



**NORTH and MIDLANDS  
INDEPENDENT MONITORING BOARD**

**ANNUAL REPORT  
on the  
SHORT TERM HOLDING FACILITIES  
for the calendar year  
1<sup>st</sup> JANUARY to 31<sup>st</sup> DECEMBER 2010**

## **SECTION ONE: THE ROLE OF THE INDEPENDENT MONITORING BOARD**

1.1 The duties of Independent Monitoring Boards appointed to monitor in non-residential Short Term Holding Facilities are not yet laid down in statute. However, the general principles of independent monitoring in both Immigration Removal Centres and prisons apply.

1.2 The Board is specifically charged to:

1. Satisfy itself as to the humane and just treatment of those held in short-term holding facilities.
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 short-term holding facilities have met the standards and requirements placed on them and what impact these have on those held in the facilities.

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

Further explanation of the IMB Role:

1.4 Fundamentally, the role of the IMB is to monitor the welfare of those in detention by observing their treatment and the environment in which they are detained. The Board will have unrestricted access to all detainees and to all designated immigration facilities. Members will be free to make unannounced visits and to speak in private to any detainee. Members will not become involved in the immigration status of those in detention unless there are reasons to doubt the legal continued detention of individuals.

Specific duties of IMB members at airports will include:

- 1.4.1 Undertaking at least one (but preferably two) planned visits during a rota week at the airport. During a rota visit, the member should pay attention to the interaction between staff and detainees, the environment in which detainees are held, the manner in which staff handle situations, the maintenance of satisfactory records about detention, and the provision of services (such as food or healthcare) available to those detained. The IMB should also monitor a number of removals from the facilities to the boarding gate and the manner in which these are conducted.
- 1.4.2 Responding to major events relating to the detention facilities at the airport. An example might be a serious injury suffered by a detainee at the airport.

Specific duties of IMB members at immigration reporting centres will include:

1.4.3 Undertaking at least one planned visit every two weeks to the Centre. During the visit, the member should pay attention to the interaction between staff and detainees, the environment in which detainees are held, the manner in which staff handle situations, the maintenance of satisfactory records about detention, and the provision of services (such as food or healthcare) available to those detained.

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## SECTION THREE: REPORTS OF THE SHORT TERM HOLDING FACILITIES

### 3.1 BIRMINGHAM AIRPORT

#### 3.1.1 OVERVIEW

The airside holding suite comprises 2 holding rooms, one with a glass frontage measuring approximately 22' x 8', the other an internal room measuring approximately 13' x 8' - neither of these rooms has any beds, but detainees remaining in the facility overnight may lie across benched seating and can be provided with washable pillows and blankets. There are also 2 interview rooms, and separate male and female toilets/washrooms. Detainees generally have freedom to move between all of these rooms. The small office area has basic office furnishings with flight and CCTV monitoring displays, plus a fridge and a drinks dispenser. There is a microwave cooking facility to enable heating of ambient meals, and other food can be obtained from the airport shops and cafés. A BT payphone as well as a mobile phone are available for use by detainees.

#### 3.1.2 HOLDING ROOM STAFF

There are always two DCOs on duty. The IMB have been impressed by the way they deal with the detainees and the concern they display for their welfare. They also have a very good working relationship with the UKBA staff.

#### 3.1.3 OCCUPANCY

During the three quarters monitored during the reporting year the total number of detainees held within the airside holding room was:

Male 203                      Female 97                      Minors 15                      Total 315

3.1.3.1 Details of detainees: there were a total of 315 detentions from some 29 different countries of origin. The detention periods ranged from 15 minutes to 39 hours.

	Q2	Q3	Q4	TOTAL	%
Stays < 3 hours:	27	35	35	97	30.8
Stays 3-6 hours:	33	31	20	84	26.7
Stays 6-9 hours:	21	18	12	51	16.2
Stays 9-12 hours:	8	11	6	25	7.9
Stays 12-15 hours:	4	12	2	18	5.7
Stays 15-18 hours:	2	11	2	15	4.8
Stays 18-21 hours:	3	1	1	5	1.6
Stays 21-24 hours:	3	7	4	14	4.4
Stays > 24 hours:	5	0	1	6	1.9
TOTAL:	106	126	83	315	

3.1.3.2 During 2010 there were a total of 34 monitoring visits made by the IMB to the airport, beginning in late March when airside passes were finally issued.

### 3.1.4 ISSUES

3.1.4.1 The special needs section of the IS91 has not always been completed correctly and is a continuing problem. In many cases there is no entry in section 3 to indicate whether the detainee has any special needs. In the last quarter out of a total of 42 forms checked 26 were found to be incorrect (62%). This is unacceptable for a legal document. Despite the issue being raised with UKBA, we are disappointed to report that progress has not been seen; in fact the situation appears to be getting worse.

3.1.4.2 Although CCTV is installed there is still no recording facility. This was due to be installed in November but was delayed.

3.1.4.3 Replacement complaint boxes have still not been installed. New ones were ordered but they also can be easily opened when locked. This is obviously not acceptable as any complaints should only be seen by UKBA.

3.1.4.4 There is still no van to move detainees from Terminal 2 to Terminal 1.

## **3.2 BIRMINGHAM REPORTING CENTRE – SANDFORD HOUSE**

### **3.2.1 OVERVIEW**

Sandford House is the UK Border Agency's (UKBA's) main reporting centre for the West Midlands. People report at given intervals, pending resolution of their immigration cases. Officers of the Midlands Enforcement Unit are based in the building and conduct operations in the community that lead to detentions. Others are identified for detention and/or removal on 'reporting' at the Centre.

### **3.2.2 HOLDING ROOM**

The facility has one Holding Room for men, women and families, although the room is rarely shared by families. There are separate toilets for males and females and baby changing facilities are installed.

3.2.2.1 The Holding Room, which measures approximately 14' by 19', is monitored by CCTV by the DCOs, recordings being retained for 30 days. There are 6 seats set around a fixed table in the middle of the room, with additional bench seating for 4 persons.

3.2.2.2 The provision of food is a cafe range of sandwiches, with the option of ambient meals.

3.2.2.3 There has been a 'complaints box' within the Holding Room since February 2009. Complaint forms are available in some 19 different languages. The box is opened by a CIO once a week, usually on a Friday.

