



**NORTH and MIDLANDS
INDEPENDENT MONITORING BOARD**

ANNUAL REPORT

on the

SHORT TERM HOLDING FACILITIES

for the calendar year

1st JANUARY to 31st DECEMBER 2011

THE ROLE OF THE INDEPENDENT MONITORING BOARD

1.1 The Duties of Independent Monitoring Boards

The duties of IMBs 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.

The Board is specifically charged to:-

- Satisfy itself as to the humane and just treatment of those held in short term holding facilities.
- Inform promptly the Secretary of State, or any official to whom he has delegated authority, as it judges appropriate, any concern it has.
- 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.

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.

1.2 Further explanation of the IMB Role

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.

1.3 Specific duties of IMB members at airports

Specific duties of IMB members at airports will include:-

- 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.
- 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.

1.4 Specific duties of IMB members at Immigration Reporting Centres

Specific duties of IMB members at Immigration Reporting Centres will include:-

- Undertaking rota visits as decided by the Board. 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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3 REPORTS OF THE SHORT TERM HOLDING FACILITIES

3.1 Birmingham Airport

3.1.1 Overview

The airside Holding Room is situated within the SEA (Secondary Examination Area), close to the UKBA area in the old Terminal 1. During the year Birmingham Airport has sought to promote a single-terminal image, but the two arrivals and departure areas remained separate for much of the reporting period, giving rise for potential problems in transferring detainees between the two terminals by having to go landside and then back to airside. By the end of the year, plans were in place for a Reliance vehicle to be permanently sited at the airport, partly to overcome such problems by enabling transfers of detainees totally airside, and partly to provide an as-required service for detentions/removals at East Midlands Airport.

3.1.2 Holding Room

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. A recliner was fitted in the second quarter and the Holding Room repainted during the year. 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. The recording equipment for the CCTV was finally fitted in January 2011. There is a microwave cooking facility to enable heating of ambient meals, and other food can be obtained from the airport shops and cafés. The quality of the ambient meals has been improved this year. A BT payphone as well as a mobile phone are available for use by detainees.

3.1.3 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. At the end of April the contract moved from G4S to Reliance.

3.1.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	67	40	37	55	199
Female	28	21	22	21	92
Total	95	61	59	76	291

This represents a slight drop from the 315 detainees held in 2010.

3.1.4.1 Details of detainees

There were a total of 291 detentions from some 20 different countries of origin. The detention periods ranged from a few minutes to over 29 hours.

There have been a total of 38 overnight stays and 13 people held for over 18 hours with 4 held over 24 hours.

In the third quarter 3 minors were held but the IMB were not informed.

There has been a significant increase in the holding times in the last three quarters of the year and on many occasions this has been due to transport issues.

3.1.4.2 Destinations of Detainees

Destination	Q1	Q2	Q3	Q4	Total
Brook House	0	0	0	0	0
Campsfield House	8	2	2	2	14
Colnbrook	0	1	0	2	3
Harmondsworth	2	0	1	0	3
Lindholme	0	0	0	0	0
Morton Hall	0	0	0	0	0
Pennine House	5	1	1	4	11
Tinsley House	0	0	1	0	1
Yarl's Wood	0	6	4	0	10
Non IRC	1	4	0	1	6
Removed	15	16	20	26	77
Landed	15	19	7	7	48
Released	1	0	1	1	3
Temporary Admission	41	13	20	24	98
Transport Plus	4	9	1	9	23

3.1.4.3 Number of Visits

During 2011 there were a total of 53 monitoring visits made by the IMB to the airport.

3.1.5 Issues

3.1.5.1 The section of the IS91 used to record any known or perceived risks, such as self-harm, is sometimes 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. There has been an improvement in this during the year, but the problem persists.

3.1.5.2 Replacement complaint boxes have been installed, but we have consistently reported that it is possible to open these from the top without a key.

3.1.5.3 There have been continual and increasing issues with transport leading to an increase in detention time.

3.1.5.4 Provision of a mirror for the male washrooms was agreed, but took three months to fit. Likewise, socket work agreed in January did not get done until March, and there continue to be problems with the air-conditioning and drinks machine that we have reported on.

- 3.1.5.5 Last year the 24 hour medical care was withdrawn from the airport, and in the first quarter of the year we reported on a medical issue that was resolved more by chance than any planning. We remain concerned over this issue.
- 3.1.5.6 Despite the air conditioning filters being replaced in February, there have been ongoing problems with the heating. Supplementary heating is required to maintain a reasonable temperature in the Holding Room. The IMB would like to see a permanent solution as a matter of urgency.

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 Local Immigration Team West Midlands are based in the building and conduct operations in the community that lead to detentions. Others are identified for detention and/or removal upon reporting at the Centre.

3.2.2 Holding Room

The facility has one Holding Room for males, females 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 120 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 café 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 11 different languages. The box is opened by a CIO regularly.
- 3.2.2.4 There is a BT telephone available, and there are 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; 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 09.00 to 17.00hrs 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.

3.2.3.2 From the 1st May 2011 the contract for operating and manning the Holding Room changed from G4S to Reliance.

3.2.4 Occupancy

During the reporting year the total number of detainees held at Sandford House was 215, of which 187 were males and 28 female, representing a decrease of 41% from 2010 (365).

