



**NORTH & MIDLANDS
INDEPENDENT MONITORING BOARD**

ANNUAL REPORT

on the

SHORT TERM HOLDING FACILITIES

for the calendar year

1st JANUARY to 31st DECEMBER 2012

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 they 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 with such frequency as the Board deems appropriate. 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), at the rear of the Immigration Hall, next to the UKBF offices.

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, and there is a fixed recliner in one of the rooms. There are also 2 interview rooms, and separate toilets/washrooms for males and females, but there are no shower facilities. 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 and international phone cards, are available for use by detainees.

3.1.3 Holding Room Staff

There are always two DCOs on duty. The IMB continue to be 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 UKBF staff.

3.1.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	63	39	80	115	297
Female	18	32	39	90	179
Total	81	71	119	205	476

3.1.4.1 There were a total of 476 detentions from some 54 different countries of origin. This represents a considerable increase of 185 (63.6%) over the number of detentions during 2011 (was 291).

3.1.4.2 During the year 75 minors were detained in the Holding Room, 62 of these (82.7%) in the second half of the year; many of these were travelling with families arriving from Pakistan and claiming asylum.

3.1.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 6 hours	53	56	86	158	353
6 – 12 hours	16	8	26	35	85

12 - 18 hours	5	7	4	6	22
18 - 24 hours	6	0	2	3	11
> 24 hours	1	0	1	3	5
Total	81	71	119	205	476

3.1.5.1 The periods of detention ranged from a few minutes to over 32 hours.

3.1.5.2 There have been a total of 46 overnight stays, and 16 (3.4%) people were held for over 18 hours, with 5 (1.1%) held for over 24 hours.

3.1.5.3 Average Lengths of Stay

Q1	Q2	Q3	Q4
6hrs 44m	4hrs 42m	5hrs 20m	5hrs 21m

The average Length of Stay during 2012 was 5hrs 29m, an improvement from the figure of 6hrs 20m for 2011.

3.1.6 Number of Visits

During 2012 there were a total of 52 monitoring visits made by the IMB to the airport. Some of these have included the monitoring of detainee removals up to the aircraft door.

3.1.7 Issues

3.1.7.1 Since September there has been an enormous increase in the detention of families with minors. On occasions more than one family have been detained at the same time, highlighting the inadequate facilities in the Holding Room. The IMB do not believe that the welfare and needs of detainees, especially minors, are being adequately catered for. The facilities are in urgent need of improvement in order to provide an acceptable level of care, with the provision of shower facilities and improved sleeping arrangements a high priority.

3.1.7.2 Next year an extension to the runway is scheduled to open, which will increase the capacity of the airport and improve its ability to receive more direct flights from the Indian subcontinent. This is highly likely to result in an increase in the number of detentions, putting further strain on the inadequate facilities.

3.1.7.3 There have been a number of occasions when detainees have been brought to the airport for removal in excess of the agreed 5 hour time limit.

3.1.7.4 The range of ambient meals has sometimes been limited, with the only options available being the ones that are not popular with detainees. Following comments in the IMB's Rota Visit Reports, Reliance have taken steps to improve the range of meals available.

3.1.7.5 There have been ongoing problems with the heating, the facility often being either too hot or too cold. Supplementary heating is often required to maintain a reasonable temperature in the Holding Room. The IMB would like to see a permanent solution to the Air Conditioning/Central Heating system as a matter of urgency.

- 3.1.7.6 During the year a total of 329 IS91s were checked, and 89 of these were found not to have been completed correctly, the main error being that the section relating to Risk Factors had no entries in it; this represents an error rate of 27.1%. The failure of staff to correctly complete these forms has been a serious concern to the IMB since we began monitoring the Holding Room. Despite assurances by UKBA that this was being addressed, the error rate continued to increase throughout the year. We fail to understand why UKBF officers fail to follow instructions when completing such an important document.
- 3.1.7.7 In July there was a complete loss of power, including computers & CCTV, due to a fuse being tripped. The electrician advised that adapters and extension leads should not be used and more sockets were required. Unfortunately this work has not been carried out during the period of this report.
- 3.1.7.8 In November the alarm in the Holding Room broke and it was not working at all for four days. It was then partially repaired, but was not fully operational for two weeks. A risk assessment was carried out and it was decided to keep the Holding Room open without any additional measures being put in place. The IMB is concerned that the safety of both detainees and staff was compromised as a result.