3.2.2.4 There is a BT telephone available and Sandford House has 3 mobile phones which can be used by detainees using their own 'sim' card. The BT telephone takes incoming calls.

3.2.2.5 There are adequate supplies of newspapers available to detainees, if required. These include newspapers delivered on Monday, Wednesday and Friday and are in English, French, Arabic and Urdu. There are also many periodic magazines, donated from various sources. Additional items include reading books plus the Koran, Holy Bible, children's toys and activity packs.

3.2.2.6 The only ventilation in the office part of the Holding Room is a small fan and the Holding Room relies on ventilation provided by a centrally controlled air conditioning system for the whole building.

### **3.2.3 HOLDING ROOM STAFF**

There are two DCOs based at Sandford House. The DCOs work 9.00am to 5.00pm each week, Monday to Friday. Their working environment is restrictive with an office space measuring approx 14' by 6' containing filing cabinets, desk etc, and giving limited space for searches. A room opposite the Holding Room is often used for such purposes.

3.2.3.1 The working relationship between the DCOs is positive, caring and professional. This is also reflected in the manner in which they treat detainees, often in stressful circumstances.

### 3.2.4 OCCUPANCY

During the reporting year the total number of detainees held at Sandford House was 380 of which 327 were males and 53 female, representing an increase of 16.5% over 2009 (326).

3.2.4.1 During 2010 there were a total of 37 monitoring visits made by the IMB to Sandford House, compared to 44 visits made in 2009.

3.2.4.2 Details of detainees: there were a total of 365 detentions from some 44 different countries of origin. The detention periods ranged from 5 minutes to 11 hours, the average stay being 4 hours 44 minutes. A total of 211 (57.8%) were detained at Sandford House in excess of 4 hours, with 116 (31.8%) of these being held for more than 6 hours.

Length Of Stay	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>TOTAL</u>
Stays <1 hour:	9	7	7	4	27
Stays 1-2 hours:	4	4	5	9	22
Stays 2-3 hours:	16	19	6	12	53
Stays 3-4 hours:	18	10	14	10	52
Stays 4-5 hours:	22	10	15	7	54
Stays 5-6 hours:	6	9	17	9	41
Stays 6-7 hours:	13	10	9	12	44
Stays 7-8 hours:	9	10	8	3	30
Stays 8-9 hours:	10	9	7	1	27
Stays >9 hours:	5	4	5	1	15
Totals:	112	92	93	68	365

3.2.4.3 The destinations to which detainees were escorted were as follows:

Destination	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>TOTAL</u>
Totals:	112	92	93	68	365
Brook House	1	0	4	0	5
Campsfield House	50	36	32	22	140
Colnbrook	15	9	12	9	45
Feltham	0	0	0	0	0
Harmondsworth	4	5	4	7	20
Lindholme	0	0	0	1	1
Oakington	5	11	5	0	21
Pennine House	13	11	15	10	49
Tinsley House	0	1	1	0	2
Yarl's Wood	13	6	14	13	46
Non IRC's (Police Station etc.)	7	6	3	2	18
Released	0	0	0	1	1
Temporary Admission	4	7	3	3	17

#### 3.2.4.4 The reasons for detention were as follows:

Reason For Detention	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>TOTAL</u>
Totals:	112	92	93	68	365
Arrest	11	4	1	3	19
Interview	6	3	1	9	19
Reporting	95	85	91	56	327

#### 3.2.5 ISSUES

The Board are pleased to report that issues and concerns raised during the reporting period have been satisfactorily resolved. These have included the provision of ambient meals, albeit on a temporary basis, additional mobile phones, and the isolation of lighting in the Holding Room from the Reception Area.

3.2.5.1 Disabled Toilet. The detention of a disabled person is rare. However, following a detention where the detainee had to be physically escorted through the UKBA offices before being able to use a toilet the IMB requested consideration be given to converting one of the existing toilets with suitable facilities. The UKBA response was that with the present financial climate no changes would be made to the holding room, including any to make provision for either/both toilets to be made disabled friendly ones. The IMB consider that decisions should be based on the welfare and needs of the detainees and not the financial climate and request the matter be given further consideration.

3.2.5.2 The inconsistent and only partial completion of IS91s, particularly the 'Special Needs' page.

3.2.5.3 Delays in processing Movement Orders.



### **3.3 LEEDS REPORTING CENTRE – WATERSIDE COURT**

#### **3.3.1 OVERVIEW**

Waterside Court is a reporting centre which operates Monday to Friday 09.00 to 18.00hrs

#### **3.3.2 HOLDING ROOM**

The Holding Room measures approximately 16' by 20' and contains a toilet, wash basin and baby changing facilities. Within the room there is a television, a drinking fountain and a fixed table with four seats attached to it.

3.3.2.1 There is an ample supply of magazines and newspapers in a variety of languages. A drinks vending machine is situated in the reception area and detainees are provided with drinks from it at no cost. As well as a range of sandwiches available the staff will provide a hot meal upon request.

3.3.2.2 A clearly marked complaints box is fixed on one wall and is opened by the UKBA staff once each week.

3.3.2.3 The Holding Room has a BT payphone for the use of detainees which will accept incoming calls.

#### **3.3.3 HOLDING ROOM STAFF**

Two DCOs, one male and one female, are based at the centre.

#### **3.3.4 OCCUPANCY**

The vast majority of detentions are planned beforehand and the policy is to not detain children and not to have multiple occupancy of the holding room.

3.3.4.1 By the end of November 67 people had been detained in the holding room since August, of these 13 were women and 54 men. The average time a person was held during this period reduced from 3 hours 40 minutes to 2 hours and 35 minutes,

3.3.4.2 There have been 23 visits by members of the Board to monitor the holding room.

#### **3.3.5 ISSUES**

There are no serious concerns. The Board are pleased to report that issues and concerns raised during the reporting period have been responded to and addressed promptly.

### **3.4 LIVERPOOL JOHN LENNON AIRPORT**

#### **3.4.1 OVERVIEW**

The airside holding room is approximately 13' x 13' with a unisex toilet and hand basin. The very small office area has office furnishings, plus a fridge and water dispenser. There are no cooking facilities but hot food can be obtained from the airport café. There is a BT phone as well as a mobile phone that can be used by detainees.

