



**NORTH & MIDLANDS  
INDEPENDENT MONITORING BOARD  
for  
SHORT TERM HOLDING FACILITIES**

**ANNUAL REPORT**

**for the calendar year**

**1<sup>st</sup> JANUARY to 31<sup>st</sup> DECEMBER 2013**

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## **2 EXECUTIVE SUMMARY**

### **2.1 Summary**

- 2.1.1.1 At the outset it must be stated that the Board continues to acknowledge the assistance and cooperation provided by staff from both Home Office Immigration Enforcement (HOIE) and Tascor at all levels involved in the operation of Short Term Holding Facilities.
- 2.1.1.2 Detail from Rota Visit Reports bears out the dedication and care shown towards detainees, and the dignity and respect with which they are treated. We are pleased to enjoy a good and productive working relationship with all concerned.
- 2.1.1.3 The behaviour of staff following the sad incidence of the death of a detainee whilst in detention during the year (see 4.7.4.2) amply demonstrates these points.
- 2.1.1.4 We are particularly pleased to note an improvement in staff morale and a general increase in staff numbers deployed at Pennine House, but are concerned by the apparent lack of numbers of staff and vehicles available to provide sufficient escort crews to move detainees out of Short Term Holding Facilities in a timely fashion. We look forward to a continuing improvement as the results of Tascor's recruitment campaign start to take effect.

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

#### **2.2.1 Secretary of State**

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

- 2.2.1.1 Errors in the completion of IS91's continue to be recorded, particularly in the section regarding Risk Factors IS91's (see 4.1.7.1 and 4.7.3.5). The situation, whilst improved from previous years, still gives rise to concern.
- 2.2.1.2 Unacceptable lengths of detention at some Reporting Centres and in Airport Holding Rooms continue to cause concern. Some of these are related to transport issues which will be mentioned separately. It is acknowledged that the Home Office has the legal right to detain in these facilities for up to 24 hours, but again we would repeat that these facilities are not suitable for all but brief stays.
- 2.2.1.3 The subject of the detention of children and families in Airport Holding Rooms is again of concern; whilst some improvements have been made, these facilities fall far short of those required, particularly in terms of the provision of shower and family facilities IS91's (see 4.1.7.4 and 4.6.7.3).
- 2.2.1.4 The procedure of "Cross Decking" detainee families in public areas is unacceptable. This is a process whereby families are transferred from one vehicle to another, and is conducted in open public areas such as Car Parks instead of within the confines of a Reporting Centre (see 4.6.5.2). The Board had obtained agreement that this process would stop, but unfortunately we have to report that it still continues, and can lead to circumstances in which parents have to be handcuffed in front of children.
- 2.2.1.5 The movement of detainees needs to be addressed - in particular, long journey times caused by tortuous routes in order to maximise the occupancy of each escort vehicle by calling at as many facilities as can be included en route; and more importantly, the subject of movements during "unsociable hours" when detainees may be awakened in the very early hours to be subjected to long journeys.

- 2.2.1.6 The issue of members having to retire after 15 years' service, as dictated by Tenure arrangements, was very badly handled. The blanket approach adopted was not appropriate, and whilst the rules may have been appropriate for those in salaried positions conferred by Ministerial Appointment, to treat volunteers who had given many years of unselfish service, and built a wealth of knowledge and connections, in the same way was unforgivable. The Board understands that those members who retired at the end of the year under these rules were not even provided with a suitable letter of thanks – hardly in keeping with the principles of the “Big Society”. A great deal of damage and bad feeling has resulted from this, and should be urgently addressed.

## **2.2.2 Home Office Immigration Enforcement**

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

- 2.2.2.1 The Board has to repeat concerns about the incorrect completion of IS91's (see 4.1.7.1 and 4.7.3.5) - whilst we note an improvement in the situation during the year, this is an important document and is either correct or not.
- 2.2.2.2 The Board has to repeat concerns about movement times, and in particular movements of detainees during unsociable hours.
- 2.2.2.3 Long periods of detention in Holding Rooms, and in particular detention of children and families, are always matters of concern - whilst it is noted that improvements have been made during the year, unacceptable situations still occur.
- 2.2.2.4 The Board again repeats its concerns about the inadequacy of the reception area at Pennine House (see 4.7.5.1) - this is the THIRD consecutive year in which this item has appeared in our Annual report.
- 2.2.2.5 Capital Building (Liverpool) Holding Room urgently needs the provision of an extra telephone line, as mentioned in several Rota Visit Reports.

## **2.2.3 IMB Secretariat**

- 2.2.3.1 The current low number of members has now placed the Board in a difficult position, and whilst four new members will emerge from their probationary year during the next twelve months, a new recruitment campaign is necessary. The Secretariat has agreed that the Board's complement should be 18, and we would urge them to assist us in a rapid replenishment to our numbers.

## **2.2.4 IMB National Council**

- 2.2.4.1 The Board is pleased to note the appointment of a new President, and thank him for his support and guidance. On his direction, we shall be completing a thematic study of movements during unsociable hours, for escalation to higher authority if appropriate.