3.2 Birmingham Reporting Centre – Sandford House

3.2.1 Overview

Sandford House is the UKBA's main reporting centre for the West Midlands. People report at given intervals, pending resolution of their immigration cases, some of whom are identified for detention and/or removal upon reporting at the Centre. Officers of the Local Immigration Team West Midlands are based in the building and conduct operations in the community that also lead to detentions.

3.2.2 Holding Room

The facility has one Holding Room which is used 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 available.

- 3.2.2.1 The Holding Room, which measures approximately 14' by 19', is monitored by the DCOs and is covered by CCTV, 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. There are also supplies of biscuits, fruit, crisps, hot and cold drinks available.
- 3.2.2.3 There is a complaints box within the Holding Room. 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 4 mobile phones which can be used by detainees using their own SIM card. The BT telephone takes incoming calls.
- 3.2.2.5 Until December newspapers were available to detainees, if required. These have now been stopped, However, magazines continue to be supplied. Magazines are also 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 17:00 hrs each week, Monday to Friday. Their working environment is restrictive, with office space measuring approx 14' by 6' containing a desk and filing cabinets etc., leaving limited space for searches. A room opposite the Holding Room is occasionally used for such purposes.

- 3.2.3.1 The working relationship between the DCOs continues to be 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 296. This represents an increase of 37.7% over the 2011 figure of 215. The detention of 260 males represents an increase of 39.0% from the 187 detained last year, with the 36 females representing an increase of 28.6% over the 28 detained last year.

	Q1	Q2	Q3	Q4	Total
Male	59	57	67	77	260
Female	8	5	15	8	36
Total	67	62	82	85	296

3.2.4.1 The 296 detentions came from some 33 different countries of origin with 170 (57.4%) coming from 3 countries, namely 58 (19.6%) from Afghanistan, 56 (18.9%) from India and 56 (18.9%) from Pakistan.

3.2.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	4	2	4	3	13
1 - 2 hours	10	9	8	1	28
2 - 3 hours	15	5	16	12	48
3 - 4 hours	15	13	12	15	55
4 - 5 hours	9	13	15	20	57
5 - 6 hours	8	6	12	13	39
6 - 7 hours	6	6	8	14	34
7 - 8 hours	0	4	3	6	13
8 - 9 hours	0	4	1	1	6
> 9 hours	0	0	3	0	3
Total	67	62	82	85	296

3.2.5.1 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 29m	4hrs 23m	4hrs 09m	4hrs 40m

3.2.5.2 The past year has seen a significant increase in the average length of stay, from 3 hrs 30 mins in 2011 to 4hrs 12 mins in 2012 (the figure for the 4th Quarter of 2012 being 4 hrs 40 mins). There has also been a significant increase in the number of detentions in excess of 6 hours, from 20 (9.3%) of the 215 detained in 2011, to 56 (18.9%) of the 296 detained this year.

3.2.5.3 Of the 296 detainees held, 88 (29.7%) were held after the normal closing time of the Holding Room of 17:00 hrs.

3.2.6 Number of Visits

Last year the IMB reported that the frequency of visits should be reviewed, with a view to reverting to a fortnightly visit. Having taken into account the increasing number of detention balanced against financial constraints, a decision was made to commence fortnightly

monitoring visits from October 2012. There have been a total of 20 monitoring visits made in 2012 by the IMB to the centre.

3.2.7 Issues

- 3.2.7.1 The IMB is concerned that both the average length of stay (see 3.2.5.1), and the number of detainees held after the scheduled closing of the Holding Room (see 3.2.5.3), have increased during 2012. We believe that this is a combination of delays in production of Movement Orders and/or difficulties in providing escort crews and vehicles. UKBA have agreed to investigate all detentions over 4 hours to identify any unnecessary delays.

The IMB will continue to monitor and seek explanations for every detention that is considered excessive or delayed because of shortcomings in the process.

3.3 Leeds Reporting Centre – Waterside Court

3.3.1 Overview

Waterside Court is a reporting centre which operates from 09:00-17:00 Mondays to Thursdays, and 09:00-16:00 on Fridays.

3.3.2 Holding Room

- 3.3.2.1 The Holding Room measures approximately 16' by 20', and contains separate toilets for males and females, each with a wash basin, 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, from which detainees are provided with drinks 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 which will accept incoming calls for the use of detainees.

