



Tinsley House

Immigration Removal Centre

Independent Monitoring Board

2011 Annual Report

Contents

Page No.

Section 1

Statutory role of the IMB	3
IMB Diversity Statement	3
Introduction	3

Section 2

About Tinsley House Immigration Centre	4
Population Profile.....	7

Section 3

Executive Summary	8
Recommendations	10

Section 4

Diversity	11
Learning and Skills and Work	12
Healthcare and Mental Health.....	14
Safer Detention	16
Children and Families.....	20

Section 5

Review of 2010 Action Points	22
IMB Board Activity during 2011	23
Key Changes During 2011.....	23
Complaints	24
Age Disputes.....	26
Detainee Concerns.....	26

Section 6

Appendix 1	28
Glossary of Immigration Removal Centre Abbreviations.....	29

Section 1

Statutory role of the IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every Prison and Immigration Removal Centre (IRC) to be monitored by an Independent Monitoring Board averaging 8-12 members. The Home Secretary appoints members from the community in which the Prison or IRC is situated. The IMB Board is specifically charged to:

1. Satisfy itself as to the humane and just treatment of those held in IRCs;
2. Inform promptly the Secretary of State, or any officials to whom he has delegated authority as it judges appropriate, any concern it has;
3. Report annually to the Secretary of State on how far the IRC has met the standards and requirements placed on it, and what impact these have on those held in the centre;

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

IMB Diversity Statement

Tinsley House IMB is committed to an inclusive approach to diversity, which encompasses and promotes greater interaction and understanding between people of different backgrounds including: race, religion, gender, nationality, sexuality, marital status, disability and age etc.

We also recognise that the fully inclusive approach to diversity must respond to differences that cut across social and cultural categories such as: mental health, literacy and drug addiction.

The Board values this approach to diversity within its recruitment and Board development practices. The Board aims to increase the repertoire of skills and awareness amongst its members of the diverse needs and perspectives of the population within Tinsley House IRC.

All members of Tinsley House IMB will endeavour to undertake their duties in a manner that is acceptable to everyone within the Centre regardless of their background or social situation. The Board will monitor to establish that the experience and interaction between staff, detainees and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities and individuals including the Centre Manager, Director of Returns Directorate and the IMB Secretariat.

Introduction

This report is presented by the Independent Monitoring Board for Tinsley House. It covers the reporting period from January to December 2011. The Board sees its primary role as ensuring that all who are detained at Tinsley House are cared for humanely and with dignity. As board members we are committed to the task entrusted to us. The report is presented in the same format as the previous years' Annual Report in that our concerns are clearly expressed in the body of the report, and form the basis of the recommendations we make. For ease of reference our key findings are summarised in the Executive Summary of the report, on page 8.

Section 2

Tinsley House Immigration Removal Centre

Tinsley House Immigration Removal Centre (IRC) is a modern purpose built Centre occupying a building on the south perimeter of Gatwick Airport. It holds detainees awaiting decisions on their immigration status and possible removal. The Centre was originally opened in 1996 to accommodate a male, female, and family population. The IRC currently provides separate accommodation for its male detainees. A dedicated secure family suite which can only be accessed by those detained with children was opened during 2011. A number of ex-Foreign National Offenders (FNO) are also held at the Centre. At the start of the reporting period FNOs formed approximately 20% of the average population.

Tinsley House is managed by G4S on behalf of the United Kingdom Border Agency (UKBA) in accordance with Detention Centre Rules (2001). The Centre is operated under a contract in line with Detention Service Standards. A “Gatwick Golden Rule” was recently adopted by the staff and residents of Tinsley House where the key objective is: *‘To have dignity and respect for self and others’*. The vision for the Centre is “to be the best Immigration Removal Centre within the UK Border Agency Removal estate”.

The Senior Management Team responsible for operating Tinsley House states that the Centre’s overriding mission is to provide a safe and secure establishment, and to deliver the highest standard of care, by ensuring G4S have a competent and valued workforce. The objectives are driven by a clearly defined model for success, supported by the following eight guiding principles:

- Honesty
- Openness
- Integrity
- Fairness
- Inclusivity
- Consistency
- Empowerment
- Respect and Compassion

A poster promoting the Centre’s core values was designed with the detainees as the central theme, and hand painted by a member of staff.

The Centre

Under the statutory provisions relating to the removal of unauthorised foreign nationals and those subject to immigration control Tinsley House has a full operational capacity of 154 detainees. This is broken down into accommodation for 119 males, and 34 family spaces within 8 separate apartments.

Detainees have access to a range of facilities which include: a well-stocked library with a good supply of current reading material; a computer room; regular English and art and craft classes. A mosque, chapel, prayer and multi-faith rooms are located within the Centre. The Chaplaincy team provides a strong pastoral role for those detainees seeking spiritual encouragement. There is a laundry room,

several television and game rooms; and recently landscaped gardens. 24 hour medical care is provided on site at all times.