	Q1	Q2	Q3	Q4	Total
Male	50	41	54	42	187
Female	5	7	9	7	28
Total	55	48	63	49	215

3.2.4.1 During 2011 there were a total of 14 monitoring visits made by the IMB to Sandford House, compared to 37 visits made in 2010. This reduction is a result of the decision to reduce the frequency of visits due to financial constraints.

3.2.4.2 There were a total of 215 detentions from some 27 different countries of origin. There was a slight drop in the length of stay through the year down to 3hrs 9mins in the fourth quarter, but 20 people (9.3%) were held for over 6 hours.

3.2.4.3 Of the 215 people held, 52 (24%) were held past the closing time of the Holding Room.

3.2.4.4 The destinations to which detainees were escorted were as follows:-

Destination	Q1	Q2	Q3	Q4	Total
Brook House	0	0	2	0	2
Campsfield House	27	23	31	22	103
Colnbrook	3	6	2	9	20
Harmondsworth	5	6	9	7	27
Lindholme	1	0	0	1	2
Morton Hall	0	0	5	0	5
Pennine House	6	5	2	10	23
Tinsley House	0	0	1	0	1
Yarl's Wood	4	7	9	13	39
Non IRC's (Police Station etc.)	1	0	0	2	3
Released	0	0	0	1	1
Temporary Admission	8	1	2	3	14

3.2.5 Issues

3.2.5.1 The IMB continue to find IS91s not completed fully although there was some improvement towards the latter end of the year. The risk and medical section are the main areas of concern.

- 3.2.5.2 Disabled Toilet - there has been no progress on this issue which was raised in last year's report, and the Board repeats its assertion that consideration should be given to providing toilet facilities for the disabled, despite the present financial climate.
- 3.2.5.3 Delays in processing Movement Orders - the length of stay is often a result of a delay in the movement orders being issued. We are aware that Reliance has issues over staffing their transport, and have noted that they make use of an external contractor (Taylor Made) in order to alleviate the situation. The length of stay due to transport issues continues to cause concern.
- 3.2.5.4 Transport issues appear to be a factor resulting in so many detainees (24%) being held after the official closing time for the Holding Room.
- 3.2.5.5 Members who monitor Sandford House believe that the decision to reduce the frequency of visits should be reviewed, with a view to reverting to the previous frequency of visiting.

3.3 Leeds Reporting Centre – Waterside Court

3.3.1 Overview

Waterside Court is a reporting centre which operates Monday to Thursday 09.00-17.00, Fridays 09.00-16.00

3.3.2 Holding Room

- 3.3.2.1 The Holding Room measures approximately 16' by 20' and contains separate male and female toilets, each with a wash basin and toilet and baby changing facilities. Within the room there is a television, a drinking fountain and a fixed table with four seats attached to it.
- 3.3.2.2 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, and there is a range of sandwiches available.
- 3.3.2.3 A clearly marked complaints box is fixed on one wall and is opened by the UKBA staff regularly.
- 3.3.2.4 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 are normally on duty. The male DCO is permanent, but at present there is no permanent female DCO - this has led to there occasionally being two male staff on duty.

3.3.4 Occupancy

The vast majority of detentions are planned beforehand and there is a firm intention not to hold minors in holding rooms at reporting centres.

- 3.3.4.1 During the reporting year the total number of detainees held at Waterside Court was 225, of which 187 were males and 38 female.

	Q1	Q2	Q3	Q4	Total
Male	53	33	52	49	187
Female	8	4	14	12	38
Total	61	37*	66	61	225

**At the switchover from G4S to Reliance at the end of April, the records for April were removed by G4S and were not available to the IMB, therefore the figures for this quarter represent May and June only.*

- 3.3.4.2 By the year end 225 people were recorded as being detained in the Holding Room, but this does not include April.

3.3.4.3 The destinations to which detainees were escorted were as follows:-

Destination	Q3	Q4	Total
Brook House	0	0	0
Campsfield	0	0	0
Colnbrook	4	0	4
Harmondsworth	2	4	6
Lindholme	14	6	20
Morton Hall	7	11	18
Pennine House	18	24	42
Tinsley House	0	0	0
Yarl's Wood	11	10	21
Non IRCs	9	1	10
Released	1	5	6
Temporary Admissions	0	0	0
Total	66	61	127

(Note: The destinations for the first two quarters were not recorded by the IMB)

3.3.4.4 There have been 13 visits by members of the Board to monitor the Holding Room. This is a reduction from one every two weeks in 2010 to one every 4 weeks in 2011. This appears to be satisfactory for this facility.

3.3.4.5 All but 16 people were held for less than 6 hours. The Board would expect that strenuous efforts continue to be made to avoid these longer stays. The average length of stay rose through the year to 3hrs 21mins by the fourth quarter.

3.3.4.6 The 225 people detained came from 34 different countries, with those from Pakistan being the highest total for an individual country.

3.3.5 Issues

3.3.5.1 The Board is concerned that the average length of stay had reduced to 2hrs 35mins by the end of 2010, but this has steadily risen in 2011 up to 3hrs 21mins by the fourth quarter. This rise has mainly taken place in the period since Reliance took over the contract.