3.3.3 Holding Room Staff

There are normally two DCOs on duty. The male DCO is permanent and, during the course of the year, a permanent female DCO was appointed.

3.3.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	51	32	35	40	158
Female	16	20	15	8	59
Total	67	52	50	48	217

3.3.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	7	1	2	3	13
1 - 2 hours	18	17	10	10	55

2 - 3 hours	23	14	19	17	73
3 - 4 hours	8	14	10	8	40
4 - 5 hours	5	2	4	5	16
5 - 6 hours	2	3	4	3	12
6 - 7 hours	1	0	1	2	4
7 - 8 hours	1	0	0	0	1
8 - 9 hours	2	0	0	0	2
> 9 hours	0	1	0	0	1
Total	67	52	50	48	217

3.3.5.1 Average Lengths of Stay

Q1	Q2	Q3	Q4
2hrs 46m	2hrs 49m	2hrs 50m	2hrs 53m

3.3.6 Number of Visits

During 2012 there were a total of 15 monitoring visits made by the IMB to the centre.

3.3.7 Issues

- 3.3.7.1 The Board is concerned that repairs have taken an inordinate length of time to be completed. The locking mechanism on the exit door in the Holding Room reception area was reported as being faulty in October 2011 and not repaired until February 2012. In May of this year the Holding Room was badly trashed by a detainee and this took two weeks to repair. One of the toilets could not be used for four weeks because it was broken. The heating in the Holding Room was out of action from 5th November 2012 until early in 2013, during which time detainees were held in conditions that were far too cold.
- 3.3.7.2 It is the practice of UKBA to detain unrelated males and females at the same time. On occasions this has resulted in the DCOs having to supervise the detention of a female in an interview room. Although the Board is assured that a risk assessment is undertaken whenever unrelated males and females are held together, it considers that this practice should be discontinued, given the stress of the situation under which detainees are being held.

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 09:00-17:00 from Monday to Wednesday one week, and from Wednesday to Friday the alternate week. Arrangements are in place for Reliance to provide DCOs at other times if necessary. It is sometimes used by UKBA to hold people under an Immigration Officer's 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.

It is UKBA's stated intention not to hold children in this room, and the facilities are provided on a contingency basis.

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

	Q1 ¹	Q2	Q3	Q4	Total
Male	35	28	23	19	105
Female	2	13	0	3	18
Total	42	41	23	22	128

¹In March 3 family units were held but no details were available which is why the quarterly total does not reconcile with the figures above. The family units probably totalled 5 people that would give the quarterly total of 42.

3.4.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 8 hour	Data not available	Data not available	23	21	44

Total	-	-	23	21	44
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3.4.5.1 Average Lengths of Stay

Q1	Q2	Q3	Q4
<i>Data not available</i>	<i>Data not available</i>	3hrs 09m	4hrs 18m

The Board is concerned at the increase in the average length of stay from the 3rd to the 4th quarter. However the numbers detained are very small, and no excessive individual stays are recorded. All detentions are believed to be under 8 hours.

3.4.6 Number of Visits

During 2012 there were a total of 14 monitoring visits made by the IMB to the centre.

9 of these visits were made by two members who resigned from the Board during the latter part the year. The reports received from these members unfortunately do not provide sufficient detail to enable a full data analysis for this site. 2 further visits were subsequently made by the Chair and Board Development Officer in order to assess the situation.

This report is based on 3 visits made towards the end of the year by members who normally monitor other sites, hence its rather limited content.

The IMB would ask that all information and statistics continue to be made available to them.

3.4.7 Issues

3.4.7.1 We note that an unannounced inspection was made by HMI in May 2012, which included a number of criticisms. The Chair and Board Development Officer were also concerned at a number of sharp edges not protected in the room where children might be held at that time. To date the Board has not had sight of the UKBA response to this inspection, but is aware that some of these criticisms are being addressed. The Board also notes that all of the sharp edges in the family room now have padding.

3.4.7.2 There is no television reception in the room and, whilst the Board is aware that this is being looked into, we would expect progress to be made in the New Year.

3.4.7.3 One criticism by HMI was the dirty state of the vehicle used to escort detainees. We have inspected the vehicle on our visits and found it to be clean each time; however, we are aware that the two officers who man the room have to pick up an escort vehicle from the depot on a daily basis, and have little control or responsibility for the state in which they find it.

