

ANNUAL REPORT

1st January to 31st December 2013



**Independent Monitoring Board
MORTON HALL
IMMIGRATION REMOVAL CENTRE**

**Chair: Stephen Knox
Vice-Chair: R. Booth**

Section 1

Statutory Role of the Independent Monitoring Board (IMB) at the Immigration Removal Centre (IRC) Morton Hall

The Immigration and Asylum Act 1999 requires 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 Home Office. IMB Members are the only independent presence in the Centre on a day to day basis.

IMB EQUALITY STATEMENT

Independent Monitoring Boards 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.

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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 Home Office 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 Home Office Immigration Manager and his staff are also located within the IRC. The land previously used as a farm is now not used. Due to the increasing numbers of prisoners/detainees being held, it is considered that this area could be used to provide an increase in prison/detainee accommodation. Morton Hall is situated just 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.

Section 4

Executive summary and recommendations

4.1 The Board is pleased to report the continuing success of IRC Morton Hall as an Immigration Removal Centre. The results of the unannounced inspection by Her Majesty's Inspectorate of Prison held from 4 to 8 March 2013 and published on 8 July 2013 were excellent with the Centre performing better than all the other Removal Centres bar one. Of course there were points raised by the Inspector but these were of a minimal nature and consisted of whether or not to take a detainee to hospital handcuffed, measures to allow the detainees more freedom of movement around the Centre and whether the staff should carry batons as a matter of course.. Overall the Inspector reported IRC Morton Hall as an impressive establishment that was safe,

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calm and positive. There was a very good staff-detainee relationship which supported effective dynamic security and the detainees reported that they felt safe within the centre. The Board is happy to endorse that report.

4.2 One other problem was resolved during the year. Her Majesty's Prison Service has long held a "Zero Tolerance" attitude to violence but this was not accepted by the United Kingdom Border Agency. In the previous report it was noted that the Prison Officers Association spoke several times throughout the year against the non acceptance of this policy complaining that IRC Morton Hall was a very dangerous place in which to work. Thankfully with the acceptance of zero tolerance there have been no repeats of these damaging, although completely untrue, statements.

4.3 The Board has some concerns of staffing levels and Prison Officers have been complaining that they are unable to take short notice day's leave to attend hospital appointments and for other personal reasons. Staff have also complained that it was not possible to take leave when they wished. However, it was noted that the total work force over the Christmas period was carried out by willing volunteers!

4.4 The Chairman of the Board noted that although copies of all the complaints submitted by detainees were sent to him as was a resume of the annual complaints register, individual copies of the formal replies to the complaints were not received.

4.5 Provision of satisfactory and nourishing food is essential in any closed establishment and budgetary constraints are essential to meet that task. However the quality of the food supplied by the contractors, 3663, is often of a dubious nature. Hair is often found on meat and the portions appear to be almost constantly reducing. The Board considers that another contractor be used to supply better quality food when the existing contract comes up for renewal.

4.6 Another problem which has been noted throughout the year is the amount of rubbish seen around the area. Despite placing litter boxes in conspicuous areas around the establishment litter is not being handled correctly and the practice of placing paper and cardboard rubbish in an open enclosure in the Kitchen area tends to be blown about whenever there are high winds.

4.7 The Board is pleased to report that the take up of education has improved over the year. Unlike prisons where the prisoners receive pay for being educated this is not true for detainees but the introduction of modular qualifications gained over a month of studies means that the detainees gain certification for their studies month by month. There are many opportunities for detainees to work either in the kitchen or as cleaners but there are also opportunities to refurbish garden tools and bicycles for a charitable foundation and manufacture textiles. This Charity, known as "His Church" provides a regular outlet for goods which the detainees can buy for themselves and range from clothing to food. A recent visit raised over £2,000.00 for the charity.

4.8 The Board notes the large area of land which was previously cultivated as a farm but which now is unused. It is completely surrounded by a single security fence. Bearing in mind the current increase in the number of prisoners and detainees this land could be used to provide additional prison/detainee accommodation at a reduced cost.

4.9 The Board would like to congratulate the Centre Manager and the UKBA Manager, (now known as the Home Office Immigration Manager) on their work in maintaining a very efficient, well run and safe Centre and thank them both for their encouragement of and co-operation with the Board at all times.