#### **3.4.2 HOLDING ROOM**

The airside holding room was closed by UKBA from 9<sup>th</sup> November 2010, bringing the IMB monitoring of the airport to a close.

#### **3.4.3 HOLDING ROOM STAFF**

3.4.3.1 The G4S staff in the Holding Room have been most efficient, helpful, understanding, and have a good relationship with the other authorities working in the same building.

#### **3.4.4 OCCUPANCY**

During the reporting year, up to the facility closure on 9/11/2010, the total number of detainees held within the airside holding room was:

Male 25	Female 09	Minors 0	Total 34
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The detention periods ranged from 30 minutes to 4 hours 50 minutes.

During 2010 there were a total of 43 monitoring visits made by the IMB.

#### **3.4.5 ISSUES**

There are no serious concerns. We have not received a complaint during our visits, and would commend the staff for the conscientious way they have worked during the year.

### **3.5 LIVERPOOL REPORTING CENTRE – RELIANCE HOUSE**

#### **3.5.1 OVERVIEW**

There are two holding rooms within Reliance House, each approximately 20' x 17'. One room has both a male and female toilet, both with wash hand basins. Each room is furnished with a table, benches and chairs. One room has a BT phone for use by detainees. A mobile phone is kept in the office area, for use by detainees in either room. The office area has the usual office furnishings plus a fridge and water dispenser. There are no cooking facilities.

IMB monitoring at Reliance House began in December 2008.

#### **3.5.2 HOLDING ROOM**

Previous rumours of the holding area moving from Reliance House have not, as yet, materialised.

However, from 20/12/10 the facility will only operate 3 days each week, Wednesday to Friday, 9am to 5pm. There has been a significant drop in the numbers of people reporting and being detained. The volume has dropped to around 5-10 per month.

#### **3.5.3 HOLDING ROOM STAFF**

The Board has developed a good working relationship with G4S staff but have little contact with UKBA staff.

#### **3.5.4 OCCUPANCY**

During the reporting year the total number of detainees held within the holding room was:

Male 67	Female 13	Minors 0	Total 80
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During 2010 there were a total of 46 monitoring visits made by the IMB.

#### **3.5.5 ISSUES**

There are no serious concerns. The Board are pleased to report that issues and concerns raised during the reporting period have been responded to and addressed promptly.

## **3.6 LOUGHBOROUGH REPORTING CENTRE**

### **3.6.1 OVERVIEW**

Loughborough is the UK Border Agency's Reporting Centre and Holding Room based in Loughborough town centre. Officers of the East Midland Enforcement Unit (EMEU) are based in the building and conduct operations in the community which lead to detentions. Others are identified for detention and/or removal on 'reporting'. The Loughborough facility has been open since August 2006, with the holding room opening in October of the same year. IMB monitoring at this site began in September 2009.

### **3.6.2 HOLDING ROOM**

During the year, the opening of the holding room was reduced to 3 days per week (actual days varied each week), and the hours changed to be from 9:00am to 5:00pm. The holding room is approx 17' by 18' and is monitored and recorded by CCTV. The facility is shared by both males and females and there is only one toilet. The toilet contains a very small basin with hot and cold running water for washing purposes. There are baby changing facilities.

3.6.2.1 The holding room can accommodate 10 detainees. To facilitate this there is one table with four fixed seats and the remaining seating is placed against two walls.

3.6.2.2 There is a BT telephone available which accepts incoming calls, and a mobile phone is available for use by detainees using their own 'sim' card.

3.6.2.3 There are notices relating to 'brochures of information' on the wall in 15 different languages. There are adequate supplies of books and magazines also in various languages. In addition there are jig-saws, LEGO, puzzle books and children's toys.

3.6.2.4 The holding room has two fans. Special exercises are carried out at Loughborough and these result in as many as 10 detainees being held in the holding room at the same time. As a result the room quickly becomes very hot, stuffy and uncomfortable.

3.6.2.5 There is a 'complaints box' within the holding room. Complaint forms are available in many different languages. The box is opened by a member of staff from UKBA daily.

### **3.6.3 HOLDING ROOM STAFF**

There are two DCOs (one presently on maternity leave) who are based at Loughborough, working 8 hour shifts for 3 days a week. Their working environment is restrictive with an office space measuring approximately 18' by 7', with filing cabinets, desk etc, leaving little free space. The working relationship between the DCOs and detainees is positive, caring and professional.

### **3.6.4 OCCUPANCY**

During the year the total number of detainees held at Loughborough was 191 of which 153 were male and 38 female.

3.6.4.1 There have been 21 monitoring visits during the reporting period.

3.6.4.2 Details of detainees: there were a total of 191 detentions from some 29 different countries of origin. The detention periods have ranged from 10 minutes to 10hrs 45mins.

Length Of Stay	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>TOTAL</u>
Stays <1 hour:	6	3	8	2	19
Stays 1-2 hours:	14	4	8	5	31
Stays 2-3 hours:	10	9	12	8	39
Stays 3-4 hours:	5	5	4	5	19
Stays 4-5 hours:	6	6	7	7	26
Stays 5-6 hours:	6	9	5	4	24
Stays 6-7 hours:	4	2	8	1	15
Stays 7-8 hours:	4	1	1	1	7
Stays 8-9 hours:	3	2	1	0	6
Stays >9 hours:	3	2	0	0	5
Totals:	61	43	54	33	191

3.6.4.3 The destinations to which detainees were escorted were as follows:

Destination	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>TOTAL</u>
Totals:	61	43	54	33	191
Brook House	0	0	1	0	1
Campsfield House	20	18	23	12	73
Colnbrook	5	5	6	0	16
Harmondsworth	1	0	0	4	5
Lindholme	0	0	0	1	1
Oakington	2	2	3	0	7
Pennine House	2	4	2	4	12
Tinsley House	2	1	0	1	4
Yarl's Wood	16	8	6	5	35
Non IRC's (Police Station etc.)	3	0	2	3	8
Released	0	0	0	0	0
Temporary Admission	10	5	11	3	29

3.6.4.4 The reasons for detention were as follows:

Reason For Detention	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>TOTAL</u>
Totals:	61	43	54	33	191
Arrest	31	23	29	5	88
Reporting	30	20	25	28	103

### 3.6.5 ISSUES

There are no serious concerns. The Board are pleased to report that issues and concerns raised during the reporting period have been responded to and addressed promptly.