3.5 Loughborough Reporting Centre

3.5.1 Overview

Loughborough is the UKBA'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.

3.5.2 Holding Room

The Holding Room opens 3 days per week (actual days vary each week), from 09:00 to 17:00. 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 fixed 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 is a selection of children's toys.
- 3.5.2.4 A supply of cold drinks, crisps, biscuits and fresh fruit is provided inside the Holding Room, to which detainees can help themselves; detainees are regularly offered other hot and cold drinks and food.
- 3.5.2.5 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 can quickly become very hot, stuffy and uncomfortable.
- 3.5.2.6 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 is one DCO who is based at Loughborough, working 8 hour shifts for 3 days a week. A second DCO is tasked from the Birmingham Base to work in the Holding Room on the days it is open. Their working environment is restrictive with an office space measuring approx. 18' by 7', with filing cabinets, desk etc. – this leaves little free space for searches etc. 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.

3.5.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	42	25	37	44	148
Female	9	6	6	9	30

Total	51	31	43	53	178
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During the year the total number of detainees held at Loughborough was 178, very similar to the figure of 176 for 2011.

The largest proportion of detainees came from India (58 = 32.6%), with 28 (15.7%) coming from Pakistan.

3.5.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	4	0	1	1	6
1 - 2 hours	10	2	2	4	18
2 - 3 hours	4	5	11	10	30
3 - 4 hours	7	7	13	8	35
4 - 5 hours	9	11	4	19	43
5 - 6 hours	7	1	5	5	18
6 - 7 hours	8	4	5	3	20
7 - 8 hours	2	1	2	2	7
8 - 9 hours	0	0	0	0	0
> 9 hours	0	0	0	1	1
Total	51	31	43	53	178

3.5.5.1 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 59m	4hrs 11m	4hrs 02m	4hrs 07m

3.5.5.2 The past year has seen a significant increase in the average length of stay from 3 hrs 44 mins in 2011 to 4hrs 04 mins in 2012. There has also been a significant increase in detentions in excess of 6 hours, from 12 (6.8%) of the 176 held in 2011 to 28 (15.7%) of the 178 detained this year.

3.5.5.3 Of the 178 detainees held, 67 (37.6%) were held after the normal closing time of the Holding Room of 17:00 hours.

3.5.6 Number of Visits

During 2012 there were a total of 18 monitoring visits made by the IMB to the centre.

3.5.7 Issues

- 3.5.7.1 The IMB is concerned that both the average length of stay (see 3.5.5.2), and the number of detainees held after the scheduled closing of the Holding Room (see 3.5.5.3), have increased during 2012. We believe that this is a combination of delays in production of Movement Orders and/or difficulties in providing escort crews and vehicles. UKBA have agreed to investigate all detentions over 4 hours to identify any unnecessary delays.

The IMB will continue to continue to monitor and seek explanations for every detention that is considered excessive or delayed because of shortcomings in the process.

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 from Pennine House to SEA.

3.6.2 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. There is a recliner for one person, and early in the year two large beanbags for children were added. Leading off this room are separate male and female toilets, with hand washing facilities.

- 3.6.2.1 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.
- 3.6.2.2 There is no natural light in any part of the area.
- 3.6.2.3 We generally find the room tidy and clean. There was a short period earlier in the year when the room became too hot and stuffy, but this was resolved and the temperature since then has generally been acceptable.

3.6.3 Holding Room Staff

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.

- 3.6.3.1 The lack of kitchen facilities for Reliance staff has been noted before, and an arrangement was agreed this year for Reliance staff to have access to the UKBA kitchen if accompanied by a UKBA member of staff. This has not proved to be satisfactory.
- 3.6.3.2 IMB Rota Reports consistently record that 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.
- 3.6.3.3 The Board have had good cooperation from UKBA immigration officers when we have made further enquiries of them concerning issues over detainees.

3.6.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	113	132	103	159	507
Female	30	34	23	19	106

Minors	10	0	2	5	17
Total	171	167	131	185	654¹

¹Totals figures include 24 Family Units

3.6.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 8 hours	128	151	121	139	539
8 - 12 hours	11	7	4	31	53
12 - 18 hours	3	3	3	1	10
18 - 24 hours	0	0	0	0	0
> 24 hours	0	0	0	1	1
Total	142	161	128	172	603¹

¹These numbers do not tally with those in the previous table. This is due to 38 carried forward under length of stay, and adults in family units.