4.10 Questions for the Home Office Immigration Minister.

Although the Board realises that it can be necessary for detainees to be moved at night it is not considered humane to move them between the hours of 23.00 and 06.00 especially when they are

merely transiting IRC Morton Hall as a rest stop. By the time the detainees are processed they have little time to sleep before they are processed again prior to their onward journey.

4.11 Questions for Home Office Immigration Enforcement

The Board would like the Home Office to ensure that replies to detainees' complaints are sent to the Chairman of the Board.

4.11 Questions for NOMS.

4.11.1 The Board considers that the quality of food supplied to IRC Morton Hall by the 3663 company is of such a low quality that the contract should be awarded to a company which can improve the quality of food supplied.

4.11.2 Due to the nationally increasing levels of prisoners and detainees the Board considers that thought be given to extending IRC Morton Hall by utilising the currently disused farm land which is completely surrounded by a single fence.

Section 5

Specific Areas of Monitoring

5.1 Equality and Inclusion

5.1.1 The front page of the IRC Morton Hall Weekly Bulletin, available to all staff, is headed with the words: Diversity, Decency, Delivery and Development. This statement clearly identifies the aims and priorities for all those working within this establishment.

5.1.2 The previous year (2012) was one of great challenges for staff (after the recent re-role from a prison to an Immigration Removal Centre): the past year (2013) has seen consolidation, a developing knowledge and experience, and a more proactive response to the challenging needs of a wide and diverse group of detainees.

5.1.3 Examination of Nationality and Ethnicity data shows that in excess of 50% of detainees held are from the Asian sub-continent: India, Pakistan, Bangladesh and Afghanistan. The three largest religious groups are Muslim, Sikh and Christianity: on average some 50% of detainees are Muslim.

5.1.4 Each month detainee representatives from all residential units have an opportunity to attend a Detainee Representative Group (DRG) meeting, attended by senior staff representing the functional areas of the Centre. This provides an opportunity for detainees to raise and discuss issues and topics which are important to them and may be causing concern. Any issue discussed which reflects upon an aspect of diversity or equality would then be raised at the next Detainee and Staff Diversity & Equality Action Team (DEAT) meeting, held every two months.

5.1.5 The purpose of the DEAT is to ensure the Centre complies with the requirements of the 2010 Equality Act, and ensures that all staff are aware of their general and specific responsibilities under this legislation with regard to equality legislation for the protected characteristics of race, religion or belief, age, gender, disability, Marriage and civil partnership, sexual orientation, gender reassignment, pregnancy or maternity. The meeting is chaired by the Centre Manager and

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consists of all functional heads and representatives from the religious affairs department, staff support groups, detainee representatives (peer supporters), healthcare, catering, Home Office, IMB and an independent observer. This meeting provides a valuable platform for all functional areas to review, discuss and evaluate their policies, procedures and practices. Detainee representatives are encouraged to attend and contribute to the non-staff part of the meeting. The minutes of these meetings together with all contributing reports and data are closely monitored by the IMB.

5.1.6 All policies and practices are risk assessed to identify if there is any detriment to the protected characteristics with reference to both detainees and staff. Equality Impact Assessments (EIA) were carried out for all functional areas and processes and the Board is pleased to note that where concerns have been raised, they have been responded to quickly and efficiently.

5.1.7 Monthly statistics show a reducing number of Discrimination Incident Report Forms (DIRF's), and Complaints (compared to a Prison population) which the Board believes could reflect the increasingly pro-active intervention and involvement by Staff dealing with Detainee issues on an informal level. Of the 131 complaints received in the past year only 21 were substantiated fully or in part. The IMB were however disappointed to note the closure (in the summer) of the DEAT drop-in centre located next to the Library. Manned by trained Diversity staff, and often supported by detainee representatives, this area was a focal point for Equality and Diversity activity, and was well attended and used by detainees for information, guidance and support.

5.1.8 The HMCIP report in March suggested that some DEAT activity could benefit by being less reactive, and the Board is pleased to note that during the past year there has been an increase and expansion of: Questionnaires, Interview and Focus groups, Communication groups, Education initiatives, Detainee activities and Consultation groups. The emphasis is not just on responding to known issues, but establishing regular opportunities for staff/detainee engagement, encouraging discussion and a greater knowledge of issues and concerns.