3.3.5.2 The Board is concerned that the television ceased to function after the digital switchover in September and it was not until December that a free-view box was fitted.

3.3.5.3 In October the "push-bar" on the exit door was found to be faulty and has still not been repaired at the end of this reporting period.

3.4 Liverpool Reporting Centre – Capital Building

3.4.1 Overview

This new facility was opened in early May 2011, to replace that at Reliance House.

It is open from 09.00hrs to 17.00hrs Monday-Wednesday one week and Wednesday-Friday the alternate week. Arrangements are in place with Reliance to staff it at other times if necessary. It is sometimes used by UKBA to hold people under an Immigration Officers power of arrest when Reliance staff are not present.

The facility is linked to the Reporting Centre through a corridor that has a first aid room and two interview rooms. There is an office area measuring approx. 20` x 15` with a Klix drinks machine and a water dispenser. There is also a sink unit and seating for staff.

The office area has windows that overlook the two Holding Rooms, and also has hatches linked to each Holding Room. When the facility first opened, detainees brought in by van were in public view but, through discussion and agreement between the IMB and UKBA, this has now been resolved by the fitting of an opaque glass screen. The van area has also had improvements to address safety issues raised by the IMB.

3.4.2 Holding Rooms

The larger room is approx. 20` x 20` and is furnished with metal bench seats and two tables with four chairs to each. All furniture is secured. There are two unisex toilets leading from the room, and a water fountain. There is a BT phone and complaints box.

The smaller child-friendly room is approx. 20` x 15`. It has similar seating and a single toilet with baby changing facilities. There is also a BT phone, water fountain and complaints box. The walls are decorated with posters. A box of toys and colouring books are provided in the room, and a carrycot is available if needed.

UKBA state that the intention is not to hold children in this room and the facilities are provided on a contingency basis. Records indicate that no child has yet been held there.

3.4.3 Holding Room Staff

The room is staffed by Reliance during the opening hours, and at other times when requested by UKBA. There are normally two staff on duty. IMB members report a good rapport with the staff and helpful cooperation from them.

3.4.4 Occupancy

- 3.4.4.1 45 people were detained in the last two quarters of 2011 (July to December).
- 3.4.4.2 Records indicate that stays are usually quite short and that nobody has been held for longer than six hours.
- 3.4.4.3 Since the facility opened in early May 2011 there have been 12 IMB visits.

3.4.5 Issues

- 3.4.5.1 The BT phone and hatch shelf do pose a risk to a young child as the edges are sharp and would be at head height for a toddler.
- 3.4.5.2 The complaints box in the child friendly room has a plastic lid that can be easily opened without the use of a key.

3.5 Loughborough Reporting Centre

3.5.1 Overview

Loughborough is the UK Border Agency's Reporting Centre and Holding Room based in Loughborough town centre. Officers of the Local Immigration Team East Midlands are based in the building and conduct operations in the community which lead to detentions. Others are identified for detention and/or removal upon 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.

3.5.2 Holding Room

During 2010, the opening of the Holding Room was reduced to 3 days per week (actual days vary each week), and the hours changed to be from 09.00 to 17.00hrs. The Holding Room measures approx 17' by 18' and is monitored and recorded by CCTV. The facility is shared by both males and females. There is only one toilet, which contains a very small basin with hot and cold running water for washing purposes. There are baby changing facilities.

- 3.5.2.1 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.
- 3.5.2.2 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.
- 3.5.2.3 There are notices relating to 'brochures of information' on the wall in 11 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.
- 3.5.2.4 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.
- 3.5.2.5 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.

3.5.3 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 approx. 18' by 7', with filing cabinets, desk etc. – this leaves little free space. The working relationship between the DCOs and detainees is positive, caring and professional. The IMB remain impressed by the competence and professionalism of the DCOs that has been maintained through the change from G4S to Reliance. Since Reliance took over we have noticed a decline in staff morale but not in their performance in caring for the detainees.

3.5.4 Occupancy

During the year the total number of detainees held at Loughborough was 176, a decrease of 15 (7.9%) from the figure for 2010.

3.5.4.1 There have been 13 monitoring visits during the reporting period.

3.5.4.2 There were a total of 176 detentions from some 27 different countries of origin. 75 (42.6%) of those detained came from India. 124 (70%) of those detained were the result of an arrest.

	Q1	Q2	Q3	Q4	Total
Male	45	32	51	31	159
Female	4	6	3	4	17
Total	49	38	54	35	176

3.5.4.3 During the year 12 people were held for over 6 hours, and the average length of stay rose significantly, especially in the fourth quarter when it was 4hrs 26mins. This appears to be due to issues with transport.