## **3.7 MANCHESTER AIRPORT**

### **3.7.1 OVERVIEW**

The airside holding room is situated within the SEA (Secondary Examination Area), close to the Border and Immigration Area in Terminal 2. Unlike Heathrow Airport, where each terminal has a holding room, the holding room at Manchester also serves the needs of Terminals 1 and 3. This means that detainees, being put on flights or collected from the other terminals, may have to travel to landside and back again airside to arrive at the other locations. This also applies to movements between the SEA and Pennine House.

3.7.1.1 The holding room was inspected by HM Inspectorate in 2005-2006 but this was when the STHF was attached to it and so most of the recommendations then related to the STHF and not to the SEA Holding room itself.

It does appear that the holding room is now used in a slightly different way now that the STHF is further away, landside.

3.7.1.2 IMB monitoring airside was not started until March 2009 due to airside passes not being issued.

### **3.7.2 HOLDING ROOM**

The holding room consists of an office area with luggage and food storage plus a microwave oven and drinks machine. Daily newspapers are available. The holding room itself is overlooked through windows by the office area and has seating areas, some with tables, a television and some children's toys. Leading off this room are separate male and female toilets, with hand washing facilities.

3.7.2.1 There is CCTV coverage of the holding room from the office area although this did not record until July. The Board was pleased to see this installed following its raising of the issue in the IMB Report of 2009. We have been informed that recording continues for 115 days before being overwritten.

3.7.2.2 There is no natural light in any part of the area.

3.7.2.3 The Board had repeatedly reported poor cleaning and decorative order of the room so was pleased to record that the area was finally deep cleaned, particularly the floor covering, in November and worn/damaged seating was replaced. Daily cleaning standards have been much improved and maintained since then. This may be due in part to a change of cleaning contract from November 2010; standards will continue to be monitored by the IMB.

### **3.7.3 HOLDING ROOM STAFF**

The facility is managed and staffed by G4S. The work is sporadic and staff may spend hours with no occupancy but are very busy when people are to be moved to aircraft. This can mean additional staff having to be deployed from Pennine House.

3.7.3.1 There is no staff toilet and G4S staff have to use the public toilets out in the arrivals area. Neither are there staff facilities for hand-washing or the washing of crockery/utensils used for staff meals.

3.7.3.2 IMB Rota Reports consistently record that G4S staff treat people in a secure, efficient, respectful and non-confrontational way. We find the staff helpful to us and that detainees are satisfied with their treatment and care by the staff.

3.7.3.3 The Board have had good cooperation from UKBA immigration officers when we have made further enquiries of them concerning issues over detainees.

### 3.7.4 OCCUPANCY

During the year a total of 842 detainees were held within the Holding Room. The Board note that occupancy has fallen from 2009 levels. (2009 Occupancy = 1347 detainees)

e.g. Comparing the last quarter in each year, 2009 = 253, 2010 = 164

UKBA have advised that there is no identifiable reason for the drop in volumes.

	Q1	Q2	Q3	Q4	Total
Males	203	166	122	123	614
Females	63	55	56	39	213
Minors	2	1	10	2	15
Total	268	222	188	164	842

Length of stay(hours)	<8	8-12	12-18	18-24	>24	Carried Forward	Total
Q1	238	14	4	2	1	9	268
Q2	188	11	6	1	0	16	222
Q3	157	9	6	4	0	12	188
Q4	141	5	5	2	0	11	164
Total	724	39	21	9	1	48	842

There have been 95 monitoring visits during the reporting period. Some of these have included the monitoring of detainee removals, up to the aircraft door.

### 3.7.5 ISSUES

3.7.5.1 This room is considered unfit for holding people for more than a few hours and is certainly not fit for holding people for overnight stays. Such people are “bedded down” on the seating with bedding provided by G4S. A recliner chair has, we are told, been on order for some time.

3.7.5.2 The Board have been concerned to find children detained here, especially overnight. We note that in the first 6 months of the year 3 children were detained, some unaccompanied, but in the last 6 months of the year 12 have been detained. We are concerned about this upward trend.

3.7.5.3 No accommodation, no showers nor bathing facilities are available. This can be very disconcerting for those who have travelled long distances, and for the staff having to deal with them. We raised this in our 2009 report and received the following UKBA response: *“UKBA appreciate the Board’s concerns, however time spent within the holding room are short term and therefore showers and bathing facilities are not proportionate or necessary.”*

The Board would point out that during the year 31 people have been detained in excess of 12 hours, many of whom have arrived from long haul flights. We therefore repeat our concern over the lack of facilities.

- 3.7.5.4 A number of removals have been monitored to the aircraft door and the Board have recorded that G4S staff, security staff and cabin crew have dealt with people in a respectful and caring way. Boarding normally takes place away from the view of the general public. However we have noted a few occasions when boarding has not taken place either prior to or after other passengers have been boarded, as is normally the case. Boarding a detainee, escorted by uniformed staff wearing high visibility jackets (mandatory requirement), concurrently with other passengers, draws unnecessary attention to the detainee and can be embarrassing, as well as causing anxiety amongst travelling passengers. As the number of airlines not boarding detainees either first or last appears to be very few, the Board wonder whether any attempt has been made to highlight the above issues to the local management and seek a standardised approach to boarding as other airlines have.



### **3.8 MANCHESTER AIRPORT – PENNINE HOUSE**

#### **3.8.1 OVERVIEW**

Pennine House, a 32 bed short term holding facility, is situated landside at Terminal 2 and was opened in December 2008. IMB monitoring began shortly afterwards. The facility is on two floors with a secure vehicle bay at entry level which leads to a reception area, with a medical room, manager's office and visitor room. Through a secure door there is a luggage and general store area. Upstairs the facility runs along a single corridor, with bedrooms, two of which can be sealed from the rest of the corridor and are usually used by female detainees. One can be used for vulnerable detainees. At one end of the corridor is a staff room. The facility is managed and staffed by G4S.

3.8.1.1 Since opening, the facility has not been inspected by HM Inspectorate. The now disused 16 bed facility was inspected by HM Inspectorate in 2005-2006 and many of the recommendations made then have been resolved by the opening of Pennine House.

#### **3.8.2 HOLDING FACILITY**

In addition to the bedrooms there are staff and detainee showers and toilets, a kitchen and dining room, and a lounge at the opposite end of the corridor to the staff room.