The Centre is clean and well maintained and detainees generally report feeling safe. Although the number of reported incidents of bullying increased during 2011, bullying as a whole is relatively low, as are incidents of a serious nature. This is evidenced by the comparatively low instances of self-harm. The male residential units are based on two floors with detainees sharing two or three to a room. The rooms are each fitted with Sky TV, and detainees have access to secure lockers. There is good access to toilet and shower facilities on each floor. Other facilities include: a central dining and refractory area, communal and visitors lounge, recreation rooms, a health care suite, and 24 hour access to a telephone interpreting service. A single Rule 40/42 room provides care and removal from association. The grounds and outdoor leisure areas are spacious and well maintained. The Centre has a well-equipped gym, sports hall and open space where popular ball games are played. Detainees are given a good degree of freedom and find the regime at Tinsley House relaxed compared to other IRCs.

The UK Border Agency has overall responsibility for the centre and is itself undergoing change. The new Removals Directorate introduced in 2011 by UKBA brings together a number of key elements of the removals process:

- The Country Returns Operations and Strategy (CROS) is responsible for liaising with high commissions and embassies in order to obtain the necessary documentation which facilitate removals;
- The Removals Support and Co-ordination Unit (ReSCU) arranges charter flights, liaises with airlines and manages supplier contracts;
- The Operational Support and Certification Unit (OSCU) is responsible for responding to representations which may pose a barrier to the removals process;
- Detention Operations is responsible for 11 immigration removal centres across the UK, including electronic monitoring, the movement and welfare of detainees, and management of escorting contracts; and the
- Assisted Voluntary Returns (AVR) is responsible for dealing with a range of programmes available to individuals in the asylum system, or who are irregular migrants and who wish to return home permanently to their country of origin or a third country which they are permanently admissible.

By consolidating the above elements of its service the UKBA aim to deliver a seamless and more efficient returns service, increase the number of removals, and reduce the number of nights detainees spend in custody before being removed.

Key agencies and management teams at Tinsley House

The UKBA Contact Management Team maintain a permanent presence at Tinsley House and are responsible for ensuring contractual requirements are met from its sub-contractors: G4S; Aramark for cleaning and catering services; Reliance for escort services, and Saxonbrook for healthcare.

Voluntary organisations

A number of voluntary organisations provide assistance to detainees. These are: Gatwick Detainee Welfare Group (GWDG) which is a local voluntary detainee welfare support group; the Samaritans; Red Cross, Bail Immigrations Detainees, Refugee Action, and the local Mothers Union.

G4S Senior Management continue to demonstrate a high level of commitment and engage well with the detainees. General feedback from the monthly Detainee Consultative Meeting supports the high level of respect accorded to staff. The meetings provide a forum for enabling concerns within the detainee population to be aired and dealt with. Such meetings are well structured and are regularly attended by senior management level staff, and include representation from the detainees, health care, catering, and the IMB. Issues are clearly minuted to ensure outstanding items are addressed and followed up.

Detainee welfare continues to be carefully monitored within the estate. For example, regular surveys are undertaken to monitor detainees' perceptions of bullying. These and similar welfare issues are addressed in the monthly Safer Community meetings and continued effort is made to encourage detainee participation at similar key meetings.

Population Profile

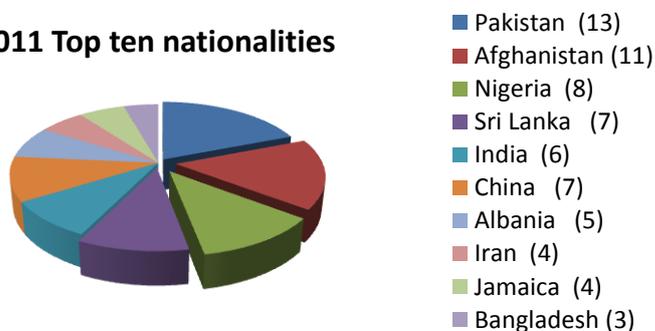
As at 31 December 2011 the average monthly male population within Tinsley House was 104, comprising a total of 28 different nationalities, of which the top ten are listed below.

A total of 41 families were held in the Family Suite, and two transgender individuals were also accommodated in the family suite when it was empty.

During the reporting period there were:

- 2,211 detainee arrivals to the Centre,
- 522 detainees were released during 2011
- The average length of time that residents were detained in Tinsley House at the start of the reporting period was 47 days, reduced to 21 days by 31 December 2011.
- The longest held resident was over 14 months.

2011 Top ten nationalities



The table below shows the total number of detainee arrivals during 2011, with previous years totals for comparison :

Tinsley House Arrivals	2011	2010	2009	2008	2007
Male Detainees	2,211	3,531	3,781	6,314	5,245
Transgender	2				
Family Suite	41				

Section 3

Executive Summary

The Board is pleased to report its monitoring activity for the period January to December 2011 for Tinsley House Immigration Removal Centre (IRC).

The Centre has undergone major refurbishment during 2011 but throughout has managed to operate smoothly over the reporting period. There were no major incidents of note.