3.5.4.4 The destinations to which detainees were escorted were as follows:-

Destination	Q1	Q2	Q3	Q4	Total
Totals:	49	38	54	35	176
Brook House	0	1	0	1	2
Campsfield House	17	5	17	7	46
Colnbrook	2	2	3	1	8
Harmondsworth	1	4	5	3	13
Lindholme	2	2	1	0	5
Morton Hall	0	1	15	16	32
Pennine House	8	6	5	1	20
Tinsley House	0	1	0	0	1
Yarl's Wood	2	3	3	4	10
Non IRC's (Police Station etc.)	6	2	0	1	9
Released	1	0	4	0	5
Temporary Admission	10	11	1	1	23

3.5.5 Issues

3.5.5.1 Although the change-over from G4S to Reliance was smooth in relation to detainee welfare, we are concerned that it took some months into the new contract to replace many of the notices with Reliance branded replacements. We were also concerned that a DCO lost her ID badge in May and it was several months before this was replaced.

3.5.5.2 We are concerned that the length of stay has increased significantly, and believe this to be due to continuing issues over transport. This is despite Reliance making use of Taylor-Made as a sub-contractor.

- 3.5.5.3 The days that the centre is open are subject to change, in which case notice should be given to the IMB member. However on one occasion this did not happen, resulting in a member making a visit only to find the Holding Room closed. Another concern was a member being made to wait for 25mins before being allowed to enter the facility due to a detainee being processed. We have been assured that these situations will not happen again, and proper notice of closure and prompt access to the facility will be provided to the IMB members.
- 3.5.5.4 43 (24.4%) detainees have been held after the advertised closing time of 17.00hrs. On one occasion in February the G4S staff were told by UKBA to leave at 17.00hrs and for the rest of the evening several detainees were held by UKBA staff with no records kept relating to their care, what time they left the Holding Rooms, what was the outcome of their detention etc. This left the IMB with great concerns over their ability to monitor the welfare of detainees in such circumstances. We have been assured that procedures have been put into place to prevent a recurrence of such a situation.
- 3.5.5.5 There have been a number of issues over obtaining data relating to detainees. These have mainly related to paperwork being removed from the Holding Rooms promptly at the end of the month. This has been partially resolved by the keeping of A4 photocopies but we would expect that, when the new RECOS computer system is fully operating, IMB members will have appropriate training and access to this.
- 3.5.5.6 Members who monitor Loughborough believe that the decision to reduce the frequency of visits should be reviewed with a view to reverting to the previous frequency of visiting.

3.6 Manchester Airport

3.6.1 Overview

The airside Holding Room is situated within the SEA (Secondary Examination Area), close to the UKBA 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. All moves between terminals are completed Airside. The only moves that require Airside to Landside are those between Pennine House and the terminals.

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. Earlier this year a recliner chair was fitted. Leading off this room are separate male and female toilets, with hand washing facilities.

- 3.6.1.1 There is CCTV coverage of the Holding Room from the office area. We have been informed that recording continues for 120 days before being overwritten.
- 3.6.1.2 There is no natural light in any part of the area.
- 3.6.1.3 Last year we reported that a change of cleaning contract had led to improved cleaning standards in the Holding Room area. This has continued in 2011. In September the issue of the temperature in this area was finally dealt with and we now find the temperature to be satisfactory. Towards the end of the reporting period there were reports that the Holding Room temperature was too low at night and this is being monitored.
- 3.6.1.4 Despite what we say about the cleaning above, we did report a very unpleasant smell emanating from the female toilet for some time towards the end of the year. It is thought that this came from the yellow waste bags which are only emptied on a monthly basis. This will need to be monitored by all concerned to ensure that there is no repeat.

3.6.2 Holding Room Staff

The facility was managed and staffed by G4S until April 2011 and from 1st May by Reliance. This has not resulted in any change of personnel who manage the Holding Room. The change-over did result in the drinks machine being removed, as the contract had not been carried on by Reliance. The Board was disappointed at the length of time it took to have this machine reinstated. Detainees were not left without drinks but the choice was severely limited.

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.

- 3.6.2.1 There is no separate staff toilet; Reliance staff have to use the public toilets out in the arrivals area. Neither are there separate staff facilities for hand-washing or the washing of crockery/utensils used for staff meals. We understand that access may be gained to adjoining UKBA facilities on occasion but only when UKBA staff are present.

- 3.6.2.2 IMB visit reports consistently record that G4S/Reliance 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.
- 3.6.2.3 The Board has had good cooperation from UKBA immigration officers when we have made further enquiries of them concerning issues over detainees.
- 3.6.2.4 Members of the Board did attend on 30th November when the public services industrial action occurred. We found no evidence that the day had any negative effect on detainee welfare at the border or in the Holding Room.

3.6.3 Occupancy

During the year a total of 766 detainees were held within the Holding Room. The Board note that occupancy has fallen from 2010 levels. (2010 Occupancy = 843 detainees). This is over 20% less than the 2009 figure. UKBA have advised that there is no identifiable reason for the drop in volumes.

	Q1	Q2	Q3	Q4	Total
Male	139	171	123	174	607
Female	24	37	39	38	138
Minors	3	1	10*	10*	21*
Total	166	209	172*	222*	766*

**Part way through the year Reliance ceased recording accompanied minors in a separate column and introduced a "Family Unit" column. This has been completed in different ways and has made it difficult to be certain of this figure. A re-examination of the figures in January 2012 appeared to show that 20 minors were held in 2011.*

Length of stay (hours)	<8	8-12	12-18	18-24	>24	Total
Q1	159	5	1	1	0	166
Q2	193	11	4	1	0	209
Q3	144	8	6	2	0	160
Q4	201	13	7	2	0	223*
Total	697	37	18	6	0	756*

**The Board is aware that these figures do not reconcile and believe that this may be due to the way that family units have been recorded as mentioned above.*

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.