3.8.2.1 Two smoking/fresh air areas lead off of this corridor but detainees have to be escorted to make use of these. They are on the ground floor reached via a metal open stairway. Between these there is a boiler/services room.

3.8.2.2 There are no external windows, and so no natural light within the facility. Televisions, phones, computers, books, daily papers and games are available. Nursing care is provided continuously. (i.e. 24 hours, every day).

3.8.2.3 As well as the IMB, the airport chaplains also visit the facility regularly.

3.8.2.4 The centre is used to house people detained at all three terminals of the airport, people being moved from Dungavel IRC to other IRCs further south and vice versa, and also to hold people detained at various police stations and reporting centres. It is a busy place.

3.8.2.5 A good range of food is available which reflects the varied cultures from which detainees may come. Meals are preselected in advance and then prepared by staff.

3.8.2.6 The Board had repeatedly reported poor decorative order of the high use areas so was pleased to record that these areas were redecorated and completed by mid-May. Daily cleaning has continued to be of a high standard.

#### **3.8.3 HOLDING FACILITY STAFF**

IMB Rota Reports consistently record that G4S staff treat detained people efficiently, respectfully and in a non-confrontational way. They often go the "extra mile" to help people. This is reflected in the comments made to us by detainees. We have found staff to be positive and helpful to us when we carry out our duties. We have been particularly impressed by the professionalism and care shown to detainees in a state of distress. On 3 occasions this has been following attempted self harm and the care shown was exemplary by all concerned.

3.8.3.1 The duty manager has always been willing to give a short briefing before we enter the secure area and the Board has had access to all relevant records and statistics relating to the centre.

#### 3.8.4 OCCUPANCY

During the year a total of 6375 detainees were accommodated during 2010; a 5% rise from the 2009 occupancy of 6071. It does not take minors. There have been no occasions of a detainee being held here beyond the stated maximum of 5 nights.

	Q1	Q2	Q3	Q4	Total
Males	1554	1226	1570	1546	5896
Females	125	113	128	113	479
Total	1679	1339	1698	1659	6375

There have been 95 monitoring visits during the reporting period.

The IMB have also attended at least three serious incidents where detainees have threatened or made actual attempts to kill themselves. As noted above, the care provided was exemplary by all concerned.

#### 3.8.5 ISSUES

3.8.5.1 Throughout the reporting period the Board have repeatedly expressed their concern regarding the non completion of page 2 of IS91 documents. The section recording any known or perceived risks, such as self-harm, is frequently left blank. This may be because no risks are identified, the page is missed due to time or other pressures, or because staff are unaware of its importance. Following a visit by a senior representative of DEPMU the IMB were asked to record these instances with the Port Reference of each case so that follow up could be made by UKBA with the originating Immigration staff or department. Despite the diligent recording of this by the IMB we have observed no improvement, typically finding between 15 – 25% forms are incomplete. We remain concerned that a serious incident involving a detainee could arise when information has not been sought or recorded. At the very least, the addition of a ‘tick box’ on the document indicating ‘no risks known/identified’ would confirm that the subject had at least been given some consideration.

3.8.5.2 IS91s do show that some people are moved around the country at unsocial times and occasionally appear to be involved in moves to Dungavel and back southward shortly afterwards, or vice versa. We understand that this may largely be the result of bed space management needs within the detention estate, but nevertheless it is costly in both transport and staff resources, and disruptive to individuals. IS91s have also shown that some people are moved in this way to facilitate interviews by UKBA staff at Manchester, or elsewhere. The Board do not understand why UKBA staff based at/near Dungavel cannot conduct such interviews or alternatively why UKBA staff cannot interview the detainees before they are moved out of Pennine House, or the UKBA staff travel to Dungavel to conduct the interview(s), perhaps for several detainees on the same trip.

3.8.5.3 The Board understands that when a person is to be removed from the UK they are given 72 hours notice. As the individual is rarely held within one facility for the whole of this period it makes it difficult, or in some cases impossible, for relatives/friends to bring in property prior to the detainee leaving.

3.8.5.4 The 2 computers provide in the Day Room are a much used and appreciated facility, enabling detainees to maintain contact with family/friends, as well as use them for information research. It was disappointing to record that when an equipment failure occurred prior to the end of October it was not rectified until 17<sup>th</sup> December. We understand that the main cause of the delay was a lack of clarity as to which organisation was responsible for the installation. Our observation was that most of the problem escalation was handled by email – hardly an urgent communications media – telephone communication would surely have been more effective.

3.8.5.5 In our 2009 Report we raised the issue concerning the lack of signage to Pennine House. The facility is not easy to find, as there are no distinguishing signs to help visitors. Whilst the Board appreciates the sensible avoidance of large signs such as “Immigration Holding Centre”, or similar potentially inflammatory signs, it nevertheless believes that some mark such as a triangle or other geometric mark would be useful in guiding visitors to the building. We received the following UKBA response:

*“This issue has been raised with Manchester Airport authorities and is currently being reviewed by the police and the airport security department who will make the final decision on whether this can be carried out.”*

To date we have heard nothing further and therefore repeat the issue.

3.8.5.6 In our 2009 Report we raised a concern about the stairs to the smoking areas which we considered could pose a risk of self-harm and can be slippery when returning with wet soles from the smoking area. The Board recommended a risk assessment/survey be conducted by an appropriate authority to confirm this and explore possible mitigating solutions. We are pleased to note that a mat has since been placed at the bottom of the stairs to wipe wet feet before returning to the upstairs accommodation areas but remain concerned about the open tread construction of the stairs posing a possible risk of self-harm.

The Board were also pleased to note the floor of the vehicle bay has been covered with non-slip paint, as this had previously attracted comment regarding a possible slip hazard for detainees, staff and visitors.

### 3.9 SALFORD REPORTING CENTRE – DALLAS COURT

#### 3.9.1 OVERVIEW.

Dallas Court is the UK Border Agency's Reporting Centre and Holding Room based in Salford. Officers of the Local Enforcement Unit are based in the building and conduct operations in the community which lead to detentions. Others are identified for detention and/or removal on reporting at the Centre.

#### 3.9.2 HOLDING ROOMS

The main holding area consists of two identical holding rooms. Each room has a toilet and hand washing facilities and there is also a baby changing facility. There is a table with bench seating. A small flat screen television is positioned on one wall. There is a BT telephone available and a mobile phone which can be used by detainees using their own 'sim' card.