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

### **2.3.1 Relationships with Tascor and HOIE**

- 2.3.1.1 The Board continues to enjoy good working relationships with the above organisations; our meetings are attended regularly by their representatives, and we note the quality contributions which they make.
- 2.3.1.2 Rota Visit Reports are sent by members to both organisations within 24 hours, and are usually responded to in a short time scale. Written monthly reports summarising all these are submitted at each Board meeting for discussion, and have proved invaluable in moving situations forward.
- 2.3.1.3 The Board Chair continues to attend the IDE Chair's Forum and Detainee Welfare Forum meetings, and is pleased to report on the success of these in providing a vehicle to escalate the Board's concerns at a national level.

### **3 THE ROLE OF THE INDEPENDENT MONITORING BOARD**

#### **3.1 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.

#### **3.2 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 who are in detention unless there are reasons to doubt the legal continued detention of individuals.

#### **3.3 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.

#### **3.4 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.

## 4 REPORTS OF THE SHORT TERM HOLDING FACILITIES

### 4.1 Birmingham Airport

#### 4.1.1 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.

#### 4.1.2 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 phones and international phone cards, are available for use by detainees.

#### 4.1.3 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.

#### 4.1.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	82	51	64	88	285
Female	44	25	25	42	136
<b>Total</b>	<b>126</b>	<b>76</b>	<b>89</b>	<b>130</b>	<b>421</b>

4.1.4.1 There were a total of 421 detentions from some 54 different countries of origin. This represents a decrease of 55 (11.6%) over the number of 476 detentions during 2012

4.1.4.2 During the year 45 minors were detained in the Holding Room. 30 of these (66.7%) were travelling with families arriving from Pakistan and claiming asylum. The remaining 15 (33.3%) came from countries including, Albania (8), India (3), Venezuela (2) and one each from Afghanistan and USA.

#### 4.1.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 6 hours	92	52	57	77	278
6 – 12 hours	21	10	21	29	81
12 - 18 hours	6	11	4	17	38
18 - 24 hours	5	3	7	4	19
> 24 hours	2	0	0	3	5
<b>Total</b>	<b>126</b>	<b>76</b>	<b>89</b>	<b>130</b>	<b>421</b>

4.1.5.1 The periods of detention ranged from 10 minutes to 32hrs 50mins.

4.1.5.2 There have been a total of 60 overnight stays (i.e: detained before midnight and held until 05:00am), a significant increase of 30.4% over the 46 in 2012.

4.1.5.3 Detentions between 12–18 hours increased to 38, an increase of 72.7% over the 22 last year. In addition, the number held between 18-24 hours has also increased from 11 in 2012 to 19 (72.7%) this year. The number detained over 24 hours has remained the same at 5.

4.1.5.4 Average Lengths of Stay

Q1	Q2	Q3	Q4
5hrs 57m	6hrs 08m	6hrs 26m	6hrs 57m

The average Length of Stay during 2013 was 6hrs 24m, compared with the 5hrs 29m for 2012.

#### 4.1.6 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.

#### 4.1.7 Issues

4.1.7.1 The failure of UKBF staff to correctly complete form IS91 has been a serious concern to the Board since it began monitoring the Holding Rooms. During 2013 the Board has continued to identify numerous occasions where this form, which is accepted as being an important document, has been incorrectly completed. The main error is that the section relating to Risk Factors often has no entries in it. Despite receiving repeated assurances by UKBF, and an update to the form to make it easier for Immigration Officers to positively indicate that there are no Risk Factors, the errors continue to occur.



- 4.1.7.2 In 2014 major changes to the airport are due to open. The runway is being extended which will increase the capability of the airport to receive more direct flights from the Asian subcontinent – this will likely result in an increase in the number of detentions, and thus place a further strain on already inadequate facilities.
- 4.1.7.3 In addition, in the 2012 Annual Report, the Board highlighted the high level of detentions of families with minors. The Board believes the inadequate facilities in the Holding Rooms are not of such a quality as to provide an acceptable level of care, with the provision of shower facilities and improved sleeping arrangements a high priority.
- 4.1.7.4 Following representations from the Board for improvements, it was confirmed in October 2013 that plans for the refurbishment of the Holding Suite were with the Birmingham Airport Authority for final approval. These changes are believed to include the provision a family/single person's room, and a quiet room with a television; an interview suite would be created in the current storage area, and shower facilities would be installed. The Board considers these improvements to be vital, given the increase in both the number of overnight detentions (see 4.1.5.2 above) and longer detentions (see 4.1.5.3 above), and the anticipated increase in detentions as a result of the runway extension (see 4.1.7.2 above).
- 4.1.7.5 The Board acknowledges the approval of the refurbishment, which is due to be started shortly, and will monitor its progress and adequacy.

## **4.2 Birmingham Reporting Centre – Sandford House**

### **4.2.1 Overview**

Sandford House is the HOIE'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 Midland Enforcement Unit are based in the building and conduct operations in the community that also lead to detentions.

### **4.2.2 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.

- 4.2.2.1 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.
- 4.2.2.2 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.
- 4.2.2.3 There is a complaints box within the Holding Room. Complaint forms are available in some 16 different languages. The box is opened by a CIO regularly.
- 4.2.2.4 There is a BT telephone available, and there are a number of mobile phones which can be used by detainees using their own SIM card. The BT telephone takes incoming calls.
- 4.2.2.5 Magazines, some in foreign languages, continue to be provided. Additional items include reading books plus the Koran, Holy Bible, children's toys and activity packs.
- 4.2.2.6 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.

