open from 13.45 to 20.15. Legal visits normally take place during the mornings. Visitors are received in Octavia House which is a building external to the Removal Centre where the visitors are processed before entering the main Centre. Children are always welcome and full children's visits take place regularly when a "Children's Link" Play Worker is in attendance to encourage and engage the children in play activities.

5.11.3 There is a drinks machine in Octavia House where the visitors are received into the centre and a small shop is provided within the visits area which provides refreshments to visitors at reasonable cost.

5.12 Reception

5.12.1. Reception relocated to its present building in July 2011. The rooms are very small, particularly the reception area, and there are problems with lack of adequate ventilation. However corrective alterations have been made in other areas. Despite its design flaws the staff have successfully managed the reception process with consummate professionalism. Initially it was open to receive detainees from 8am until 8pm (weekends 8-4) but now operates 24 hours a day. Arrivals are largely unpredictable but detainees can expect the same level of service and care at all times. Staff members have been very pro-active in searching detainees and luggage and have had significant success in finding drugs and other prohibited items. Transport problems still exist when several vehicles arrive close together causing delays in reception. There have been no serious incidences within Reception and staff must be commended their tact and good humour.

5.13. United Kingdom Border Agency

5.13.1 IRC at Morton Hall started operations in May 2011, immediately following the departure of the last of the women prisoners in April 2011. Unfortunately the special access computer system required by UKBA was not in operation at the start of the operation time and all the processing work had to be made using lap-top computers with no access to the central servers. None of the UKBA staff had ever served in a closed establishment and found the learning curve very intense. The relationship between the first NOMS Centre Manager, who had successfully elevated the HMP Morton Hall to the best performing prison in England and Wales at the close of 2010, and the UKBA Contract Manager was not good and with the benefit of hindsight it would probably have been better to have used a more experienced Contract Manager for the first 6 months of operation. One of the results was the decision of the Centre Manager to withdraw the office furniture from the UKBA office which then had to be replaced which caused another small inconvenience.

5.13.2 The Board is pleased to report that the work put into the centre by both the original UKBA Manager and the Centre Manager have resulted in both being promoted. At the time of this report, the UKBA staff had become very experienced and have increased their work-load remarkably finding time now to run drop-in clinics on a regular basis as well as their normal interviewing processes.

5.13.3. The Board has continued throughout the period to receive excellent assistance and co-operation from UKBA staff and management. UKBA were also contracted to provide an IMB Clerk who we have found to be most efficient as she undertakes this duty on top of her position as a UKBA worker.

Section 6 THE WORK OF THE INDEPENDENT MONITORING BOARD

1 June 2011 to 31 December 2012

BOARD STATISTICS	2011/2012
Recommended Complement of Board Members. It should be noted that this number was set for a Women's Prison IMB which attracted an extra 25% of members under the staffing plan agreed prior to 2011. It is thought that the current level for an IRC should be set at no more than 12	15
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	8
Number of new members joining within the reporting period	Nil
Number of members leaving within the reporting period	1 death 2 resignations
Total number of Board meetings within the reporting period	19
Average number of attendees at Board meetings during reporting period	9
Number of attendances at meetings other than Board meetings	447
Total number of visits to the IRC (including meetings)	620
Total number of applications/complaints received	151
Total number of segregation reviews held	N/A
Total number of segregation reviews attended	N/A

IT should be noted that the number of visits allowed by the IMB Secretariat for Immigration Removal Centres is far lower than those for Prisons. For the period June 2011 to March 2012 visits were made as if Morton Hall had remained a prison but were drastically reduced from April 2012. The Board considers that the allocation of visits by all IMBs should follow the same formula which has been established and agreed for the Prison Estate. Additions and subtractions from that formula can be made to allow for extra visits in the case of High Security establishments and lower visits required by Open Prisons and Immigration Removal Centres.

Subject-matter of Applications to the Board 1 June 2011 to 31 December 2012

Code	Subject	2011/12
A	Accommodation	5
B	Access to/quality of legal advice	0
C	Diversity related	2
D	Education/employment/training/activities	4
E	Family/visits	3
F	Food/kitchen related	8
G	Health related	14
H	Property	25
I	Related to detainee's immigration case	23
J	Staff/offender/detainee related	3
K	Transfers/escorts	11
L	Miscellaneous	6
P	Immigration Cases including travel documentation, FSR, identity and asylum	24
	Total	148

Applications to the Board run lower than when Morton Hall was a prison as the detainees use the Formal Complaints Procedure, DCF9 more readily.

R E Booth
Chair IMB
IRC Morton Hall

14 July 2013