5.1.9 Some of the issues raised, for example, have been concerns regarding the special needs of young men (under 21), and the support of gay detainees. The largest age group in the Centre is 25-34 representing almost 50% of the total population. Detainees aged 50+ account for approx. 3% of the total with those under 21 approx. 8%. An 18-25 communication and support group was established which identified that young men, not yet fully emotionally mature, had difficulty channelling their anger and frustration. Feedback from the Diversity department and gay support group meetings suggested some 2% of detainees are gay or bi-sexual. Work with both these groups identified support which could be provided, involving areas such as healthcare, education etc. and also very importantly outside agencies.

5.1.10 Morton Hall has a strong record of Community Engagement which serves to strengthen the relationship between the Centre, detainees and external organisations, thereby providing support for detainees and their families. Quarterly Community Engagement meetings are held to facilitate a better understanding between all these organisations, and to raise and discuss mutual concerns. The IMB has a presence at these meetings.

5.1.11 The first Community Engagement 'event' took place in September where a variety of organisations attended the Centre including legal firms, charities, support groups and public services. Specialist support groups were also identified who could provide advice and support for detainees who may have issues such as age, sexuality, gender, faith and health. The aim of the 'Fair' was to provide information, support and advice to detainees, and was a great success. The event will continue to be held every six months. Some of the specialist support groups attending were:

- a. Age UK: providing services and support to the over 50's.
- b. Imam: supporting LGBT Muslim people, addressing sexual orientation within Islam.

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- c. The Al-Fatiha Foundation: working to combat homophobia within Muslim communities.
- d. Lesbian Gay Bisexual Transgender Equality: a NE Lincolnshire support group.
- e. The Gender Trust: largest registered charity helping people affected by gender identity issues.
- f. Positive Health: a Lincolnshire based charity providing information and support to people infected and affected by HIV and AIDS).

The IMB congratulates staff on their continuing commitment and dedication to the development of these important community links and services.

5.1.12 The IMB would also like to acknowledge and pay tribute to the role of Children's Links who work with IRC staff in three designated roles: running the Visitor's Centre, providing Family Welfare support, and working with families in the Visits Hall. They co-hosted the Community Engagement Fair in September, and created contacts with the Arabic and Chinese community in Lincoln, and formed contacts with BID (Bail for Immigration Detainees) and DAS (Detention Advice Service). They also provide a Family Visit Travel Support Fund which provides financial support for wives and families to visit the Centre.

5.1.13 The IMB is pleased to confirm that management at Morton Hall continue to ensure that Diversity and Equality has a very high profile, with both detainees and staff, and provide a robust, effective and visible structure for discussion, monitoring, review and implementation of support and services for Detainees.

5.1.14 Their approach can be summed up by the statement printed at the top of the DEAT Agenda –

"Promoting Equality – Effecting Change".

Education, Learning and Skills

5.2.1 Education services are provided by Lincoln College within a suite of excellent classrooms and offices. Despite the fact that detainees are not paid to attend education the classes are attended by a good proportion of the detainees with up to 50 attending on any particular day. Perhaps the most popular course is English for Speakers of Other Languages but there is a wide variety of subjects taught, amongst them are Hairdressing, Computing, Business Studies Food Hygiene and Employability; all designed to give the detainees a chance to improve their levels of knowledge to help them on their return to their own countries. The Hairdressing saloon is open at specific times and the detainees and staff alike may have their hair cut there. By design, the subjects are taught in small, self contained modules, each lasting about 4 weeks, with a certificate being awarded on the completion of each module. This method is used as detainees tend not to spend long periods of time at IRC Morton Hall and this ensures that their achievements are recorded and can be continued at their new locations. It is interesting to note that approximately 143 certificates are awarded each month with some detainees being awarded up to 11 certificates in one month.

5.2.2 Some classes in English and Mathematics are provided within the workshops to enable those detainees who work a chance to improve their basic skills.

5.3 Healthcare and Mental Health

5.3.1 Healthcare facilities at the Centre are commissioned by NHS Lincolnshire and provided by G4S Medical. A total of six active and retired General Practitioners provide the medical elements of the service with three of them employed on a regular basis and a further three available to ensure the service can continue uninterrupted. Detainees are encouraged to see the nursing staff in the first instance to determine if a medical appointment is necessary as the nursing service is available for 24 hours per day.