Our overall conclusion is that the Centre is well managed and provides a safe environment for the detainees and families accommodated at Tinsley House. Detainees have responded well to the atmosphere created by management. They have repeatedly told us that the staff treat them well and that they feel safe at Tinsley House. This does not happen by chance and the G4S Management Team are to be congratulated on the “Dynamic Security” that is practiced within the Centre to establish sound relationships with detainees, and to ensure a safe environment for detainees, staff and visitors.

We especially highlight the work of the Residential Manager and Centre Staff who have been particularly adept in anticipating potential sources of conflict with detainees, ensuring minor incidents are sensitively diffused, and that incidents have generally been dealt with promptly, professionally and with compassion. The relationship between staff and detainees is consistently one of mutual respect and courtesy.

The Centre was given a positive feedback by HMICP Inspectorate following an inspection in February 2011. The Inspectors noted that whilst the IRC had made significant progress since its previous review, there were a number of areas for improvement which were reported as recommendations. Those that were accepted were included as action points within the Centre’s Business Plan. By the end of 2011 all the accepted HMCIP recommendations were fully implemented.

Issues Concerning Matters Of Policy, On Which The Board Look For A Response From The Minister:

EX-FOREIGN NATIONAL OFFENDERS – In comparison with other IRCs’ the number of ex-FNOs held at Tinsley House is relatively low. However, the IMB are concerned about the length of stay in IRCs of ex-foreign national offenders. There is a strength of injustice felt by ex-FNOs and those responsible for their welfare that these detainees are being further detained after completion of their sentence. This is invariably at considerable cost to the tax-payer and to the detriment of relations and well-being between detainees and staff.

Operational Matters The Board Wishes To Raise:

DETAINEE MOVES

It is inevitable that detainees are transferred around the detention estate. Transfers are often made at short notice accompanied by a movement order which sets out the reason for the transfer.

When possible residents are given at least one hour notification that they will be leaving Tinsley House. Although action is taken to limit such movement and transfers at short notice, they are invariably disorienting and upsetting at an already stressful time. As such, we do not consider that

an hour is reasonable notice and work is needed to ensure where practicable that there is better planning of forward moves to allow more time for the detainee to be informed of the moves.

TRANSFERS and NIGHT REMOVALS

Overnight transfers occur where a resident is transferred after 23:00 and before 06:00 between the detainee estates. We note that while the Centre does not collect data for the overnight transfer of its residents, the numbers of inter-centre transfers during the night time hours across the detention estates (including Tinsley House) have increased. Invariably such transfers are due to operational needs, for example, because an individual is disruptive, but we are concerned that this is not being more closely monitored. In response to our concerns we are also informed that overnight transfers are outside the control of G4S, and that they relate in part to the in-country escort arrangements with the new provider (Reliance), and where residents are transferred from Harmondsworth as part of a fast track process.

A further explanation is that Tinsley House is a 24 hour operational centre and night removals are governed by Detention, Escorting, Population Management Unit (DEPMU). Under current arrangements night removals are difficult to ascertain or forecast since it is dependent on times of flight and final destination. Again, we reiterate that such practices are both disorientating, stressful and upsetting at an already tense and anxious time for the detainees involved.

PICKUP AND DROP OFF TIMES OF DETAINEES AND FAMILIES

The Board will continue to monitor closely the Reliance pick-up and drop-off times of detainee and families. Through our monitoring and observations we identified concerns around the length of time families spent in transit, and the time taken for a family to arrive at Tinsley. Further work is needed to streamline the process of families being interviewed at their UK port of arrival in order to reduce the amount of transfers to and from these ports.

CHARTER FLIGHT RESERVES

Reserve lists continue to be used on charter flight removals at Tinsley House. Residents on the reserve list are informed of their place on the reserve list. It is explained that as a reserve, they will be taken to the airport, undergo the full removal security processes but may not fly. Those on reserve lists who are returned to IRC's are subjected to a stressful experience, and often end up spending long periods in transit before being returned, often to a different centre in the detention estate. UKBA inform us that there are no figures available to indicate the numbers or frequency of the practice. We suggest that the practice of charter flight reserves should be more robustly monitored and reported to justify the operational costs and financial benefits arising from the practice.

Recommendations:

Detainee moves and transfers

1. Detainees are given on average one hours' notification of their intended move within the detention estate. We do not consider that an hour is reasonable notice and would suggest further work is needed to ensure, where practicable, that there is better planning of forward moves to allow more time for the detainee to be informed of confirmed moves.
2. The numbers of inter-centre transfers during night time hours across the detention estates (including Tinsley House) have increased. Tinsley House IRC does not collect data for the overnight transfers of its residents, and we recommend that that these should be more closely monitored and included in the Management Team's monthly reporting to IMB.
3. The practice of charter flight reserves should be more robustly monitored and reported to justify the operational costs and financial benefits arising from the practice. No figures were readily available when we enquired about this practice.