### **4.2.3 Holding Room Staff**

There are two DCOs based at Sandford House. Their working environment is restrictive, with office space measuring approx. 19' 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. At the beginning of the reporting year the DCOs worked 09:00 to 17:00 hrs. In March 2013 the opening hours of the Holding Rooms were changed to 08:30 to 16:30 hrs each week, Monday to Friday.

- 4.2.3.1 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.

#### 4.2.4 Occupancy

During the reporting year the total number of detainees held at Sandford House was 255. This represents a decrease of 13.8% over the 2012 figure of 296. The detention of 202 males represents a decrease of 22.3% from the 260 detained last year, whereas the 53 females represents a considerable increase of 39.5% over the 38 detained last year.

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Male	64	71	32	35	<b>202</b>
Female	15	22	10	6	<b>53</b>
<b>Total</b>	<b>79</b>	<b>93</b>	<b>42</b>	<b>41</b>	<b>255</b>

4.2.4.1 The 255 detentions came from some 39 different countries of origin with 151 (59.2%) coming from 3 countries, namely 59 (23.1%) from Pakistan, 50 (19.6%) from Afghanistan and 42 (16.5%) from India

#### 4.2.5 Lengths of Stay

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
< 1 hour	1	0	1	1	3
1 - 2 hours	7	9	3	3	22
2 - 3 hours	19	17	9	11	56
3 - 4 hours	20	20	5	11	56
4 - 5 hours	17	14	11	7	49
5 - 6 hours	8	13	6	1	28
6 - 7 hours	2	17	5	5	29
7 - 8 hours	4	2	1	2	9
8 - 9 hours	1	1	1	0	3
> 9 hours	0	0	0	0	0
<b>Total</b>	<b>79</b>	<b>93</b>	<b>42</b>	<b>41</b>	<b>255</b>

##### 4.2.5.1 Average Lengths of Stay

<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
3hrs 54m	4hrs 16m	4hrs 12m	3hrs 50m

4.2.5.2 The average length of stay remains fairly consistent at 4hrs 04mins, compared with 4hrs 12mins in 2012. There has been a decrease in the number detentions in excess of 6 hours, from 56 (18.9%) of the 296 detained in 2012, to 41 (16.1%) of the 255 detained this year.

- 4.2.5.3 In acknowledgement of the Board's ongoing concerns that detainees are held at Sandford House (and Loughborough) for unacceptably long periods, HOIE repeated its 2012 exercise to monitor lengths of stay at these Holding Rooms, and in particular to try to identify the cause of longer stays (e.g: whether it be delays in the production of Movement Orders, and/or delay in tasking an escort vehicle). The exercise monitored all stays in the period March, April and May 2013. The result of the exercise was not conclusive in identifying any one factor contributing to the longer lengths of stay, but the Board believes that it has been a worthwhile and valuable exercise in providing focus for both HOIE and Tascor to examine how they can improve detainees' welfare by minimising the lengths of stay.
- 4.2.5.4 Notwithstanding the slight improvement in average length of stay from 2012, the Board believes there is still considerable scope for the reduction of detention times. On the many occasions that the length of stay of detainees has been questioned, the Board has continually been given the unavailability of vehicles or staff shortages as the reason by the contractor. We find these reasons to be unacceptable, and believe the contractor should meet its obligations of removing detainees for the onward journey from the facility to Immigration Removal Centres within the contractual timeframes.
- 4.2.5.5 Of the 255 detainees held, 70 (27.5%) were held after the normal closing time of the Holding Room of 16:30 hrs.

#### **4.2.6 Number of Visits**

This year, after taking into account the number of detentions balanced against financial constraints, the Board aimed to carry out fortnightly monitoring visits. There have been a total of 23 monitoring visits made in 2013 by the IMB to the Reporting Centre.

#### **4.2.7 Issues**

- 4.2.7.1 Last year the IMB expressed concerns that both the average length of stay, and the number of detainees held after the scheduled closing times, had increased over the previous year – the Board believes this is caused by a combination of delays in production of Movement Orders and/or difficulties in providing escort crews and vehicles.

Whilst it is acknowledged that in both these areas there have been slight improvements during 2013, we believe there is still considerable room for improvements to be made, particularly in the provision of crews and vehicles for escorting detainees from the Holding Rooms, to further reduce the times spent by detainees in Short Term Holding Rooms.

### 4.3 Leeds Reporting Centre – Waterside Court

#### 4.3.1 Overview

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

#### 4.3.2 Holding Room

- 4.3.2.1 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.
- 4.3.2.2 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.
- 4.3.2.3 A clearly marked complaints box is fixed on one wall and is opened by the HOIE staff regularly.
- 4.3.2.4 The Holding Room has a BT payphone which will accept incoming calls for the use of detainees.

#### 4.3.3 Holding Room Staff

There are normally two DCOs on duty.

#### 4.3.4 Occupancy

During the reporting year the total number of detainees held at Waterside Court was 124. This represents a considerable decrease of 42.9% over the 2012 figure of 217.