- 3.6.5.1 The total number held represents a significant reduction from the 766 people held in 2011. The numbers of minors held shows a slight reduction.

3.6.6 Number of Visits

- 3.6.6.1 78 monitoring visits have been made during the reporting period. In the first quarter of the year the number of members carrying out visits was reduced to 3 and so visits were reduced to 1 instead of 2 per week. When a fourth member joined the team in March the number of visits was increased again to 2 per week.

- 3.6.6.2 During the year we monitored a number of removals to the aircraft door, and in every case we were satisfied with the way in which this was handled by all staff concerned in the process.

3.6.7 Issues

- 3.6.7.1 The television broke down in April and it was almost two months before a replacement was procured. The Klix machine providing drinks also broke down about the same time and it also took about two months to repair. The Board is concerned at the length of time it took to complete these replacements/repairs.

- 3.6.7.2 The main issue with the SEA Holding Room concerns its fitness for detaining people for longer periods, and especially overnight. Many of these people will have come from long haul flights, and some face another similar flight when they leave the room. Minors are often included in these stays, as they are more likely to face a longer stay than an adult due to reasons explained in our 2011 report. In the reporting year 53 people have been detained for 8–12 hours, 10 for 12-18 hours and 1 for over 24 hours.

We recognise the sense in these arrangements, especially when people are waiting for a flight out of the country. A long stay in SEA can be preferable to a move out and back again, unless it is to Pennine House. We note that some long stays have been due to a shortage of beds at Pennine House.

Two beanbags for children, and the addition of the recliner last year, have helped, but this is not the same as providing proper beds. Washing facilities are minimal, with just a small hand-basin in the toilet; we welcome the fact that UKBA are looking at the issue of providing shower facilities in the facility.

Whilst we remain content with the facilities for detentions of adults for up to 8 hours, we do not believe that this facility, as it is at the moment, is fit for the purpose of detaining children, or for detention of adults for over 8 hours.

- 3.6.7.3 A lack of kitchen facilities in the office area has been reported in every annual report so far, and remains a concern.

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 spread over 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 for female detainees; one can be used for vulnerable detainees. At one end of the corridor is a staff room.

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 Rota Visit Reports again consistently record that 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.

- 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.
- 3.7.3.2 We did note low morale and short staffing during the early part of the year, but this has improved in both respects since the buy-out of Reliance by Capita in the autumn. It is to the credit of the staff that we saw no evidence of low morale having a negative impact on detainee welfare. We did, however, report occasions when low staff numbers had an impact on the care of the detainees. This was especially noted when movements to planes were needed.
- 3.7.3.3 The Board has reported on a number of occasions when unsocial and poor movements have impacted on detainee welfare. On two of these occasions this has been linked to the limited nature of the reception area, with the result that detainees have had to wait in the van outside or even been taken to other centres due to lack of access.

- 3.7.3.4 The Board has reported on two occasions when unsuitable detainees have been brought to Pennine House from IRC Dungavel. One involved a male already on an open ACDT, and the other involved two males who were clearly under the influence of drugs. These appear to suggest a lack of awareness at Dungavel concerning the limitations when sending some detainees to Pennine House. Pennine House staff dealt with both of these incidents in a correct, prompt and caring manner.
- 3.7.3.5 The Board has reported on a number of occasions that the limited nature of the reception provision has resulted in visitors being delayed, or even being turned away without making their visit. Staff do everything to ensure that the visits take place, even if it means delaying visits to times outside the official visiting hours or allowing extra time for the visit, but this is not always possible.
- 3.7.3.6 The Board is pleased to report that, after much lobbying by the Board, signage to help visitors find Pennine House was installed in the second quarter of the year - we see this as a positive help to visitors.
- 3.7.3.7 The Board continues to monitor IS91 forms as well as other paperwork. We have previously reported our concern at the shortcomings evidenced in the completion of the Risk Assessment section, in particular. In the first three quarters of the year these errors continued at a rate of approximately 10%, but in early December UKBA held awareness events with its officers to address this issue, and we are heartened to report that in the last quarter of 2012 the error rate fell to 4%, the lowest yet recorded. This percentage represented 12 forms from 300 inspected. The Board would hope that this trend continues into 2013.

3.7.4 Occupancy

- 3.7.4.1 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). Those months where we have been able to obtain an average length of stay figure show that this is usually in the mid thirty hour range.