5.3.2 There are adequate mental nursing services available but they are being stretched by some detainees who apparently look up the symptoms of mental illnesses on the internet and then develop the same symptoms themselves. This is regarded as a behavioural problem and is being treated as such. The mental nursing facilities are available 7 days per week with weekly drop-in sessions and individual and group counselling sessions.

5.3.3 Dental provision is made once per week on Saturdays but the dentist can and does attend for emergency cases whenever required. In addition, a dental hygienist service is also provided on a regular basis.

5.3.4 One of the senior nurses is a specialist in torture awareness and has trained all the staff in this topic which is most welcomed as part of Rule 35 investigations.

5.3.5 An optician visits on a monthly basis and can supply spectacles normally within a week. Unfortunately the majority of detainees are not free to enjoy this service as the majority of them spend only up to two weeks in the Centre.

5.3.6 The Board was pleased to report that the Healthcare provision has been excellent and had been so assessed by Her Majesty's Inspectorate of Prisons on his formal inspection of the Centre from 4 to 8 March 2013.

5.4 Purposeful Activity and Work

5.4.1 Paid work is available in three workshops, a Recycling facility, Kitchens, Wing and Gym cleaning and in the Library. Up to 250 jobs are normally available at any one time but those employed rarely exceed half that total. Waiting lists are rare except for some of the more popular placements such as the kitchens and waiting lists themselves are short. Job fairs are regularly held in the dining hall to acquaint detainees with what work is available and these invariably attract more detainees into the work environment.

5.4.2 One new innovation this year is the recycling unit which restarted after a waste food ingester was relocated from its previous location at the farm to one of the workshops. All waste food from the kitchens is processed into fertilizer by this machine. In addition waste paper and plastic is sorted, bailed and disposed of through normal disposal channels. To help in this process sets of three bins are located throughout the establishment to encourage the separation of refuse at an earlier stage.

5.4.3 A wide variety of skills are taught in the workshops; bicycles are repaired and restored for the His Church Charity which then redistributes them around the world. In the same workshop there is a flourishing embroidery section which teaches the detainees how to embroider designs

on clothing and a sign making and printing section. Other workshops produce garments and teach sewing skills whilst in another garden tools are restored for a local charity. All these skills could be most useful when detainees return to their own countries where they could possibly set up their own businesses using the knowledge obtained from these workshops.

5.5. Resettlement

5.5.1 Due to the fact that detainees can spend as little as two weeks in the Centre before being either released to their homes or deported from this Country it is not possible to run a resettlement programme such as those normally encountered within the Prison system. However, the Board considers that the education and work programmes which are in place at IRC Morton Hall themselves provide a great deal of advice and good practice that can be successfully used wherever they go from here.

5.6 Safer Detention

5.6.1 The Safer Custody meetings are a vital part of the service being provided at IRC Morton Hall with staff attending from all key areas. Detainee's representatives are also welcomed so that their views are aired and any actions required on raised items are dealt with immediately following the meeting.

5.7 Segregation, Care and Separation, Close Supervision

5.7.1 Security at IRC Morton Hall is the key element of the service provided to keep all detainees in a safe environment with all members of staff being vigilant in their roles. Action is taken daily to upgrade areas that may be defined as a possible risk of security of those being held.

5.7.2 There have been many areas of change over the past year including anti-dash fencing being installed with upgrades to the security cameras being made. S wire has been installed on the roofs of all buildings to stop further rooftop protests taking place which previously necessitated the deployment of National Teams to remove the protestors from the roofs at considerable costs.

5.7.3 Regrettably there have been several key compromises over the last year necessitating further training for the staff members involved. However, in other areas the staff have been most vigilant in finding illegal items being brought in for detainees in either visits, the mail room or through Reception at times assisted by the dog section.