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Male	37	15	30	17	<b>99</b>
Female	8	6	3	8	<b>25</b>
<b>Total</b>	<b>45</b>	<b>21</b>	<b>33</b>	<b>25</b>	<b>124</b>

#### 4.3.5 Lengths of Stay

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
< 1 hour	6	2	5	2	15
1 - 2 hours	9	10	11	10	40
2 - 3 hours	12	2	11	9	34
3 - 4 hours	10	3	4	2	19
4 - 5 hours	5	3	2	1	11
5 - 6 hours	2	0	0	1	3

6 - 7 hours	0	1	0	0	1
7 - 8 hours	1	0	0	0	1
8 - 9 hours	0	0	0	0	0
> 9 hours	0	0	0	0	0
<b>Total</b>	<b>45</b>	<b>21</b>	<b>33</b>	<b>25</b>	<b>124</b>

#### 4.3.5.1 Average Lengths of Stay

<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
2hrs 43m	2hrs 26m	2hrs 08m	2hrs 23m

4.3.5.2 The average length of stay for the year was 2hrs 27mins, a slight decrease from last year.

#### 4.3.6 Number of Visits

During 2013 there were a total of 12 monitoring visits made by the IMB to the centre.

#### 4.3.7 Issues

- 4.3.7.1 A completely inappropriate 'welcome' sign was put on the wall of the Holding Room by Detention Services. After representations from the Board, the sign was eventually removed.
- 4.3.7.2 During the year the Board raised the issue as to why fruit pots were not available to detainees as they are at other Holding Rooms. This situation was rectified at the end of the year.

## 4.4 Liverpool Reporting Centre – Capital Building

### 4.4.1 Overview

The facility in the Capital Building 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 Tascor to staff it at other times if necessary. It is sometimes used by HOIE to hold people under an Immigration Officer's power of arrest when Tascor 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 was first opened, detainees brought in by van were in public view but, through discussion and agreement between the IMB and HOIE, this has 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.

### 4.4.2 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.

Each room has been fitted with a television during 2013 and privacy hoods have been fitted to the telephones.

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.

HOIE 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.

### 4.4.3 Holding Room Staff

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

### 4.4.4 Occupancy

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Male	31	20	26	40	<b>117</b>
Female	6	5	4	9	<b>24</b>
<b>Total</b>	<b>37</b>	<b>25</b>	<b>30</b>	<b>49</b>	<b>141</b>

#### 4.4.5 Lengths of Stay

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
< 8 hours	37	25	30	48	<b>140</b>
> 8 hours	0	0	0	1	<b>1</b>
<b>Total</b>	<b>37</b>	<b>25</b>	<b>30</b>	<b>49</b>	<b>141</b>

##### 4.4.5.1 Average Lengths of Stay

The IMB has no records of the average length of stay, but as can be seen above, all but 1 stay was less than 8 hours. Most detainees arrive during the day and are taken to Pennine House by the Holding Room staff at the end of the day. A few detainees are escorted to other destinations, mostly to Morton Hall IRC, by tasked escort crews.

#### 4.4.6 Serious and Reported Incidents

4.4.6.1 In June there were 2 reportable incidents that the IMB were not informed of. Since then there have been 2 further incidents and the IMB has been informed. There has also been a further report by an IMB member concerning the lack of air conditioning in the escort vehicles. Apart from this occasion, we have found the vehicles to be tidy and fully equipped.

#### 4.4.7 Number of Visits

4.4.7.1 During 2013 there were a total of 12 monitoring visits made by the IMB to the centre.

4.4.7.2 The IMB would wish to monitor the centre more frequently, but visits during 2013 have been infrequent due to there being no IMB member living within 50 miles of the location. One of the members who has made visits to Liverpool has recently had to resign from the Board due to the tenure rules - it is therefore likely that visits will remain at the present low level until more members can be recruited to the Board.

#### 4.4.8 Issues

4.4.8.1 The Holding Room urgently needs the provision of an extra telephone line, as mentioned in several Rota Visit Reports.



## **4.5 Loughborough Reporting Centre**

### **4.5.1 Overview**

Loughborough is the HOIE's 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.

### **4.5.2 Holding Room**

The Holding Room typically opens 3 or more days per week (actual days vary each week), from 09:00 to 17:00, according to demand forecast by local Immigration Officers (e.g: known Arrest operations, or detainees scheduled to Report). The Holding Room measures approx. 17' by 18' and is monitored and recorded by CCTV. There is only one toilet, which contains a very small basin with hot and cold running water for washing purposes. It is shared by both males and females but fails to provide appropriate respect for detainees as it is not well screened

There are baby changing facilities.

- 4.5.2.1 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.
- 4.5.2.2 There is a BT telephone available which accepts incoming calls, and a number of mobile phones are available for use by detainees using their own SIM card.
- 4.5.2.3 There are notices relating to 'brochures of information' on the wall in 15 different languages.
- 4.5.2.4 There are adequate supplies of books and magazines in various languages for adults. In addition, for children, there are Activity packs, children's books and board games.
- 4.5.2.5 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.
- 4.5.2.6 The Holding Room has two fans for air circulation. Special exercises are carried out at Loughborough and these result in as many as 10 detainees, both male and female, being held in the Holding Room at the same time.
- 4.5.2.7 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 HOIE daily.

### **4.5.3 Holding Room Staff**

There are two DCOs based at Loughborough, working 8 hour shifts for 3 days a week. Both are tasked from Tascor's Birmingham base, to work in the Holding Room on the days it is open. (This is due to change early in 2014, when DCOs will be tasked from Tascor's Morton Hall base). Their working environment is restrictive with an office space measuring approx. 18' by 6', 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.