	Q1	Q2	Q3	Q4	Total
Male	1354	1513	1472	1486	5825
Female	190	162	106	165	623
Total	1544	1675	1578	1651	6448

- 3.7.4.2 Serious and Reported Incidents – we have dealt with 17 such incidents during the year, both in SEA and Pennine House. A few have resulted in visits by members, but the majority are dealt with by telephone contact and subsequent checking of paperwork. They have varied from serious self-harm and passive resistance to the reporting of minors being held. In all cases we have been satisfied by the action taken by staff.

- 3.7.4.3 The Board continue to report on occasions when detainees complain of poor care when held in police stations. The fast moving nature of detainee movement renders useless the complaints process via the IPCC for these allegations. The Board has invited a senior police officer from ACPO with responsibility for detainee welfare to attend its monthly meeting early in 2013 to discuss this matter.

3.7.5 Number of Visits

- 3.7.5.1 78 monitoring visits have been made during the reporting period.

3.7.6 Issues

- 3.7.6.1 The overriding issue at Pennine House is the limited nature of the reception area (see 3.7.3.3 and 3.7.3.5), and the impact this can have on staff, detainees and visitors. This is the only entrance to the facility, and if an incident or other event is occurring in the reception area, then for security reasons no one can enter or egress the facility. As mentioned above we have observed this delaying the entry of detainees waiting in vans, or their eventual removal to another centre. We have also observed this delaying visits or leading to their cancellation. This area also has no toilet provision and we believe that this is needed for staff, detainees and visitors. The Board also believes that the present arrangement represents a security risk, and a separate entry for visitors would address this issue. The Board has been told that Reliance is aware of these issues and that the whole matter is being reviewed. We look forward to progress on this matter in the near future.
- 3.7.6.2 The Board will continue to inspect paperwork and hope to see further reductions in the numbers of IS91s that are not fully completed.
- 3.7.6.3 The Board would hope to see vigorous action being taken by Reliance to reduce the number of journeys taken at unsocial times and/or resulting in long stays at Reporting Centre Holding Rooms.

3.8 Salford Reporting Centre – Dallas Court

3.8.1 Overview

Dallas Court is the UKBA'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 also 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 Holding Room Staff

There are usually two DCOs on duty in the Holding Rooms, one male and one female. The IMB has observed them many times as they process detainees, and find that they always treat detainees with care and respect.

3.8.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	80	121	110	101	412
Female	23	26	33	28	110
Total	103	147	144¹	129	523¹

¹ These totals differ by 1, but that is how they have been reported.

3.8.4.1 Although the figure of 252 detentions reported for 2011 is known to have some omissions, the above figure of 523 detentions in 2012 represents a significant increase in the number of detentions at Salford, more or less double from last year.

3.8.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	4	4	12	10	30

1 - 2 hours	8	22	30	16	76
2 - 3 hours	17	20	24	25	86
3 - 4 hours	17	26	17	20	80
4 - 5 hours	12	22	20	15	69
5 - 6 hours	14	21	19	13	67
6 - 7 hours	15	21	13	10	59
7 - 8 hours	9	8	4	11	32
8 - 9 hours	7	2	2	7	18
> 9 hours	0	1	3	2	6
Total	103	147	144¹	129	523¹

3.8.5.1 Data is not available to calculate quarterly or annual average Lengths of Stay – however, it is clear to see from the table above that the average Length of Stay at Dallas Court is a cause for concern, with 251 (48%) being over 4 hours, and 115 (22%) being over 6 hours.

3.8.6 Number of Visits

During 2012 there were a total of 17 monitoring visits made by the IMB to the centre.

3.8.7 Issues

3.8.7.1 The Board is concerned that the percentage of detainees who are held for over 6 hours remains high at 22% (compared with 23% in 2011).