3.9.2.1 There are notices relating to 'brochures of information' on the wall in 15 different languages. There are adequate supplies of books and magazines in various languages. In addition there are also jig-saws, puzzle books and children's toys.

3.9.2.2 There is a 'Transit' Holding room and office which is next door to the main holding room but quite separate from it. This is used by transit staff as a comfort stop when transporting detainees over long distances. This room is equipped in a similar manner to the main holding room but has the advantage of windows which makes the room much brighter.

3.9.2.3 CCTV covers all holding rooms and is monitored by the main holding room staff.

3.9.2.4 There is also a complaints box in each room which is regularly checked and emptied by a member of UKBA staff.

#### 3.9.3 OCCUPANCY.

During the last six months of the reporting period the holding room was occupied by a total of 127 detainees. For this same six month period detainees were subsequently transferred as shown below:

Detainees transferred to:	No. of Detainees Transferred
Colnbrook IRC	9
Pennine House, Holding Centre, Manchester	92
Yarl's Wood IRC	2
Harmondsworth IRC	7
Police Cells	7
Released / Temporary Leave	9
Hospital	1
Total	127

There have been 22 monitoring visits during the reporting period.

#### 3.6.5 ISSUES

There are no serious concerns.

### **3.10 SHEFFIELD REPORTING CENTRE – VULCAN HOUSE**

#### **3.10.1 OVERVIEW**

Vulcan House Steel is a multi-storey newly built building occupied by UKBA. The holding room is in the middle of the ground floor area, close to the reporting area. It is a long walk, along corridors being used by UKBA, from the holding room to the loading bay for the transport vans.

#### **3.10.2 HOLDING ROOMS**

The holding room measures about 17' by 20' with a lavatory containing a wash basin and WC in one corner. Within the room are a baby-changing unit, a television fastened high on the wall, a drinking water fountain and a fixed table with four seats attached to it. As well as information notices the walls have colourful posters on them which make the room look bright and cheerful. There is no natural light, no ventilation and no provision for exercise.

3.10.2.1 The reception area has a viewing window along the length of one wall and this gives a clear view of the room.

3.10.2.2 There is an ample supply of magazines and newspapers in a variety of languages.

3.10.2.3 A drinks vending machine is situated in the reception area and detainees are provided with drinks from it at no cost. As well as a range of sandwiches available for detainees the staff will provide a hot meal from the canteen on the floor above if one is requested.

3.10.2.4 A clearly marked complaints box is fixed on one wall and is opened by the UKBA staff each week.

3.10.2.5 The holding room has a BT payphone for the use of detainees. The Vodafone mobile telephone network is the only one that can be used in the building. There is a mobile telephone that detainees can use with their own 'sim' card if it is a Vodafone one. Otherwise the DCOs allow their office telephone to be used by passing it through a small hatch into the holding room.

#### **3.10.3 HOLDING ROOM STAFF**

There are two DCOs, one male, and one female, permanently based at Vulcan House, employed by G4S. Their interactions with the detainees have been seen to be caring and professional. Importantly, they have an excellent and supportive working relationship with the CIO and IOs of UKBA who are also based there.

#### **3.10.4 OCCUPANCY**

The vast majority of detentions are planned beforehand and the policy is to not detain children and not to have multiple occupancy of the holding room.

	Q1	Q2	Q3	Q4	Total
Males	16	23	25	15	79
Females	2	1	5	3	11
Total	18	24	30	18	90

3.10.4.1 By the year end 90 people were detained in the holding room, of these 11 were women and 79 men. The average time a person was held was 3 hours and 20 minutes, the shortest stay being 15 minutes and the longest being 8 hours 30 minutes.

Detainees transferred to:	Q1	Q2	Q3	Q4	Total
Pennine House, Manchester	4	8	5	3	20
Lindholme IRC	6	6	18	6	36
Yarl's Wood IRC			3	3	6
Harmondsworth IRC				2	2
Colnbrook IRC	2	5			7
Campsfield IRC	2			1	3
Tinsley House IRC			1		1
To Escort				1	1
Police Cells	3	5	2	2	12
Released/ Temporary Admit	1		1		2
Total	18	24	30	18	90

3.10.4.2 There have been 17 visits by members of the Board to monitor the holding room.

### 3.10.5 ISSUES

There are no serious concerns. The Board are pleased to report that issues and concerns raised during the reporting period have been responded to and addressed promptly.

## **SECTION FOUR: EXECUTIVE SUMMARY**

### **4.1 Summary**

The Board acknowledge the cooperation and assistance given to them in carrying out their monitoring role by staff at all levels throughout the detention facilities monitored. Rota reports continue to praise staff for the care and concern shown to detainees, treating them with dignity and respect. It is clear that the work of DCOs can often be stressful and difficult. At all levels there is a good working relationship in place which benefits all concerned.

Prior to the end of this reporting period we have been advised by UKBA that they have retendered the contract for all Short Term Holding Facilities and effective 1<sup>st</sup> May 2011 the contract will transfer from G4S to Reliance Security Group. The IMB monitoring remit remains unchanged.

### **4.2 Matters raised in the report on which a response is sought**

#### **4.2.1 Secretary of State**

The Board seeks a response from the Minister with respect to the following issues raised in our report:

##### **4.2.1.1 INCOMPLETE IS91 DOCUMENTS**

As this is the document which gives the legal authority for a person to be detained, the Board is disappointed to note in various parts of the monitored detention estate it is frequently not completed correctly by an issuing Immigration Officer. This could lead to situations where a detainee arrives at a Holding Facility, or later at an IRC, without a self-harm, suicide or other serious risk being communicated. Section 3 of the second page of this short document has a section to record various risk factors but it is often left blank, causing uncertainty as to whether risk has been considered, the page has been missed when the form was completed, or no risks are identified or perceived at this time. This must be unacceptable for a legal document. Despite the issue being raised with UKBA, and at their request being monitored diligently by the IMB, with Port References noted in each case to allow UKBA to follow up with the originating authority, we are disappointed to report that progress has not been seen; in fact in some facilities the situation appears to be getting worse.