#### 4.5.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	47	28	23	26	124
Female	10	7	12	6	35
<b>Total</b>	<b>57</b>	<b>35</b>	<b>35</b>	<b>32</b>	<b>159</b>

During the year the total number of detainees held at Loughborough was 159 (the lowest number of detentions in any year since IMB monitoring commenced). This represents a decrease of 19 (10.7%) on the 178 held during 2012. The detention of 124 males represents a decrease of 24 (16.2%) from the 148 detained last year. There was 1 male minor held during 2013. The 35 females represents a slight increase of 16.7% over the 30 detained last year.

There have been a number of occasions during 2013 when unrelated males and females have been detained in the Holding Room at the same time. This should not be allowed to continue, particularly in view of the fact there is only one toilet within the Holding Room which has to be shared by both males and females, but fails to provide appropriate respect for detainees as it is not well screened.

The 159 detentions came from 26 different countries of origin. The largest proportion of detainees, 97 (61.0%) of the 159 came from 3 countries, namely India 56 (35.2%), Pakistan 22 (13.8%) and 19 (11.9%) from Afghanistan.

#### 4.5.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	5	1	4	1	11
1 - 2 hours	11	5	6	7	29
2 - 3 hours	7	5	10	8	30
3 - 4 hours	13	6	6	4	29
4 - 5 hours	6	4	5	2	17
5 - 6 hours	10	3	2	2	17
6 - 7 hours	1	3	2	3	9
7 - 8 hours	2	7	0	5	14
8 - 9 hours	2	1	0	0	3
> 9 hours	0	0	0	0	0
<b>Total</b>	<b>57</b>	<b>35</b>	<b>35</b>	<b>32</b>	<b>159</b>

##### 4.5.5.1 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 34m	4hrs 33m	3hrs 04m	3hrs 54m

- 4.5.5.2 The past year has seen a slight decrease in the average length of stay from 4hrs 04mins in 2012 to 3hrs 44mins in 2013. The number of detentions in excess of 6 hours has remained fairly constant, with 26 (16.4%) this year compared with the 28 (15.7%) of the 178 held in 2012.
- 4.5.5.3 In acknowledgement of the Board's ongoing concerns that detainees are held at Loughborough (and Sandford House) for unacceptably long periods, HOIE repeated its 2012 exercise to monitor lengths of stay at these Holding Rooms, and in particular to try to identify the cause of longer stays (e.g: whether it be delays in the production of Movement Orders, and/or delay in tasking an escort vehicle). The exercise monitored all stays in the period March, April and May 2013. The result of the exercise was not conclusive in identifying any one factor contributing to the longer lengths of stay, but the Board believes that it has been a worthwhile and valuable exercise in providing focus for both HOIE and Tascor to examine how they can improve detainees' welfare by minimising the lengths of stay.
- 4.5.5.4 Notwithstanding the slight improvement in average length of stay from 2012, the Board believes there is still considerable scope for the reduction of detention times. On the many occasions that the length of stay of detainees has been questioned, the Board has continually been given the unavailability of vehicles or staff shortages as the reason by the contractor. We find these reasons to be unacceptable, and believe the contractor should meet its obligations of removing detainees for the onward journey from the facility to Immigration Removal Centres within the contractual timeframes.
- 4.5.5.5 Of the 159 detainees held, 55 (34.6%) were held after the normal closing time of the Holding Room of 17:00 hours. This represents a decrease from the 67 (37.6%) in 2012.

#### **4.5.6 Number of Visits**

During 2013 there were a total of 21 monitoring visits made by the IMB to the Centre.

#### **4.5.7 Issues**

- 4.5.7.1 As recorded in 4.5.4 above, there have been a number of occasions when unrelated males and females have been held in detention at the same time, in a Holding Room that has only one toilet which fails to provide adequate screening. The Board considers this practice inappropriate, and will continue to monitor and seek explanations for any future such detention.
- 4.5.7.2 The Board once again requests that the gaps at the top and bottom of the door on the one toilet in the Holding Room, which is used by both males and females, be lessened to provide more respect and dignity for detainees using the facility, as has been done at Sheffield Vulcan House (see 4.9.7.2).
- 4.5.7.3 The Board acknowledges that there have been slight improvements during 2013 in both average lengths of stay and the number of detainees held after the scheduled closing time of the Holding Rooms (see 4.5.5 above), but still believes there is still considerable room for improvements to be made, particularly in the provision of crews and vehicles for escorting detainees from the Holding Rooms in a timely manner. The Board will continue to monitor and seek explanations for every detention that is considered excessive or delayed because of perceived shortcomings in the process.

4.5.7.4 Her Majesty's Inspectorate of Prisons (HMIP) made what is believed to be its first ever unannounced visit to the Short Term Holding Facilities at Loughborough on 28<sup>th</sup> August 2013. Their visit coincided with a Rota Visit by a member of the Board, who was thus able to provide direct input to the inspection. At the time of writing, the Board has not had sight of the HMIP report arising from their visit, but looks forward to receiving a copy as soon as it is available.

## 4.6 Manchester Airport

### 4.6.1 Overview

The airside Holding Room is situated within the SEA (Secondary Examination Area), close to the HOIE 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.

### 4.6.2 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.

- 4.6.2.1 There is CCTV coverage of the Holding Room from the office area. The Board has been informed that recording continues for 120 days before being overwritten.
- 4.6.2.2 There is no natural light in any part of the area.
- 4.6.2.3 The Board generally finds the room to be tidy and clean.