3.6.4 Issues

- 3.6.4.1 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 Reliance. The recliner chair does provide a slightly greater level of comfort for one person but still does not alter our overall view.
- 3.6.4.2 The Board continues to be concerned at finding children detained here, especially overnight. The figure this year is not certain for the reasons described above but is somewhere between 20 and 31. A child is far more likely to be detained for a longer period than an adult. Of the 19 directly monitored, 13 of these had long stays, some of which were overnight. The reasons for this are varied, but waiting to be taken into the care of Social Services, waiting for a UKBA officer trained to interview minors, and waiting for an interpreter have all occurred more than once.
- 3.6.4.3 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 response from UKBA:-

“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 24 people have been detained in excess of 12 hours, many of whom have arrived on long haul flights. We therefore repeat our concern over the lack of facilities.

- 3.6.4.4 We have again monitored a number of removals to the plane door throughout the year, and find that the majority of these are handled well and that people are treated with respect throughout the process. There have been two exceptions to this. In one case a detainee was taken to the bridge as requested by the airline but instead of being boarded first was dealt with as all of the other passengers were boarding. He was, of course, escorted by Reliance staff in “high vis” vests and this may well have embarrassed him and may have caused alarm to other passengers. In another case an airline employee came on the air-bridge and spoke inappropriately to the man, calling him a “deportee” and attempting to get him to pay for his flight. We would hope that UKBA continue to liaise with airlines in order to avoid such situations.

3.7 Manchester Airport – Pennine House

3.7.1 Overview

Pennine House is a 32 bed short term holding facility, 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 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 was managed and staffed by G4S until the end of April and by Reliance from 1st May.

3.7.2 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.

- 3.7.2.1 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.
- 3.7.2.2 There are no external windows, and thus there is 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).
- 3.7.2.3 As well as the IMB, the airport chaplains also visit the facility regularly.
- 3.7.2.4 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.
- 3.7.2.5 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.

3.7.3 Holding Facility Staff

IMB visit reports again consistently record that G4S/Reliance 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.

- 3.7.3.1 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.

3.7.4 Occupancy

Pennine House does not take minors. There have been no occasions of a detainee being held here beyond the stated maximum of 5 nights (7 nights if Removal Directions have been set).

	Q1	Q2	Q3	Q4	Total
Male	1,525	1,578	1,114	1,438	5,655
Female	121	127	93	167	508
Total	1,646	1,705	1,207¹	1,605	6,163

¹ It was in the 3rd quarter that the hot water boiler broke down, and the lower numbers are due to this incident. If this had not occurred it seems clear that the total for the year would almost certainly have been higher than the 6375 of 2010.

There have been 93 IMB monitoring visits during the reporting period. The Chair also made 8 visits, and members also made some visits linked to reported and serious incidents. One member visited to accompany Val Meachin (NC West Midlands) on her visit to look at the facility both land and airside on 21st October. One member met with Her Majesty's Inspectors on the second day of their unannounced two-day inspection of Pennine House 4-5th October.

3.7.4.1 Serious Incidents - The IMB have reported on 6 serious incidents where self-harm has been an issue and an ACDT has been opened. The policy is to move such people to an IRC as quickly as possible. Although staff at Pennine House have always dealt well with such incidents, the Board is disappointed that the movement of such people is often delayed and does not appear to be treated as a priority at DEPMU. This has also resulted in the people concerned being moved at night.

3.7.4.2 A major incident of the year involved the failure of the hot water boiler 13-14th July. This led to an evacuation of Pennine House and reduced occupancy until the full repair was reported complete on the 14th October. As can be seen above, the numbers were reduced by up to 500 during this time.

3.7.5 Issues

3.7.5.1 The Board continues to monitor IS91s. UKBA did revise the form so that it was mandatory to complete the risk and medical section. This has resulted in an improvement in the numbers that we find with these sections not completed; however the problem persists though on a reduced scale. We find that some reporting centres are using photocopies of the old forms and are then completing them by hand. This means that they may miss out the two sections mentioned above.

3.7.5.2 The IS91s continue to show that some people are moved around the country at unsocial times and this remains a concern. It is linked to the issues described above under serious incidents.

3.7.5.3 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.

- 3.7.5.4 As we reported last year the two computers are used continuously by detainees and are a valuable resource for all concerned. At the changeover from G4S to Reliance there were issues over the internet contract which resulted in internet access not being available to detainees for a few weeks in July/August.
- 3.7.5.5 In our 2009 Report we raised the issue concerning the lack of signage to Pennine House. After raising this issue again through 2011 there has now been agreement for such signs and we have been told they will be erected early into 2012. We have recorded further incidents of visitors finding it difficult to locate Pennine House.
- 3.7.5.6 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. We continue to hold this view.
- 3.7.5.7 In July it was reported that Dungavel IRC were sending the possessions of detainees to Pennine House contained in HMP marked bags. This was repeated in November. This labels detainees as criminals and is quite wrong. We have since been told that this will cease and that clear bags have been ordered. We will continue to monitor this with our colleagues at Dungavel.
- 3.7.5.8 The changeover from G4S to Reliance went relatively smoothly apart from the issue with the internet in Pennine House and the drinks machine in the Holding Room. Staff rearranged notices quickly although some notices were slow in coming. We have been recording lower staffing levels since the take-over and were told in October that a formal announcement would be made in the near future. We still await that announcement and are concerned that this is having a negative effect on staff morale.
- 3.7.5.9 Because of the loss of an experienced IMB member at the end of the reporting period, it has been decided to reduce the frequency of visits temporarily to one per week for the first three months of 2012, by which time it is anticipated that the Board will be able to resume twice-weekly visits.