The Board see this issue as a management failure to implement and enforce required completion, but after almost a full year of highlighting this to UKBA management there has been no improvement. We therefore now ask that Ministerial authority be brought to bear, to address this matter before an unrecorded risk factor becomes a case of serious self harm, or potential death in custody.

Further information is contained within:

##### **BIRMINGHAM AIRPORT**

(3.1.4.1) In the last quarter of the reporting period, out of a total of 42 forms checked 26 were found to be incorrect (62%).

##### **MANCHESTER AIRPORT**

(3.8.5.1) Despite the diligent recording of this by the IMB we have observed no improvement, typically finding between 15 – 25%, but sometimes more than 50% forms are incomplete.

## BIRMINGHAM REPORTING CENTRE – SANDFORD HOUSE

(3.2.5.2) The inconsistent and only partial completion of IS91s, particularly the ‘Special Needs’ page.

4.2.1.2 The North and Midlands Board was formed at the request of the Government, in response to concerns raised by the HM Inspectorate of Prisons, and the Prisons & Probation Ombudsman. It now seems that owing to purely budgetary constraints our monitoring role, and indeed the monitoring of Holding Rooms within Reporting Centres, is now in question. Such decisions appear to be based purely on a few statistics and not on the actual impact of regular monitoring, or the changes that have been made since the IMB began its role.

As a Board we monitor very closely the holding of children, length of stay, and subsequent movements, which have greatly reduced, and also the incorrect completion of the IS91 forms involving risk, as detailed above. The Board’s presence has improved the conditions in which detainees are held and also the working conditions for staff. We therefore ask the Minister to seriously consider the impact any budget reduction will have on the welfare and humane and just treatment of detainees if the decision is made to withdraw the IMB monitoring of any of the Holding Rooms.



## **4.2.2 UKBA**

The Board seeks a response from UKBA with respect to the following issues raised in our report:

### **4.2.2.1 BIRMINGHAM AIRPORT**

(3.1.4.3) Replacement complaint boxes have still not been installed. New ones were ordered but they also can be easily opened when locked. This is obviously not acceptable as any complaints should only be seen by UKBA.

### **4.2.2.2 BIRMINGHAM AIRPORT**

(3.1.4.4) There is still no van to move detainees from Terminal 2 to Terminal 1.

### **4.2.2.3 BIRMINGHAM REPORTING CENTRE – SANDFORD HOUSE**

(3.2.5.1) Disabled Toilet. The detention of a disabled person is rare. However, following a detention where the detainee had to be physically escorted through the UKBA offices before being able to use a toilet the IMB requested consideration be given to converting one of the existing toilets with suitable facilities. The UKBA response was that with the present financial climate no changes to the holding room including any to make provision for either/both toilets to be made disabled friendly ones. The IMB consider that decisions should be based on the welfare and needs of the detainees and not the financial climate and request the matter be given further consideration.

### **4.2.2.4 MANCHESTER AIRPORT – TERMINAL 2 HOLDING ROOM**

(3.7.3.1) There is no staff toilet and G4S staff have to use the public toilets out in the arrivals area. Neither are there staff facilities for hand-washing or the washing of crockery/utensils used for staff meals. This concern was raised in our 2009 Annual Report, but as no response was received we repeat the concern again this year.

(3.7.5.5) A number of removals have been monitored to the aircraft door and the Board have recorded that G4S staff, security staff and cabin crew have dealt with people in a respectful and caring way. Boarding normally takes place away from the view of the general public. However we have noted a few occasions when boarding has not taken place either prior to or after other passengers have been boarded, as is normally the case. Boarding a detainee, escorted by uniformed staff wearing high visibility jackets (mandatory requirement), concurrently with other passengers, draws unnecessary attention to the detainee and can be embarrassing, as well as causing anxiety amongst travelling passengers.

The Board would hope that airlines used for removing detainees would abide by guidelines incorporating the above if they were drawn up and presented by UKBA management.

### **4.2.2.4 MANCHESTER AIRPORT – PENNINE HOUSE**

(3.8.5.5) In our 2009 Report we raised the issue concerning the lack of signage to Pennine House. The facility is not easy to find, as there are no distinguishing signs to help visitors. Whilst the Board appreciates the sensible avoidance of large signs such as “Immigration Holding Centre”, or similar potentially inflammatory signs, it nevertheless believes that some mark such as a triangle or other geometric mark would be useful in guiding visitors to the building. We received the following UKBA response:

*“This issue has been raised with Manchester Airport authorities and is currently being reviewed by the police and the airport security department who will make the final decision on whether this can be carried out.”*

To date we have heard nothing further and therefore repeat the issue.

(3.8.5.2) IS91s do show that some people are moved around the country at unsocial times and occasionally appear to be involved in moves to Dungavel and back southward shortly afterwards, or vice versa. We understand that this may largely be the result of bed space management needs within the detention estate, but nevertheless it is costly in both transport and staff resources, and disruptive to individuals. IS91s have also shown that some people are moved in this way to facilitate interviews by UKBA staff at Manchester, or elsewhere. The Board do not understand why UKBA staff based at/near Dungavel cannot conduct such interviews or alternatively why UKBA staff cannot interview the detainees before they are moved out of Pennine House, or the UKBA staff travel to Dungavel to conduct the interview(s), perhaps for several detainees on the same trip.

### **4.2.3 IMB Secretariat**

The Board was disappointed not to receive a response from the IMB Secretariat with respect to the issues raised in our report of 2009.

However the Board is now pleased to report that the significant concern regarding the growing amount of restricted data being accumulated in the form of IMB Rota Reports was addressed in the last quarter of 2010. The IMB Secretariat have confirmed that they are now collecting and storing copies of all IMB Rota Reports to meet the statutory requirement for such records retention of six years.

### **4.2.4 IMB National Council**

4.2.4.1 Since the inception of the Board no-one from the National Council (NC) visited until August 2010, some 18 months after the work of the Board began. Neither has anyone contacted the Chair at any time to enquire of the working of the Board. It is therefore with surprise and dismay that from reading the minutes of NC meetings, we learn that the NC have had discussions and made decisions re splitting the Board and making cut-backs purely based on a few centrally provided statistics, without any knowledge of what and how the Board monitors the Short Term Holding Facilities assigned to it. The improvements made as a result of monitoring by the Board, such as the reduction in the detention of children and the holding time of detainees, which has greatly reduced due to the diligence and commitment of Board members, ensuring humane and just treatment of all held in short term holding is paramount and must surely be the priority over how many pass through the facilities each week. The NC, had they taken an interest in the Board and looked at the differences and the changes the Board has made, would then have been able to have reasoned discussions and make informed decisions. The Board would like to know how and on what basis these decisions can be made without any knowledge or first seeking information from the North and Midlands Board. The Board would have appreciated the courtesy of prior discussion with it, or at least it's Chair, in advance of such meetings.