### 4.6.3 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.

- 4.6.3.1 The lack of kitchen facilities for Tascor staff has been noted before and is a continuing concern.
- 4.6.3.2 IMB Rota Visit Reports consistently record that Tascor 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.
- 4.6.3.3 The Board has had good cooperation from Immigration Officers when members have made further enquiries of them concerning issues over detainees.

### 4.6.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	219	212	180	152	763
Female	36	44	39	42	161
Minors	10	4	11	0	25
<b>Total</b>	<b>265</b>	<b>260</b>	<b>230</b>	<b>194</b>	<b>949</b>

#### 4.6.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 8 hours	240	222	201	162	825
8 - 12 hours	14	18	20	19	71
12 - 18 hours	6	9	4	1	20
18 - 24 hours	6	3	0	6	15
> 24 hours	0	0	0	0	0
<b>Total</b>	<b>266</b>	<b>252</b>	<b>225</b>	<b>188</b>	<b>931*</b>

\*The numbers in this table do not reconcile with those in the Occupancy table. This appears to be due to the fact that Occupancy numbers are taken at midnight, and people detained through that time are counted twice.

4.6.5.1 The total number of detainees held represents a significant increase of 54%, compared with 603 detainees in 2012.

4.6.5.2 It will be noted that 25 minors have been held during the year. None of these was in the 4<sup>th</sup> quarter, but the Board was informed that during this time two families were transferred directly from an escort van to the airport van (i.e: "cross-decked") before being taken to a flight, thus avoiding the need to be detained in SEA. Due to the short notice given to the Board of these events, we were not able to monitor either of them.

#### 4.6.6 Number of Visits

4.6.6.1 74 monitoring visits have been made during the reporting period. The Board aims to make 104 visits per annum, but as in 2012, the Board's complement has been low and a full number of visits has not been possible. 2014 is likely to be even more difficult due to the effects of Tenure on Board numbers.

4.6.6.2 No monitoring of escorting detainees to the aircraft door has taken place this year. These take much longer than a normal visit and, with the Board's present low complement, members have given as much time as is reasonable just carrying out their visits to SEA. It is also affected by the fact that the vans now only have 2 seats in the front and so an IMB member cannot always be carried.

#### 4.6.7 Issues

4.6.7.1 As in previous years, 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 and 2012 reports. During the reporting year, 71 people have been detained for 8-12 hours, 20 for 12-18 hours and 15 for over 18-24 hours. These figures all show an increase on 2012 and are of concern.

4.6.7.2 On one night, 5 males were detained at the same time for over 20 hours, due to a lack of beds at Pennine House. The Board finds this to be totally unacceptable.

4.6.7.3 It has been agreed that much-needed showers will be provided in the facility, but this has not been achieved in 2013.

- 4.6.7.4 Whilst the Board remains content with the facilities for the detention 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 the detention of adults for over 8 hours.
- 4.6.7.5 A lack of kitchen facilities in the office area has been reported in every annual report so far, and remains a concern.

## **4.7 Manchester Airport – Pennine House**

### **4.7.1 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.

### **4.7.2 Holding Facility**

- 4.7.2.1 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.
- 4.7.2.2 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.
- 4.7.2.3 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).
- 4.7.2.4 As well as the IMB, the airport chaplains also visit the facility regularly.
- 4.7.2.5 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.
- 4.7.2.6 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.

### **4.7.3 Holding Facility Staff**

IMB Rota Visit Reports again consistently record that Tascor 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 continue to be impressed by the professionalism and care shown to detainees in a state of distress.

- 4.7.3.1 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.
- 4.7.3.2 We have reported on low staff numbers in the facility at times. This has been as low as 2 on the upstairs landing. This has been especially noticeable when staff are required to leave Pennine House and accompany a detainee to hospital. This requires 3 staff each time. We have been told by HOIE that there is no set number of staff required to be on duty. They have also told us that they are monitoring this situation and that the results of that monitoring are commercially sensitive and so cannot be shared with us.



- 4.7.3.3 As in 2012, the Board has concerns about the number of moves at unsocial times, causing detainees to be up all night. These occur especially when moves are made from IRC Dungavel and Police stations, but also involve moves out to IRCs in the south of the country. During 2013 the Board has observed an increase in the number of such moves, and will be carrying out a thematic review of all moves in the first 3 months of 2014.
- 4.7.3.4 The Board continues to report on the 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 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.
- 4.7.3.5 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 2013 we examined a total of 1051 IS91 forms and found that 72 (6.9%) were not fully completed. This is a reduction from last year, but remains a concern.

#### 4.7.4 Occupancy

- 4.7.4.1 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).

The Board has noted an escalating increase in the length of stay during the reporting year. In January 2013 it was 39hrs 06mins per detainee - by December 2013 this had risen to 54hrs 09mins.

The number of bed nights at the facility in 2013 was 6538, which is slightly higher than in 2012, and this represents 3857 individuals as recorded by HOIE. It remains a very busy place. The three most represented nationalities were Pakistan (42%), India (11%) and Bangladesh (11%).