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

5.8.1 The kitchens at IRC Morton Hall are constantly under intense scrutiny with having to provide suitable food for over 50 nationalities and it would be an impossible task to please everyone all the time. Accordingly, focus groups are held bi-monthly and the conclusion reached from these groups is a basic acceptance of the food provided. However a recent questionnaire sent to all detainees elicited a 16% response from which it could be assessed that 84% of the detainees were happy with the quality and quantity of the food provided. Special catering is provided for approximately 30 religious festivals throughout the year and the detainees are actively encouraged to help cook their own, specialised dishes. It is of interest to note that the main meal on Christmas Day did not include the traditional turkey but reflected the needs of the Muslim community.

5.8.2 One problem encountered in the Kitchen is the quality of the food supplied by the 3663 contractors. From time to time the quality of the meat is so poor that food has to be purchased locally. Such faults as hair remaining on meat occur from time to time. The Board feels that a better quality supplier should be found when the current contract is due for renewal.

5.8.3 A cultural kitchen is now in its third year of operation. This is a separate kitchen and dining facility where a group of detainees are encouraged to cook their own style of food for themselves and their guests. These events are very popular and can be carried out up to three times per week. Meals are also provided by these cultural groups for visiting dignitaries and proved most acceptable by HMIP when they visited the IRC earlier in the year. This food can also be purchased by staff members and the cost of running this facility is not taken from the kitchen budget.

5.8.4 Budgetary constraints have led to the kitchen budget being overspent at times during the year of this report but menu adjustments have been made to compensate for this and currently steady monthly savings are being made.

5.9. Detainees' Complaints

5.9.1 During the period of this report a total of 116 formal complaints were made using the DCF9 procedure of which 7 were withdrawn, 2 were closed and 86 found to be unsubstantiated. Of the remaining 21, 7 were partially substantiated and 14 substantiated

	2013	2012	Increase/Decrease
Total Complaints	116	185	Large reduction
Withdrawn	7	5	Little Change
Closed	2	1	Little Change
Unsubstantiated	86	148	Similar percentage
Partially Substantiated	7	14	About similar
Fully Substantiated	14	17	About similar

What is obvious is that there has been a 63% reduction in the number of complaints being made and a similar reduction in the unsubstantiated complaints.

5.9.2 The Board is pleased to report that all the complaints have been handled correctly and all were answered within the allotted time scale according to the statistics provided by the Complaints Clerk. Regrettably the formal answers o those complaints are rarely received by the IMB Chair.

	Total Complaints	Service Delivery	Minor Misconduct
Substantiated	14	12	2
Part Substantiated	7	1	6
Total	21	13	8

5.9.3 The Board considers that this reduction in complaints is a direct result of the Staff sorting out more problems before a complaint becomes necessary and reflects well on the high standard of care that is being shown to the detainees and how well the Centre is operating.

5.10 Welfare

5.10.1 The shop remains very popular with the detainees as it provides them the freedom to purchase any of the items as and when they require them. Initially Officers of the Support Grade (OSGs) were employed to run the shop but during this year the running was transferred to agency workers and there are now 5 such workers employed there. All these new workers have received appropriate training and are now dedicated to providing and ever improving service.

5.10.2 The stock in the shop is subject to a quarterly review to allow detainees to select items to be sold; items not available on the DHL list are purchased locally. Wastage is minimal and the provision of a new min/max computer system should ensure that wastage of fresh items is minimised. It is curious to note that despite the popularity of the shop the turnover in 2013 was 5% down on the previous year.

5.10.3 The Welfare Section has ceased to exist as such but regular Welfare Clinics are held where detainees may discuss their specific needs. In addition, the Children's Link workers are positioned within the HUB and provide excellent help, not only with children's problems but with many other welfare issues including the search for missing property and documentation.

5.11 Facilities Management

5.11.1 The grounds of the centre are well maintained by staff members. Unfortunately the majority of the shrubs which surrounded the accommodation blocks have had to be uprooted on security grounds, likewise only a few of the planted areas remain set with flowers.

5.11.2 Despite there being several sets of recycling bins placed about the area the tidiness of the establishment is spoiled by rubbish appearing in the grounds. Much of this is thrown out of cell windows by the detainees, especially at the rear of the Accommodation Blocks but the waste paper/cardboard storage, adjacent to the kitchens appear to lose its contents whenever there is a strong wind.