3.8 Salford Reporting Centre – Dallas Court

3.8.1 Overview

Dallas Court is the UK Border Agency's Reporting Centre and Holding Room based in Salford. Officers of the Local Immigration Team 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.

3.8.2 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.

- 3.8.2.1 There are notices relating to 'brochures of information' on the wall in 11 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.
- 3.8.2.2 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.
- 3.8.2.3 CCTV covers all Holding Rooms and is monitored by the main Holding Room staff.
- 3.8.2.4 There is also a complaints box in each room which is regularly checked and emptied by a member of UKBA staff.

3.8.3 Occupancy

During the reporting period the holding room was occupied by 284 detainees, but this does not include any figures for April as these were removed by G4S at the time of the change of contract to Reliance. This far exceeds the figure of 127 held in 2010.

- 3.8.3.1 66 (23%) of those detained were held for over 6 hours. They came from 56 different countries.

3.8.3.2 The destinations to which detainees were escorted were as follows:-

Destination	Q1	Q2	Q3	Q4	Total
Brook House	0	0	2	0	2
Campsfield House	2	1	4	0	7
Colnbrook	4	1	3	0	8
Harmondsworth	6	3	1	3	13
Lindholme	2	0	1	0	3
Morton Hall	0	0	0	7	7
Pennine House	56	18	48	51	173
Tinsley House	0	0	0	0	0
Yarl's Wood	3	8	3	4	18
Non IRC	4	0	0	1	5
Released	1	3	0	11	15
Temporary Admission	0	0	0	1	1
Total	78*	34**	62*	78	252

* Does not include figures for female destinations in these quarters.

** Does not include figures for April in this quarter.

There have been 11 monitoring visits during the reporting period.

3.8.4 Issues

3.8.4.1 The Board is concerned at the high percentage (23%) of the total number of detainees that have been held for over 6 hours.

3.9 Sheffield Reporting Centre – Vulcan House

3.9.1 Overview

Vulcan House Steel is a newly built multi-storey 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, between the Holding Room and the loading bay where the transport vans park.

3.9.2 Holding Rooms

The Holding Room measures approx. 17' x 20' with a toilet in one corner containing a wash basin and WC. Within the holding 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. There is a row of four seats fixed to the wall at the back of the room. 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.

- 3.9.2.1 The reception area has a viewing window along the length of one wall and this gives a clear view of the room.
- 3.9.2.2 There is an ample supply of magazines and newspapers in a variety of languages.
- 3.9.2.3 A drinks vending machine is situated in the reception area and detainees are provided with drinks from it at no cost. Food is available locally for detainees as and when required.
- 3.9.2.4 A clearly marked complaints box is fixed on one wall and is opened by the UKBA staff regularly.
- 3.9.2.5 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.

3.9.3 Holding Room Staff

There are two DCOs, one male and one female, permanently based at Vulcan House, employed by Reliance. 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.

3.9.4 Occupancy

The vast majority of detentions are planned beforehand and there is a firm intention not to detain minors.

	Q1	Q2	Q3	Q4	Total
Male	34	48	19	37	138
Female	3	4	2	5	14
Total	37	52	21	42	152

3.9.4.1 By the year end 152 people had been detained in the Holding Room, of these 14 were female and 138 male. This is an increase of 62 (69%) from 2010.

Destination	Q1	Q2	Q3	Q4	Total
Brook House	1	0	0	0	1
Campsfield	3	2	0	0	5
Colnbrook	4	10	0	0	14
Harmondsworth	1	3	1	2	7
Lindholme	12	16	10	13	51
Morton Hall	0	0	2	16	18
Pennine House	8	9	5	4	26
Tinsley House	0	0	0	0	0
Yarl's Wood	2	5	2	7	16
Non IRCs, Released & Temporary Admissions	6	7	1	0	14
Total	37	52	21	42	152

3.9.4.2 There have been 11 visits by members of the Board to monitor the Holding Room.

3.9.4.3 8 people were held for more than 6 hours. The Board would expect that strenuous efforts continue to be made to avoid these longer stays. Although the average stay per person did rise in the second quarter the overall average was just above 3 hours.

3.9.4.4 The 152 people detained came from 30 different countries, with 37 from Iraq being the highest total for an individual country.

3.9.5 Issues

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

4 EXECUTIVE SUMMARY

4.1 Summary

The Board continues to acknowledge the cooperation and assistance given to it in carrying out its monitoring role by staff at all levels throughout the short term holding facilities monitored. Visit 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.