Pickup and drop-off of families

4. We are concerned about the length of time detainees spent in transit, including the time taken for families with young children to arrive at Tinsley. Additional work is recommended to streamline the process of families being interviewed at their UK port of arrival in order to reduce the amount of transit time and transfers to and from these ports.

Learning & Skills

5. The gym and cardiovascular exercise facilities are a popular recreational pastime for most detainees. However, they are frequently overseen by volunteer orderlies with only induction level training. These facilities should be overseen by appropriately trained /qualified individuals at all times.

Health care

6. Detainee dental care provision could be improved by more frequently held dental clinics. Currently a triaged dental care service is only available from Brook House on a two week basis or as a referred emergency, and not as required.
7. Action must be taken to better publicise the Healthcare Forum which is currently very poorly attended by detainee representatives.
8. No figures are available to indicate that the number of detainees alleging that they have experienced torture is declining, and we therefore recommend that the provision of staff qualified in mental health issues should be increased.

Complaints

9. UKBAs' ability to respond to detainees' less serious complaints within the required 13 week time limit is variable. Response times were particularly poor for complaints about poor service delivery. All complaints should be properly dated and responded to within 13 weeks.
10. The 12 week time limit for dealing with more serious detainee complaints e.g. of misconduct (and which are forwarded to the Professional Standards Unit), should be materially shortened. The current time limit poses a serious curtailment on IMB's ability to monitor the just and fair treatment of detainees because information about complaints of this type is withheld from us until a decision has been made after a lengthy period. One practical result of such a limit is that the complainant is very likely to have been deported by the time a conclusion is reached.

Section 4

Diversity

Tinsley House residents represent a wide multi-cultural and ever changing population, and the issues personal to every detainee requires sensitive consideration to ensure the safe and orderly running of the Centre are satisfied. Diversity is therefore an important area of management responsibility encompassing the impact of differences such as race, religion, age and disability on the detention population at Tinsley House. The Diversity and Equality Action Team (DEAT), under the guidance of the Race Relations and Diversity (RRD) Co-ordinator has continued to perform efficiently in 2011. The key improvements during our reporting period, and examples of notable practice are outlined below:

Control and review process

The DEAT meetings at Tinsley House were changed from bi-monthly to monthly from April onwards, resulting in a more regular assessment of the Centres Diversity Policy. There is consistent Senior Management commitment to upholding the Centre's inclusive approach to diversity. Residents' concerns are represented by a Detainee Diversity Orderly and the DEAT meetings are chaired by the Deputy Director with good attendance from the various departments. The monthly reports provide a framework for discussion and ensure that potential discrimination within the Centre is identified, discussed and remedied. Thus, for example, access to educational, recreational and other facilities is keenly monitored and the information regularly evaluated. Where possible, steps are taken to ensure good relations within the population.

Practical issues

Our monitoring and observations identified an on-going practice among a section of the Muslim population of washing their feet in the communal hand wash basins prior to entering the prayer room. This is not considered acceptable by other non-Muslim detainees. Management have tried various means of deterring the practice, for example: putting up signs, and providing additional wash bowls and jugs, to address the issue but to no avail. We will continue to monitor this practice for a resolution.

Similarly, there is awareness that language may sometimes be a barrier to communication within the centre. An updated version of the Database system is being installed which will improve the recording of all languages spoken by new arrivals to the Centre. In addition to the use of Language Line this will ensure that the need for an effective translation service, month on month, can be assessed. A table, showing the reported use of Language Line in September 2011 is shown at the end of this section.

The information collected in the monthly DEAT report typically covers: the makeup of the detention population by nationality, details of detainees over the age of 50, a disability overview, removals from association, paid employment and statistics on the activities offered by the Centre. In a continuous effort to improve the quality of the monthly information, comparisons with the previous month were produced from July onwards, and any identified trends evaluated.

Conclusion:

The Management Team have been instrumental in ensuring the promotion of good communication and a positive relationship between detainee and staff within the Centre. There is a full and active Staff Training programme to ensure staff can recognise and deal appropriately with relevant welfare issues, including bullying and diversity. The Race Relations and Diversity Liaison Officer conducts quarterly diversity surveys, and the outcome of these are used to inform improvements. The introduction of Detainee Orderlies – who are easily identified by their distinctive T-Shirts, helps to facilitate open communication between staff and the detainee population. Given the high movement of the population within the detention estate, and the average time frame of 40 days that detainees spend in Tinsley House, it is necessary to ensure a continuous awareness of the diversity challenge from induction through to departure. This is diligently undertaken by the G4S management, resulting in the majority of detainees feeling safe and respected.