5.11.3 Visits continues to be well used with legal visits carried out in the mornings and family/friends visiting every afternoon and two evening sessions, one on Tuesday evenings and again on Thursday when the visits are open from 13.15 to 20.15. In addition to these visits special children's visits are held on a regular basis with a member of the Children's Link Charity acting as a play worker. Visitors arrive at Octavia House which is about 200 yards from the Main

Gate to the Centre and are sent to that gate in an organised fashion to prevent large queues forming.

5.12 Reception

5.12.1 The Reception Unit was adapted from a previous workshop area when HMP Morton Hall was converted into an Immigration Removal Centre. Regrettably the waiting rooms are rather small as is the searching area and whenever more than one transport vehicle arrives at the same time it is necessary to hold the detainees within the second vehicle as there is insufficient space in reception. Each month some 600 detainees pass through Reception with a peak of 1000 which happened in December 2013.

5.12.2 Despite the above problems the Reception area is bright and comfortable with the staff showing respect to the detainees on their arrival. Detainees arrive over a total 24 hour period, some of them have made long journeys, sometimes without the necessary comfort stop having been made. On some occasions those detainees who are transiting IRC Morton Hall from IRC Dungavel to IRCs in the South of the country are woken very early in the morning to continue their journeys and not given adequate time to rest. It would be better if there was a stated policy giving the time that must be spent at rest before continuing these journeys.

5.12.3 The staff manning Reception are very proactive in their search of detainees and their property and continue to find drugs both on the person or hidden in their property. The searches are carried out in a courteous manner.

5.13 Home Office

5.13.1 The Board continues to work very well with the 'on site' Home Office manager and his team, **especially** as the IMB Clerk is provided from the department's manpower and completes this duty in addition to her own in a very professional manner. The Home Office Immigration Manager is invited to address the Board at its Monthly Meeting and keeps its members fully informed of all the changes that are regularly introduced into its method of working. Monthly statistics and an annual summary are provided to enable the production of the annual report. Every member of the Immigration Staff is willing to provide any information the Board may seek in relation to detainees' applications and complaints.

Section 6**The Work of the Independent Monitoring Board****1 January to 31 December 2013**

BOARD STATISTICS	2013
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	8
Number of Board members at the end of the reporting period	9
Number of new members joining within the reporting period	2
Number of members leaving within the reporting period	1
Total number of Board meetings within the reporting period	12
Average number of attendees at Board meetings during reporting period	7.5
Number of attendances at meetings other than Board meetings	210
Total number of visits to the IRC (including meetings)	297
Total number of applications/complaints received	60
Total number of segregation reviews held	N/A
Total number of segregation reviews attended	N/A

APPLICATIONS BY SUBJECT

Year ending 31 December

Code	Subject	2013	2012
A	Accommodation	Nil	3
B	Access to/quality of legal advice	Nil	0
C	Diversity related	1	1
D	Education/employment/training/activities	4	3
E	Family/visits	Nil	2
F	Food/kitchen related	15	5
G	Health related	3	9
H	Property	9	16
I	Related to detainee's immigration case	10	15
J	Staff/offender/detainee related	4	2
K	Transfers/escorts	1	7
L	Miscellaneous	11	4
P	Immigration Cases including travel documentation, FSR, identity and asylum	2	15
	Total	60	82

This reduction of 25% in the number of applications received reflects the same view as the considerable reduction in the number of formal complaints received and reflects well on the staff who continually strive to resolve and problems before a complaint or application becomes necessary. It also reflects well on the duties of Children's Links who are able to resolve problems

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with missing property without the need to file application forms. Unfortunately the number of applications relating to food has increased and this was also reflected in the HMIP report.

The Board carried out its Annual Team Performance Review in April 2013 which revealed an 89.55% satisfaction with its performance, a slight increase over 2012. However, there are two questions in the ATPR which are not readily applicable to an IRC. due to its different working practices from a prison. Whereas in a prison establishment the reviews of prisoners held in the Care and Separation Unit are carried out at specific times, those carried out on detainees are not and may at times occur as short as 45 minutes after a detainee is held there. This means that unless a Board Member happens to be at the Centre when a review is called he is unable to monitor that review. Likewise, detainees arrive at the centre at any time of day or night and therefore inductions are carried out on a daily basis, well outside the scope for Board Members to attend. The removal of these two questions would indicate a satisfaction level of 92% in 2013 which is considered to be an excellent achievement.