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Male	1598	1620	1412	1237	5867
Female	161	173	188	149	671
<b>Total</b>	<b>1759</b>	<b>1793</b>	<b>1600</b>	<b>1386</b>	<b>6538</b>

- 4.7.4.2 Serious and Reported Incidents – the Board has dealt with 21 such incidents during the year in Pennine House. A few have resulted in visits by members, but the majority are dealt with by telephone contact and subsequent checking of paperwork. The most serious incident was a death in custody, and the others have included self-harm, alleged assault by a member of staff, and medical issues when staff are taken from Pennine House in order to take detainees to hospital. The death in custody occurred on the 26<sup>th</sup> July and to date no inquest has been held. There was also a “key compromise” incident that occurred in February 2013, which resulted in disciplinary action for 2 members of staff.

- 4.7.4.3 The Board continues 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 did have a presentation at one of its monthly meetings by the officer responsible for custody suites in the Greater Manchester area, and this proved very fruitful, with one member reporting back on incidents after this visit. Unfortunately this member was affected by the Tenure rules and is no longer a member of the Board, so that relationship has now been lost.

#### **Number of Visits**

- 4.7.4.4 74 monitoring visits have been made during the reporting period. This is a low number due to the Board having insufficient members to carry out all of the visits we deem appropriate for Pennine House (i.e: twice weekly). The effect of the Tenure rule will make 2014 even more challenging.

#### **4.7.5 Issues**

- 4.7.5.1 The overriding issue at Pennine House remains the limited nature of the Reception area 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, the Board has observed this causing delays to 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. The Reception 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 HOIE have been in negotiations with the airport authorities in order to gain more space, but to date there has been no improvement. A portable toilet was provided in the vehicle bay earlier in the year, and provides some relief for detainees when their van enters the bay, but we have also had escorts reporting having to wait up to 2 hours before being able to enter the bay.
- 4.7.5.2 The Board will continue to inspect paperwork and hope to see further reductions in the numbers of IS91s that are not fully completed.
- 4.7.5.3 The Board would hope to see vigorous action being taken by all concerned to reduce the number of journeys taken at unsocial times.

## 4.8 Salford Reporting Centre – Dallas Court

### 4.8.1 Overview

Dallas Court is the HOIE'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.

### 4.8.2 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.

- 4.8.2.1 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.
- 4.8.2.2 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.
- 4.8.2.3 CCTV covers all Holding Rooms and is monitored by the main Holding Room staff.
- 4.8.2.4 There is also a complaints box in each room which is regularly checked and emptied by a member of HOIE staff.

### 4.8.3 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.

### 4.8.4 Occupancy

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Male	98	115	106	79	<b>398</b>
Female	31	22	18	7	<b>78</b>
<b>Total</b>	<b>129</b>	<b>137</b>	<b>124</b>	<b>86</b>	<b>476</b>

- 4.8.4.1 The above figure of 476 detentions represents a 9.0% decrease in the number of detentions (523) in 2012.

#### 4.8.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	10	24	12	9	55
1 - 2 hours	30	32	25	16	103
2 - 3 hours	20	32	37	26	115
3 - 4 hours	19	16	25	13	73
4 - 5 hours	13	12	15	15	55
5 - 6 hours	15	15	5	5	40
6 - 7 hours	11	4	3	1	19
7 - 8 hours	6	1	2	1	10
8 - 9 hours	3	1	0	0	4
> 9 hours	2	0	0	0	2
<b>Total</b>	<b>129</b>	<b>137</b>	<b>124</b>	<b>86</b>	<b>476</b>

##### 4.8.5.1 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 39m	2hrs 47m	2hrs 53m	2hrs 58m

4.8.5.2 The average length of stay for the whole year was 3hrs 05mins.

4.8.5.3 27.3% of all detentions were in excess of 4 hours, with 7.3% exceeding 6 hours. These figures represent a significant improvement over the 2012 figures (48% and 22% respectively).

#### 4.8.6 Number of Visits

During 2013 there were a total of 24 monitoring visits made by the IMB to the centre.

#### 4.8.7 Issues

4.8.7.1 Whilst the Board acknowledges the reduction in numbers of detainees held in excess of 4 hours, it remains concerned that the figure of 27.3% represents 130 detainees who are detained for over 4 hours, 35 of whom were held for over 6 hours, and 6 of whom were held for over 8 hours. The Board will continue to monitor the length of detentions, and would expect the trend in the reduction of longer stays to be continued throughout 2013.

## 4.9 Sheffield Reporting Centre – Vulcan House

### 4.9.1 Overview

Vulcan House is a multi-storey building occupied by HOIE. 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 HOIE staff, between the Holding Room and the loading bay where the escort vehicles park.

### 4.9.2 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.

- 4.9.2.1 The reception area has a viewing window along the length of one wall and this gives the DCOs a clear view of the room.
- 4.9.2.2 There is an ample supply of magazines and newspapers in a variety of languages.
- 4.9.2.3 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.
- 4.9.2.4 A clearly marked complaints box is fixed on one wall and is opened by the HOIE staff regularly.
- 4.9.2.5 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.

### 4.9.3 Holding Room Staff

There are two DCOs, one male and one female, permanently based at Vulcan House, employed by Tascor. 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 UKBF who are also based there.

### 4.9.4 Occupancy

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Male	31	19	24	11	<b>85</b>
Female	9	6	3	2	<b>20</b>
<b>Total</b>	<b>40</b>	<b>25</b>	<b>27</b>	<b>13</b>	<b>105</b>

Occupancy during 2013 remains at an almost identical level to that recorded in 2012.