3.9 Sheffield Reporting Centre – Vulcan House

3.9.1 Overview

Vulcan House 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 staff, between the Holding Room and the loading bay where the escort vehicles 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 there is a baby-changing unit, a television fixed 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 the DCOs 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

	Q1	Q2	Q3	Q4	Total
Male	26	13	24	20	83
Female	3	7	9	4	23
Total	29	20	33	24	106

3.9.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	2	0	1	0	3

1 - 2 hours	6	5	2	1	14
2 - 3 hours	5	6	4	6	21
3 - 4 hours	6	1	8	4	19
4 - 5 hours	5	3	8	2	18
5 - 6 hours	3	2	4	5	14
6 - 7 hours	1	1	5	3	10
7 - 8 hours	1	1	1	2	5
8 - 9 hours	0	1	0	1	2
> 9 hours	0	0	0	0	0
Total	29	20	33	24	106

3.9.5.1 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 18m	3hrs 36m	4hrs 10m	4hrs 36m

3.9.6 Number of Visits

During 2012 there were a total of 14 monitoring visits made by the IMB to the centre.

3.9.7 Issues

- 3.9.7.1 It is disconcerting to see that the average time that detainees are kept in the Holding Room has increased by 40% during the course of the year. In the last half of the year over half of the detainees were held for more than 4 hours
- 3.9.7.2 The lack of privacy for those using the toilet in the Holding Room is of concern. There are two large gaps at the top and bottom of the toilet doors. It was accepted by UKBA in October that this situation is unacceptable and that it would be rectified - at the end of this reporting period the situation has not been rectified.

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. Rota 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 the DCOs can often be stressful and difficult. At all levels there is a good working relationship in place which benefits all concerned.

As in 2011 the Board continued to have concerns related to staff morale linked to issues between staff and Reliance. The Board also recorded low staff numbers on duty at Pennine House on frequent occasions. It is to the credit of the staff that they continued to ensure that such issues did not impact on detainee welfare.

Reliance was taken over by Capita in the autumn of the reporting year and from January 14th 2013 the Reliance name will be replaced by that of Tascor. The Board looks forward to this change leading to positive outcomes for detention staff.

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 The Board continues to record incomplete IS91s (see 3.1.7.6 and 3.7.3.7). The risk factor section is still not always completed. We are aware that UKBA have run an awareness session in December 2012 and some improvement resulted from this, but it remains an issue.
- 4.2.1.2 The Board began 2012 with 12 members and saw the resignation of the two Liverpool based members in the late summer. This reduced the membership to 10 which has made adequate monitoring of our eight locations difficult. The mandatory retirement after 15 years of Tenure, introduced in 2012, will result in five more members leaving in December 2013. Unless more members are urgently appointed then the Board will be unable to fulfil its monitoring duties across the eight locations.
- 4.2.1.3 In our 2011 report we expressed our concern at the increasing length of stays at Reporting Centre Holding Rooms. 2012 has seen another increase in the length of stays at most of these facilities. We would repeat that the limited facilities of these facilities are not conducive to all but the shortest of stays, even though we acknowledge UKBA's legal right to hold people in such facilities for up to 24 hours.
- 4.2.1.4 The Board repeats its concern that the SEA Holding Room at Manchester Airport T2 is not a fit place for children to be held, or for adults to be held for long stays, especially when these are overnight. Detainees held here have often come straight off long haul flights, and the very limited washing facilities are not conducive to their welfare. We repeat that consideration should be given to the provision of shower facilities and a more child-friendly family facility.
- 4.2.1.5 The Board repeats its concern at the lack of kitchen facilities in the SEA office area at Manchester Airport T2 (see 3.6.3.1). In 2012 UKBA did suggest an arrangement for Reliance staff to use the UKBA kitchen nearby, but this proved to be impractical. In order to avoid staff having to go to the public toilets to obtain water and wash crockery, we would urge the provision of kitchen facilities in the SEA office area.

4.2.1.6 Despite expressing the Boards concern in its 2011 report over the loss of personal details of nine of our members, there has been no satisfactory outcome to this issue. We repeat this concern.

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 We repeat our concern that there is no kitchen facility in the SEA Holding Room office area at Manchester Airport T2 (see 3.6.3.1). The arrangement to use the UKBA facility has not proved satisfactory, and we would urge the installation of these facilities.

4.2.2.2 We repeat our concern that the Holding Room in SEA at Manchester Airport T2 is not a fit place for the holding of children, or for the detention of adults for long periods, especially overnight. We urge UKBA to consider the installation of a shower and a family friendly room.

4.2.2.3 We repeat our concern at the increasing length of stays in Reporting Centre Holding Rooms, and we urge UKBA to take steps to remedy this situation.