## **4.3 Other issues of serious concern or excellence**

### **4.3.1 Relationships with G4S and UKBA**

The communication and relationships with the Chair/Vice Chair continue to be good and the Chair is in frequent contact with staff at managerial level on a regular basis. Board members have enjoyed good relationships and communication with all staff and DCOs which has enhanced the understanding of the IMB role, and it is to everyone's credit that the Board is as successful as it is in its monitoring role; this can only have improved the welfare and treatment of all detainees.

## **SECTION FIVE: THE WORK OF THE BOARD**

### **5.1 Activities of the Board**

5.1.1 When the Board was first formed in the summer of 2008, it was made up of 14 members all from prison IMBs. Some of the remaining 10 members have retained “dual board” appointments. The recruitment and appointment of two new members, who are fresh recruits to the IMB, having no previous experience in this role, plus the transfer of another experienced member from a prison IMB has brought the current complement to 13. The combination of experience and fresh eyes should bode well for the Board’s future development and ensure that it maintains an objective and wide ranging monitoring of the STHFs within its remit.

5.1.2 The Board is sorry to record the death of a serving member during the reporting period. Three experienced members and one new member also resigned, with one experienced member joining during this reporting period.

5.1.3 Training has been ongoing with newly appointed members following the agreed national standards required for the Probationary Year, including the Foundation Course attended during the first year. Training for all members has been under review and it is planned to run a bespoke training course relevant to the monitoring needs of STHFs within the next reporting period. Apart from the Foundation Course other standard IMB courses currently available are not effective or appropriate for members of STHF Boards. During the year a training visit to an IRC was arranged which was felt to be beneficial. The Board was grateful to the establishment and IMB of IRC Lindholme for facilitating this visit.

5.1.4 Due to the extensive geographic spread of the establishments to be monitored and the multiplicity of the personnel involved, attendance at the various meetings across the estate is shared between the Chair and Vice Chair.

5.1.5 Due to the continued commitment of individual members to ensuring that its monitoring role is carried out conscientiously and thoroughly, the Board has ensured that individuals detained within the STHF estate, falling into the assigned geographic area, are treated with fairness and respect. Whilst the Board have frequently praised the efforts of the staff allocated to the care of detainees, the ongoing monitoring by an independent body ensures that the UK statutory and humanitarian principles are upheld.

## 5.2 Board Statistics

<b>Board Statistics</b>	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	17
Number of Board members at the end of the reporting period	13
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	5
Number of Board meetings during the reporting period	11
Number of attendances at meetings other than Board meetings and rota visits	26
Visits made to STH Facilities:	<u>No. of Visits made</u>
Birmingham Airport ( from March - see 3.1.1)	34
Birmingham Reporting Centre –Sandford House	37
Leeds Reporting Centre – Waterside Court	23
Liverpool John Lennon Airport	43
Liverpool Reporting Centre – Reliance House	46
Loughborough Reporting Centre (from September 2009)	21
Manchester Airport - Pennine House	95
Manchester Airport - SEA	95
Salford Reporting Centre - Dallas Court	22
Sheffield Reporting Centre – Vulcan House	17
Total number of visits to the STH Facilities (excludes Board and other meetings)	433

**For and on behalf of the IMB North & Midlands**

Anne Suttle-Burton.

Chair of the IMB, North & Midlands

## **SECTION SIX: GLOSSARY**

### **GLOSSARY OF IMMIGRATION RELATED ABBREVIATIONS USED**

<b>ACDT</b> Assessment, Care in Detention & Teamwork	<b>LEO</b> Local Enforcement Office (Immigration)
<b>CIO</b> Chief Immigration Officer	<b>MO</b> Medical Officer
<b>CM</b> Contract Monitor/Centre Manager (see context)	<b>MODCU</b> Management of Detained Case Unit (Immigration)
<b>C&amp;R</b> Control and Restraint	<b>NASS</b> National Asylum Support Service
<b>DC</b> Detention Centre	<b>NC</b> National Council (IMB)
<b>DCO</b> Detention Custody Officer	<b>NHS</b> National Health Service
<b>DCM</b> Detention Custody Manager	<b>NIA</b> Nationality Immigration & Asylum
<b>DDU</b> Detainee Departure Unit	<b>NRF</b> National Refugee Council
<b>DEPMU</b> Detention, Escorting, Population Management Unit (Immigration)	<b>NSA</b> Non Suspensive Appeals
<b>DoH</b> Department of Health	<b>NSPCC</b> National Society for the Prevention of Cruelty to Children
<b>DPA</b> Data Protection Act	<b>OSG</b> Operational Support Grade
<b>DSO</b> Detention Services Order	<b>RC</b> Removal Centre (Immigration Removal Centre)
<b>DSPU</b> Detention Services Policy Unit (Immigration)	<b>RDs</b> Removal Directions
<b>EOO</b> Equal Opportunities Officer	<b>RCU</b> Residual Case Unit
<b>EU</b> Enforcement Unit	<b>SASH</b> Suicide and Self-Harm
<b>GP</b> General Practitioner	<b>SDCO</b> Senior Detention Custody Officer
<b>HMCIP</b> Her Majesty's Chief Inspector of Prisons	<b>SFT</b> Superfast Track Appeals
<b>IAA</b> Immigration Appellate Authority	<b>STANA</b> Superfast Track & Non-Suspension Appeal
<b>IAS</b> Immigration Advisory Service	<b>STHF</b> Short Term Holding Facility
<b>ICD</b> Integrated Caseworking Directorate (Immigration)	<b>TR</b> Triennial Review of IMB members
<b>ILO</b> Immigration Liaison Officer	<b>UKBA</b> United Kingdom Border Agency
<b>IMB</b> Independent Monitoring Board	
<b>IO</b> Immigration Officer	
<b>IRC</b> Immigration Removal Centre (previously Detention Centres)	