Use of Language Line in September 2011

Nationality	Language	Location	Duration (minutes)
China	Mandarin	Family Suite	45
China	Mandarin	General Population	14
Sri Lanka	Tamil	General Population	11
Afghanistan	Pashtu	General Population	30
Afghanistan	Farsi	General Population	5
Afghanistan	Dari	General Population	5
Iraq	Arabic	Welfare	8
Iran	Farsi	Welfare	35
Kosovo	Albanian	Welfare	4
Vietnamese	Vietnamese	Welfare	8
Afghanistan	Pashtu	Medical	15
Albanian	Albanian	Family Suite	10
Albanian	Albanian	Family Suite	10
Albanian	Albanian	Family Suite	20

Learning and Skills and Paid Work

Detention Centre Rules - Rule 17(5), - states that the Centre must provide the opportunity for detainees to take part in educational activities and must encourage them to do so. It further states that these activities should form part of a regime designed to provide recreational and intellectual needs, and to relieve boredom.

The residents at Tinsley House are encouraged to take part in a wide range of leisure activities to help occupy their time at the Centre. There is good access to a variety of structured, educational and recreational classes within a well-established programme of activities. These comprise:

- English classes
- Art and craft
- Gym

- Library
- Sports hall
- Games rooms, and
- Internet access

Staff also organise regular events such as bingo, quizzes, pool competitions, and music nights. The day rooms have a variety of well used games tables. The gym is a popular recreational pastime for most detainees. It is fully equipped for cardiovascular exercise and is regularly overseen by volunteer orderlies with induction-level training for the task. The creation of a dedicated Music Room is scheduled to be completed by February 2012.

Religious and cultural festivals were celebrated throughout the year, including regular pastoral meetings conducted by the religious staff. Regular football, volleyball, cricket, and basketball matches are played throughout the year. An inter-centre football match between Tinsley House and Brook House detainees was organised in August 2011. The event was a 'first' in the UKBA estate for this type of inter-centre activity. These and other activities were enjoyed by the detainees and served to reduce stress levels and improve the emotional welfare of those attending and taking part.

Educational Facilities – English, Art and Craft:

The Library and IT areas were combined during the reporting period. The library reference materials were replenished and detainees now benefit from controlled access to selected internet sites. English for speakers of other languages (ESOL) and art and craft teachings are reasonably good. The ESOL classes are run by qualified teachers assisted by detainee orderlies. However, average attendance numbers for the Art and Craft classes were low over the 2011 period. This was due to the absence of a teacher during most of the reporting period which clearly impacted on detainee attendance numbers.

The educational opportunities for detainees already fluent in English remained limited during 2011, as were the learning needs of the longer staying detainees. Management have explained that resources are not available to expand the current educational facilities due, in part, to the transient nature of the stay of the detainee population. In previous years we have raised our concerns about the absence of accredited learning for residents who spend a long period in detention and who have started an educational course leading to a qualification in another IRC. We feel they should be allowed to complete their course – providing that the timescale to their date of removal from the UK is sufficient for completion. We are informed that management are committed to giving support to detainee learning, for example through self-tuition or internet learning, where an accredited qualification can be gained. However, this has not yet happened.

Paid Work:

Detainees are encouraged to participate in voluntary paid activities, and those who are successfully security vetted and medically fit are able to apply for paid activity positions. Routine work is paid at the rate of £1.00 per hour and specified projects paid at a rate of £1.25 per hour. No detainee is permitted to work in excess of 15 hours a week, without the authority of the UKBA Manager. Detainee working hours is capped in line with the detention Service Order and input from both the medical and UKBA teams is required as part of the approval process. Paid activities include:

- Cleaning
- Kitchen and Unit Serveries work
- Unit Barbers
- Library Orderly
- Sports and Games Orderly
- Painting (outside normal maintenance)
- Multi Faith Orderlies
- Assistance with translation

- Safer Detention Orderlies
- Diversity Orderlies

Meetings and special forums are normally attended by the paid orderlies and such meetings have use of translators to ensure the key issues are understood. They are advertised well in advance in the most popular languages to inform and encourage detainees to attend. However, job vacancies do exist despite the strong advertising campaign operated by G4S and this is due to the movement and high turnover of detainees.

Healthcare and Mental Health

Healthcare and the Mental Health provision at Tinsley House are provided by Saxonbrook Medical Centre. Saxonbrook are contracted by G4S to provide the Centre's healthcare needs in accordance with the requirement for service laid down by the UKBA. This contract is awarded on a three to five year basis

The key objectives set out by all the medical staff are: maintaining the health of all detainees, ensuring every detainee has continuing healthcare during their stay at Tinsley House, and wherever possible ensuring that all outpatient appointments are kept.

Healthcare is provided on a rota basis between Tinsley House, Brook House and the Cedars Pre-Departure Accommodation. The service is provided from a pool of staff comprising: seven doctors, 20 nurses, two healthcare assistants, a dentist who visits fortnightly (apart from emergencies), a mental health nurse, a psychiatrist and a psychologist. An optician visits Brook House every six weeks and detainees from Tinsley House are taken for their appointment to the optician. Mental healthcare, although provided on a part-time basis, is available in times of mental health crisis. There is also a facility for detainees to visit an outside sexual health clinic.

Healthcare provision is generally well organised and nursing staff meet on a weekly basis to discuss operational issues. The meetings are represented by medical staff, UKBA and G4S who have open access to the senior health partner to discuss the health and welfare of the detainees.