Following the change of contract on 1st May 2011, the transition from G4S to Reliance went smoothly from the Board's perspective. With the welfare and care of all detainees remaining paramount, the Board had, and continues to have, some concerns re. staff morale. Whilst that issue remains, the Board is pleased to note that members of staff have ensured this has not had any negative effect on their professional and caring approach to the welfare of all detainees in their care, for which they deserve full credit.

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 Last year we raised the issue of incomplete IS91s. This persists as an issue but at a reduced level. UKBA have asked us to continue to monitor this, and the form has been amended to include a mandatory entry in the Risk section. This did improve the completion rate, but some centres use photocopies of these forms and complete them by hand – this means that the mandatory entry can be, and is, sometimes omitted.
- 4.2.1.2 The Board raised concerns last year about our budget reduction and have to raise this again in 2011. We have reduced the frequency of our visits at reporting centres - this is satisfactory with some, but others, like Sandford House (Birmingham) and Loughborough, do need to be visited more often. Where the frequency of visits is not often enough, it can be difficult to follow up issues as paperwork is not always available. The Board would not wish to be placed in the situation where visits are governed by budget rather than by need.
- 4.2.1.3 Throughout most of the estate that we monitor, the Board has recorded an increase in detention times in Holding Rooms. All of these rooms have limited facilities and, although people can be legally detained here for twenty-four hours, we would expect this to be kept to a minimum. Many of these long stays have been due to the inability of Reliance to provide timely transport at socially acceptable times.
- 4.2.1.4 The Board recognises that it is sometimes necessary to detain children at the border in the interests of their welfare. The Board believes that the facility at Manchester airport is not a fit place for this purpose. Several factors mentioned earlier in this report mean that children are far more likely than an adult to face a long stay, sometimes overnight. We would urge the Minister to charge UKBA with the task of providing a more child/family friendly detention area with the appropriate facilities.

- 4.2.1.5 In July of 2011 the personal details of nine members were compromised through the mis-handling and loss of members' expense claim forms. Despite strenuous efforts by one of our members, the Board has still not received a satisfactory response from those concerned with such matters.

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 Reporting Centre – Sandford House**
We repeat our assertion that consideration be given to installing a disabled toilet for the use of detainees (see 3.2.5.2).
- 4.2.2.2 **Birmingham Airport**
The complaint boxes can be opened to easily from the top. We have reported this on a number of occasions and would ask for action to be taken to rectify this (see 3.1.5.2).
- 4.2.2.3 **Manchester Airport – Terminal 2 Holding Room**
We repeat our concern that there is no separate staff toilet; Reliance staff have to use the public toilets out in the arrivals area. Neither are there separate staff facilities for hand-washing or the washing of crockery/utensils used for staff meals.
- 4.2.2.4 **Manchester Airport T2**
We report positively on the majority of removals to the plane door but have reported on two incidents of concern (see 3.6.4.4). 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.
- 4.2.2.5 **Manchester Airport – Pennine House**
We note the agreement and intention to install signage to Pennine House and look forward to its early installation in 2012 (see 3.7.5.5).
- 4.2.2.6 **Manchester Airport Terminal 2 Holding Room**
The Board believes that the Holding Room in T2 is not a fit place to hold children, especially as they are more likely to be held for long periods. We would urge UKBA to consider the provision of a more child/family friendly area (see 3.6.4.2).
- 4.2.2.7 We reported that the changeover of contract from G4S to Reliance went relatively smoothly in relation to detainee welfare, but we have recorded a number of instances where repairs and changes to facilities have taken a long time to effect. This does impact on detainee welfare and we would ask that the contractors be urged to minimise such delays - see:-
- Manchester Airport T2 SEA (see 3.6.2)
 - Manchester Pennine House (see 3.7.4.2 and 3.7.5.4)
- 4.2.2.8 There have been instances where UKBA have been slow to effect repairs or agree changes. We feel that this can impact on detainee welfare - see:-
- Birmingham Airport (see 3.1.5.2, 3.1.5.4 and 3.1.5.6)
 - Leeds Waterside (see 3.3.5.3)

- 4.2.2.9 We repeat our concern that there is no shower provision for detainees in the SEA Holding room at Manchester Airport T2.
- 4.2.2.10 A number of reporting centres have seen a rise in detainee length of stay during 2011. We believe that this is often due to issues with transport and Reliance having difficulty staffing such transport. We are aware that Reliance are seeking to enrol more escort staff and would expect to see this trend reversed in our next reporting period.

4.2.3 IMB Secretariat

- 4.2.3.1 The Board is concerned that the Budget assigned to it is making it difficult to visit some centres as frequently as we believe is necessary. When the Board was formed in 2008, it was recognised that we are unique, in as much that all members have to travel long distances to attend their respective centres, and thus a tailored Budget should be set accordingly, as opposed to a standard formula as used for other Boards. We also believe that it will be difficult to arrange any training visits within the Board's Budget in the future, and we are also concerned at how the need to recruit new members will be funded.
- 4.2.3.2 Many of the journeys undertaken by Board members are not feasible by public transport and the Board remains concerned that the expense arrangements due to be implemented in April 2012 will have a detrimental effect on our visits and membership.