4.2.2.4 During 2012 we have reported on a number of occasions when the limited nature of the reception area at Pennine House has led to delayed or even cancelled visits (see 3.7.6.1). We have also reported on occasions when detainees have been kept waiting outside in the van due to reception being unable to accept them. We are aware of one occasion when a detainee who had self harmed in Bradford Police Station was brought to Pennine House and then redirected to IRC Morton Hall due to an incident in reception preventing his admittance. The Board believes that there is a need to look closely at the reception area, with a view to providing a separation of visitors and those wishing to enter Pennine House from the processing area of the facility. As part of any changes we believe that the provision of a toilet at this level would be highly desirable.

4.2.3 IMB Secretariat

4.2.3.1 The issue of Tenure (see 5.1.3) has placed the Board in an urgent and difficult position, with 5 of the present 10 members now forced to resign from the Board at the end of 2013. It is to be hoped that the Secretariat will recognise the seriousness and urgency of this position, and do everything possible to ensure that the new appointments to the Board are made as soon as possible in 2013.

4.2.4 IMB National Council

4.2.4.1 The Board expects to appoint up to 12 new members in 2013 (see 5.1.3) and hopes that the National Council will be fully supportive in the process of seeking extensions to Tenure for those members due to leave in December 2013. Without these extensions, it will be impossible for the remaining Board members to carry out the training, integration and mentoring responsibilities resulting from the new appointments.

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 Visits 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 last year has been a difficult year for the Board - the reduction in the number and frequency of visits has made it difficult to monitor some establishments, as the documentation that members need to examine is not always available at the time of the next visit, and much time is then spent by members back tracking. It must be noted that all staff are very helpful to members in ensuring they receive the information and documentation if requested. Also members have less contact with the detainees, whose welfare and care are paramount.
- 5.1.2 Members have persisted in monitoring the transport and the length of time detainees spend in vehicles travelling, often in the middle of the night or the early hours. Members have also recorded the negative impact that this is having on the length of stay at most Holding Rooms.
- 5.1.3 The issue of Tenure has placed the Board in an urgent and difficult position, with 5 of the present 10 members now being forced to resign from the Board at the end of 2013. The Board has recently undertaken a major recruitment exercise, and expects to appoint up to 12 new members in 2013. We will also be seeking extensions to Tenure for those members due to leave in December 2013 - without these extensions, it will be impossible for the remaining Board members to carry out the training, integration and mentoring responsibilities resulting from the new appointments.
- 5.1.4 Despite having a difficult year, due to the restriction on monitoring and the uncertainty of the future re. the Tenure ruling, all members are committed and dedicated to their role to ensure that the welfare and care of detainees remains paramount in all they do.
- 5.1.5 The support and dedication given to the Chair by members, and the strong team-work shown by them during a very difficult year, is to be commended.

5.2 Board Statistics

Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	3
Number of Board meetings during the reporting period	11
Number of attendances at Board meetings	97
Number of attendances at meetings other than Board meetings and rota visits (e.g: Incidents, Forums, Secretariat etc.)	49

5.3 Visits made to Short Term Holding Facilities

Birmingham Airport	52
Birmingham Reporting Centre – Sandford House	20
Leeds Reporting Centre – Waterside Court	15
Liverpool Reporting Centre – Capital Building	14
Loughborough Reporting Centre	18
Manchester Airport - Pennine House + SEA	78
Salford Reporting Centre - Dallas Court	17
Sheffield Reporting Centre – Vulcan House	14
Total number of visits to the Short-Term Holding Facilities (excludes Board and other meetings)	228 ¹

¹The 2011 figure of 318 counted Manchester Pennine House + SEA as 2 separate visits – these are now counted as 1 combined visit

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 Reliance office, where they also undergo a data verification process, it is possible that the IMB-collated figures may differ slightly from the final figures supplied to UKBA.

Also, the IMB counts an overnight stay as 1 detention, whereas Reliance/UKBA systems may count the same as 2 stays.

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	UKBF	United Kingdom Border Force
IO	Immigration Officer		
IRC	Immigration Removal Centre (previously Detention Centres)		

7 MAP OF LOCATIONS MONITORED BY THE NORTH & MIDLANDS STHF BOARD



1. Manchester Airport SEA *and* Pennine House
2. Dallas Court, Salford
3. Capital Building, Liverpool
4. Waterside Court, Leeds
5. Vulcan House, Sheffield
6. Loughborough
7. Birmingham Airport SEA
8. Sandford House, Birmingham

20 miles

25 km