Tinsley House has a well-equipped medical surgery with nursing staff available 24 hours a day. Improvements during 2011 included an additional doctors' room to allow more privacy for detainees/patients wishing to talk with the visiting GP. This new facility appears to be working well as it enables the nursing staff to treat detainees whilst the doctors are holding their clinics. The nursing clinic holds all of the facilities one would find in a modern GP practice/local casualty. Drugs are kept in a secure cupboard, and resuscitation equipment is available for those trained to use it. However, at the time of writing this report the very necessary and important ECG machine was out of action.

Management, Operational, and Resource Issues

We can report that there have been relatively few resource issues during 2011. However, we highlight the following as areas of concern:

- We acknowledge that where operationally possible every effort is made to ensure that detainees are able to attend outside medical appointments. A system is in place to ensure appropriate transportation is available for medical appointments. The current staffing profile allows for one all-day escort, or one escort in the morning and one in the afternoon. Although where possible these are given the highest priority, there does continue to be failures. Unfortunately data for failed escort appointments is not collected as we are told

that these are such a rarity. However, G4S confirmed that there was at least one failed appointment due to a mix up with the healthcare dates.

- The Healthcare Forum is either not attended or very poorly attended by the detainees. Medical staff agree that detainee consultation and feedback is important to the continuous improvement of the service. Although some health issues are discussed in the Diversity and Safer Custody Meetings, action must be taken to better publicise the Healthcare Forum.
- IMB involvement with the medical services has improved since our last report. We are informed, as a Board, of the potential risk or impact to the detainee population of the potential spread of any illness or disease. We will however continue to work on improving the constructive time spent by the visiting IMB member with the duty nurse to discuss any potential or identified risks as they arise.

Tinsley detainees experiencing dental problems are escorted to Brook House where a dental triage service is provided every two weeks by a visiting dentist from East Surrey Hospital. If further treatment is required an appointment is made for attendance at a hospital dental suite. Emergency treatment is available through referral by the doctor if dental or other health issues are deemed so severe.

UKBA regularly monitors the Centres' healthcare provision and holds statistics on disease surveillance and response to Rule 35 applications. Such applications are required, for example, for safeguarding detainees with mental and physical health needs and torture survivors. UKBA does insist that all new arrivals are seen within two hours by the duty nurse, and by a GP within 24 hours. This 24-hour period can be shortened if the nurse identifies a concern, or there was an urgent call for a review by the GP. An area of concern is the time taken by UKBA to respond to a Rule 35 application which we believe is too long. There are strict criterion in place for managing Rule 35, and UKBA state that they responded to the majority of Rule 35s within the 72 hour deadline during 2011. Although the exact figures were not available at the time of our reporting, we are advised this information will now be made available in UKBAs' future monthly reporting to IMB.

One of the recommendations arising from the HMCIP report in 2011 was adopted by Management with the intention of improving detainees access to medical treatment. As a result, under the close supervision of the nursing staff G4S staff are now able to dispense paracetamol to detainees.

Mental Health

Mental healthcare at Tinsley House is commissioned by the Primary Care Trust. The service appears to have improved greatly during 2011 due to the introduction of a mental health nurse on rota/call. The problems of mental health are increased significantly when in detention. It is therefore very important that as well as the mental health nurse, all staff are able to identify wherever possible detainees developing mental health issues. However, it is unclear whether all medical health care staff have the specialist training in this area.

Conclusions

We have noted some improvement in health care provision at Tinsley House during 2011, and this is supported by detainee's general perception of the medical facilities. There are however, still complaints, many verbally, that detainees are not receiving the appropriate medical treatment, and that more treatment should be given outside of Tinsley House. Other concerns are as follows:

Although very strictly monitored by the nursing staff the issuing of paracetamol is reported to cause some detainees a degree of stress. This is due to the manner in which detainees are questioned by G4S staff prior to being given paracetamol. Detainees report that the healthcare offered at Tinsley House is of a good standard, but some appointments/treatments in NHS hospitals are not being honoured. The figures for these were not available.

The problem of detainees arriving without any medical notes still exists. In particular, where detainee's medical notes have to come from the community. It is proposed by the Nurse Manager at Tinsley House, to introduce a medical notes review document along with a mental health review. Both documents will be completed as close to admission as possible and will hopefully become part of the admissions procedure. This will mean that all detainees will have a traceable physical/mental documented history immediately.

A concern noted during IMB visits is the workload in the clinic, particularly between the hours of 10am and 4pm. This has been highlighted by detainees reporting lengthy waiting times to see the nurse. We are advised that patient waiting times at Tinsley House are generally comparable with those in an NHS community-based setting. However, the introduction of an additional nurse or care assistant would alleviate this problem to a large extent.