#### 4.9.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	3	2	0	1	6
1 - 2 hours	3	5	3	1	12
2 - 3 hours	13	5	6	1	25
3 - 4 hours	9	3	7	2	21
4 - 5 hours	4	3	1	4	12
5 - 6 hours	3	6	6	2	17
6 - 7 hours	3	0	3	1	7
7 - 8 hours	1	1	1	1	4
8 - 9 hours	1	0	0	0	1
> 9 hours	0	0	0	0	0
<b>Total</b>	<b>40</b>	<b>25</b>	<b>27</b>	<b>13</b>	<b>105</b>

##### 4.9.5.1 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 36m	3hrs 25m	4hrs 13m	4hrs 14m

#### 4.9.6 Number of Visits

During 2013 there were a total of 13 monitoring visits made by the IMB to the centre.

#### 4.9.7 Issues

- 4.9.7.1 There has been no overall improvement in the average time that detainees are kept in the Holding Room during the course of the year, with the overall average for the year at 3hrs 47mins. Once again, in the last half of the year, half of the detainees (20 out of 40) were held for 4 hours or more. The Board seeks assurance from HOIE and Tascor that plans are in place to improve this statistic during the coming year.
- 4.9.7.2 At long last the privacy for those using the toilet in the Holding Room has been improved by lessening the gaps at the top and bottom of the door.
- 4.9.7.3 At the insistence of the Board, an inappropriate 'welcome' sign that had been put on the wall of the Holding Room by Detention Services was removed.
- 4.9.7.4 To come into line with the practice at other Holding Rooms, fruit pots were made available for the detainees.

## **5 THE WORK OF THE BOARD**

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

- 5.1.1.1 The year has been another difficult one for the Board – the statistics below show the number of members on the Board which, despite a vigorous recruitment campaign during the year, remains at the same level as at the beginning of the year.
- 5.1.1.2 Three of the ten new appointees never took up post, partly because of the length of the appointment process; three members (two new appointees and one experienced member) resigned during the year; and unfortunately the Board lost four valuable and experienced members at the end of the year due to Tenure. (At the time of writing we have had yet another resignation of a new appointee, and the Board is currently reduced to nine members. On a brighter note, we have a prospective member who wishes to transfer from a Prison Board and we hope that the delay in getting necessary clearances and a decision from the Minister will not take too long).
- 5.1.1.3 The reduction in our numbers has created practical difficulties in monitoring sites, and unfortunately members have not been able to undertake Rota Visits with the frequency we believe should be achieved.
- 5.1.1.4 We are indebted to herculean efforts undertaken by some members who have almost shouldered sole responsibility for monitoring visits in certain areas.
- 5.1.1.5 Particular attention has been given to transportation movements and, in particular, the lengths of time detainees have spent in transit. Of particular concern are movements during “unsociable hours” when detainees may be awakened in the early hours to be transported considerable distances. This is a common trend throughout the IDE, as reported nationally at the IDE Chairs’ Forum, and unfortunately would seem to be on the increase. Statistics are being collated regarding this situation with a view to producing a Thematic Review for escalation.
- 5.1.1.6 Despite difficulties, all members remain fully committed to their duties in ensuring that the care and welfare of detainees is adequately monitored, and in particular members are to be commended for their team work and support given to the Chair.

## 5.2 Board Statistics

Recommended Complement of Board Members	18
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	10
Number of members leaving within reporting period	10
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 (e.g: Incidents, Forums, Secretariat etc.)	33

## 5.3 Visits made to Short Term Holding Facilities

Birmingham Airport	52
Birmingham Reporting Centre - Sandford House	23
Leeds Reporting Centre - Waterside Court	12
Liverpool Reporting Centre - Capital Building	16
Loughborough Reporting Centre	21
Manchester Airport - Pennine House + SEA (combined visits)	74
Salford Reporting Centre - Dallas Court	24
Sheffield Reporting Centre - Vulcan House	13
<b>Total number of visits to the Short-Term Holding Facilities</b> <i>(excludes Board and other meetings)</i>	<b>235</b>

### Note re. Statistics included in this report.

*Data included in this report has been compiled from members' observations of 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 Tascor office, where they also undergo a data verification process, it is possible that the IMB-collated figures may differ slightly from those supplied to HOIE.*

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

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

Richard Hutton  
Chair of the IMB, North & Midlands



## 6 GLOSSARY

### GLOSSARY OF IMMIGRATION RELATED ABBREVIATIONS USED

<b>CIO</b>	Chief Immigration Officer
<b>DC</b>	Detention Centre
<b>DCO</b>	Detention Custody Officer
<b>DCM</b>	Detention Custody Manager
<b>DOM</b>	Duty Operations Manager
<b>DEPMU</b>	Detention, Escorting & Population Management Unit
<b>HMCIP</b>	Her Majesty's Chief Inspector of Prisons
<b>HMIP</b>	Her Majesty's Inspectorate of Prisons
<b>HOIE</b>	Home Office Immigration Enforcement
<b>IMB</b>	Independent Monitoring Board
<b>IDE</b>	Immigration Detention Estate
<b>IO</b>	Immigration Officer
<b>IRC</b>	Immigration Removal Centre
<b>STHF</b>	Short Term Holding Facility
<b>UKBF</b>	United Kingdom Border Force

## 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