4.2.4 IMB National Council

- 4.2.4.1 The Board is disappointed that the National Council did not take a more active role in opposing the proposed reductions in allowances intended to cover members' expenses, and apparently saw no need to consult with the membership of Boards in any systematic way. The decision made by the National Council to cap the present mileage rate at 1,000 miles p.a. means that some of our members will only be reimbursed at a reduced rate for their attendance at monthly Board meetings, and thus will be very much out of pocket when this decision is imposed upon us in April 2012.
- 4.2.4.2 The Board thanks Val Meachin for the interest that she has shown in our work.
- 4.2.4.3 The Board regrets that their elected NC member did not visit the Board anytime during the reporting period.

4.3 Other issues of serious concern or excellence

4.3.1 Relationships with Reliance and UKBA

The communication and relationships between the Chair/Vice-Chair and Reliance and UKBA 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. This situation has not been affected by the change of contractor.

UKBA and Reliance managers and staff continue to regularly attend the Board's monthly

meetings - this has resulted in the forming of good relationships and a good understanding of each other's respective roles.

Reports of all rota visit reports are sent to UKBA and Reliance within 24 hours of the completion of the visit, and are generally responded to with appropriate urgency. The introduction of a monthly report from UKBA summarising all responses has proved to be very informative and welcomed by all members of the Board.

The Board Chair has also attended other meetings, and has delivered an overview of the IMB role to both UKBA and Reliance.

5 THE WORK OF THE BOARD

5.1 Activities of the Board

- 5.1.1 The loss of an experienced member at the end of the reporting period will mean that recruitment will need to be addressed in 2012. The Board expects to continue to carry out its work with the enthusiasm and dedication that has been evident since its establishment in 2008.
- 5.1.2 The Board has made no training visits during the reporting period and it is difficult to see how this can be done within the constraints of our present budget. Members again attended the IDE national conference in March, but the Board regrets the abandonment of this separate conference as our needs and work is so different from that of our prison colleagues.
- 5.1.3 Prior to our May and June Board meetings we were provided with three-hour training sessions by Doug Merriman, National Lead Trainer. This not only kept the cost to a minimum but also meant that all members had the opportunity to take advantage of the training and we are grateful to Doug for providing this. This training was also attended by a manager from UKBA. One of our members also devised a new spreadsheet for recording statistics on detainees at reporting centres, and in the summer he presented two one-hour sessions in order to help members in the use of the spreadsheet. These sessions were, again, held prior to our Board meetings, thus giving everybody the opportunity to attend at minimum cost.
- 5.1.4 The Board is pleased to note that two members who were appointed at the end of 2009 received confirmation of the successful completion of their Probationary periods in October and December. Both have attended the National foundation course.
- 5.1.5 Sadly a very dedicated member of the Board resigned at the end of this reporting year, quoting the lack of support from the Secretariat as a major factor in his decision to resign. An issue over lost personal details that occurred in July has still not been resolved - this member had made strenuous efforts to resolve this issue with only limited success.
- 5.1.6 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, Vice-Chair, Board Development Officer and other members.
- 5.1.7 At the end of the year the Board reviewed the reduced frequency of visits carried out during 2011, and concluded that the reduction has not proved to be entirely satisfactory. This is especially true of centres where the relevant paperwork may not be available when several weeks have passed since the previous visit, and there can also be difficulty in identifying the real issues behind incidents that may have occurred up to a month prior to the visit. As a result of this review, the Board intends to return to the previous frequency of visiting at many of its centres in 2012.
- 5.1.8 The members of the Board are very committed and dedicated to their role of monitoring the Short Term Holding Facilities, and continue to be diligent in their individual role of monitoring to which they were appointed by the Minister. It is due to this that many changes have been implemented during the past reporting year which have had positive impacts on the welfare of the Detainees.

5.2 Board Statistics

Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	12
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	1
Number of Board meetings during the reporting period	12
Number of attendances at Board meetings	136
Number of attendances at meetings other than Board meetings and rota visits	14

5.3 Visits made to Short Term Holding Facilities

Birmingham Airport	53
Birmingham Reporting Centre – Sandford House	14
Leeds Reporting Centre – Waterside Court	13
Liverpool Reporting Centre – Capital Building	12
Loughborough Reporting Centre	13
Manchester Airport - Pennine House	93
Manchester Airport - SEA	95
Salford Reporting Centre - Dallas Court	11
Sheffield Reporting Centre – Vulcan House	11
Total number of visits to the STH Facilities (excludes Board and other meetings)	318

Note re. statistics shown in this report.

Data included in this report has been compiled from Holding Room Log Sheets held at each STHF. However, due to the cut-off dates on which these sheets are sent away to a central G4S/Reliance office, where they also undergo a data verification process, it is possible that the IMB figures may differ slightly from the final reports supplied to UKBA.

As the data collection process is planned to change within the forthcoming reporting period it is hoped that this possible difference may be eliminated for future reporting.

For and on behalf of the IMB North & Midlands

Anne Suttle-Burton

Chair of the IMB, North & Midlands

6 GLOSSARY

GLOSSARY OF IMMIGRATION RELATED ABBREVIATIONS USED

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