Safer Detention

For many detainees an Immigration Removal Centre can be viewed as a complicated and multi-layered place with a variety of pressures. The detainees held at Tinsley are mainly young men, held against their will and with no option but to mix with people of different cultures and languages. Staff are aware of the potential for trouble and Tinsley House continues to be regarded as a safe and non-violent place of detention. This is due, in part, to staff at all levels working together in a multi-disciplinary approach to encourage detainees to play their part in ensuring a Safer Community for everyone. The framework for securing the safe welfare of detainees is well-established. For example:

- The monthly Safer Community meetings provide a focus for detainee issues and for identifying trends. The meetings are generally attended by UKBA, G4S, the Chaplaincy, Healthcare, IMB, and the Samaritans. Detainees are represented by a Safer Community Orderly who attends for part of the meeting.
- Detainee involvement at these and other meetings is encouraged. They attend the monthly Safer Community and Detainee Consultative Meetings and feedback on issues such as safety and their treatment by staff etc. As part of their duties they also attend the reception area and greet new arrivals, help to combat fears, and answer any questions the new arrivals may have.
- The introduction of Diversity Orderlies who, in fulfilling their roles appear to be keen to look after the interests of individuals they feel need their support. A new incentive called a `Befriender` Scheme is in the process of being introduced and has taken some time to plan in order to implement it seamlessly. Due to the average length of stay at Tinsley House a problem encountered with the scheme is that the placements tend to be short lived. This is either because the appointed detainees are moved on from the Centre or because, for whatever reason, they lose their enhanced status.
- The Centre Management operate a comprehensive Anti-Bullying Strategy which has increased the information available to detainees and improved the support for those identified as a victim. Taken together with the ACDT (Assessment Care in Detention & Teamwork) and RASP (Raised Awareness Support Plan) initiatives, these "over-arching" care/safety plans help to ensure a very caring environment within the centre. The approach has had a positive effect in highlighting bullying to both detainees and staff. The number of reported incidents of bullying increased during 2011 because bullying is now being more closely scrutinised.

- Systems at Tinsley House are continually being enhanced to improve standards and ensure detainees welfare is a priority. A Care Officer scheme was introduced in December as recommended by the HMCIP inspectors, to capture detainee details during their initial 24 hour period. The scheme has proved effective and is being extended to accommodate ACDT's and the Induction scheme. The in-house computer system is also being enhanced to capture the necessary data to ensure detainee needs are met at the moment of discharge.

Detainee Survey 2011

112 detainees were invited to take part in a survey in January 2011, of which 44 detainees responded. The responses provided a snapshot of detainees' perceptions, and these were analysed by ethnicity and religion. The respondents were predominantly aged between 31-35; of Asian / 'Other' ethnicity; and the main religion was Muslim.

Overall, the survey findings were an improvement on the survey results of 2010. It indicated that the respondents did not believe violence was an issue. Importantly, the majority of respondents felt that they are treated fairly, and found that staff were approachable. Their main concerns related to the food served in the refractory, followed by the UKBA, and the telephone and postal systems.

The key issues arising from the survey, and which were acted upon during 2011, were as follows:

- Detainees believed they had not received an induction. In analysing this information it was suggested that this could be because of an 'information overload' during the initial detainee induction session. Since the survey there is now a monitoring system to ensure that all detainees receive an induction within 24 hours of arrival at the Centre. A Safer Community Orderly is usually at each of the detainee induction session.
- Some detainees reported that they do not feel safe, and this is regardless of age-group. However, a more recent survey found that detainees feel safer in their rooms and in the association areas when compared to an earlier 2011 survey.
- Detainees do not feel as safe in healthcare as 2010. Management anticipate that detainees' perception will improve now the new surgery is opened. Our earlier monitoring highlighted a lack of CCTV in the Healthcare Area but we have since been informed that this is being addressed.
- Six of the detainees surveyed stated that they had been bullied, and the majority of respondents stated that they did not know what to do when an incident happened. As a result Anti-Bullying booklets are displayed in the welfare offices and in the Detainee Reception area to enable detainees to come forward. Information on the Anti-Bullying Strategy is now part of the induction process.

Detainees were generally positive about the staff at Tinsley House, and the scores were higher than in the previous year. They felt that staff were more helpful, although the question was regarding the whole Gatwick immigration estate (which includes Brook House). This question needs to be more specific to Tinsley House. However, there was an increase in responses stating that "staff do not care".

We have observed Staff's deliberate low key, friendly and helpful approach to the needs of each and every detainee as a result of extensive staff training by G4S. Staff are also trained in "Assessment Care in Detention & Teamwork" (ACDT) and with this training they are able to recognise distress signals in detainees and actively engage with them in planning ways to reduce their problems. Detainees who are identified as "at risk" by staff have a care plan (Caremap) prepared for them. This means that all staff (and the IMB) are aware that these detainees are vulnerable, possibly suicidal and are being monitored under the Care Plan. There is also a Raised Awareness Support

Plan (RASP) used for those detainees who require extra support, are not suicidal and have not self-harmed.

Of the 2,211 detainees who arrived at Tinsley House during 2011, 85 detainees were placed on ACDT, and 66 on RASP.

	2011	2010	2009	2008
Total number of incidents of self- harm	20	11	11	9
ACDT* documents opened	85	63	58	77
RASP* documents opened	66	38	42	41
Total number of reported incidents of Bullying	14	11	3	N/A

When a detainee is showing signs of distress, for example: has self-harmed or has been abusive to staff, it may be necessary to have a “period of calm, care and reflection”. The detainee can be removed from the general population or placed in temporary confinement, but this has to be done with written approval from UKBA. Trained staff can assist by talking through the detainees’ problems with them, and identifying how best to proceed to come to terms with their particular situation.

Tinsley House has one room set aside for the separation of detainees who often feel overwhelmed by events and simply need a quiet place for reflection. The CSU Room 12 suite for the more vulnerable detainee was repainted in 2011 to provide a softer environment. Detainees placed in ‘care,’ are constantly monitored by both uniformed and medical staff in order to facilitate their return into the detainee community. A critical part of an IMB member’s duty is to visit all detainees placed in Removal from Association, Temporary Confinement, or where there has been use of force, within 24 hours of our being notified of such incidents, to ensure the detainee is receiving the appropriate level of care.

Removal from Association – Rule 40

Details of the use of Rule 40 - Removal From Association (RFA) in 2011 together with previous years figures for comparison are shown below.

RFA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2011 Totals	2	1	4	2	2	1	4	3	2	8	7	5	41
2010	5	2	7	1	7	1	2	7	0	2	0	3	37
2009	3	1	0	5	3	3	5	3	2	4	5	1	35
2008	3	0	3	3	0	6	4	3	3	3	0	6	34
2007	3	2	0	6	6	7	2	1	2	1	1	2	33

None of the above statistics relate to the Family Suite. Of the 41 incidents requiring the use of Rule 40, 22 were placed in RFA because of perceived risk, as opposed to abusive or violent behaviour. 16 of those at risk were for self-harming reasons.

RFA was used significantly more in October and November due to four detainees identified as being 'at risk' in October, and four incidents of threatening behaviour in November.

Details of the use of **Rule 41 (Use of Force)** in 2011 together with previous years' figures for comparison are shown below.

Rule 41 Use of Force	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2011	2	0	2	1	3	1	2	0	1	3	2	0	16
2010	1	1	3	1	5	1	0	5	0	0	0	0	17
2009	1	1	1	1	0	1	1	0	1	1	2	2	12
2008	1	0	1	1	3	2	2	5	3	3	1	0	22
2007	2	1	1	1	2	2	2	2	3	1	1	0	18

The total figure for Use of Force in 2011 were similar to that in 2010. All incidents of use of force were investigated, recorded and the reason explained in monthly reports. IMB acknowledge that staff have no wish to use force on any detainee and are satisfied that the relevant procedures were followed when, as a last resort, decisions to use force were regrettably taken during 2011.

Details of the use of **Rule 42 (Temporary Confinement)** in 2011 together with previous years totals for comparison are shown below.

Rule 42 Temporary Confinement	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2011	2	0	0	0	0	0	0	0	0	0	0	2	4
2010	0	1	1	0	2	0	1	4	0	0	0	0	9
2009	1	1	0	0	1	1	0	0	1	1	1	1	8
2008	3	1	1	0	1	2	0	4	0	3	0	4	19
2007	4	1	3	1	3	2	1	6	1	2	2	2	28

The use of Temporary Confinement was significantly reduced and possibly accounted for by the slight increase in the use of Rule 40 (RFA) as well as the other care plans in place as an alternative. There were no incidents requiring the use of Temporary Confinement in the Family Suite.

There were no Major Incidents in 2011. A number of successful charter flights have taken place and an IMB member followed one operation through to Afghanistan in August 2011.

A more informative preparation communication system (Charter Procedure) has been agreed by UKBA for detainees leaving by charter. This ensures that detainees are fully aware of all aspects of their treatment when being removed for a charter flight. Information includes the assistance that will be available to them in their home country, and also details of funding for detainees who are destitute.

Children and Families

The Family Unit at Tinsley House is completely self-contained and families held in the Unit are able to lead an independent life style if they choose. There is accommodation for eight families, with en-suite shower rooms including one with Disability Discrimination Act (DDA) compliant access. Other facilities include access to a kitchen enabling families to prepare their own food if required. There is a lounge area together with a dedicated play room for the younger children and a day room for older children; a dedicated external courtyard with an outdoor play area, and a medical and prayer rooms. The Unit has on-site qualified child care workers and 24-hour access to medical care at all times.

Families have a stay limit of 72 hours, and this can only be increased with Ministerial authorisation. The Unit at Tinsley House is predominantly for border cases, (i.e. those refused entry at a port of entry), and for high harm families resisting removal from the UK.

Over the months our IMB members have increased their understanding and awareness of the issues affecting the Family Unit through regular attendance and observation of the Safeguarding Children's meetings. Since our 2010 report G4S have appointed a new Head of Children's Services whose appointment has been accompanied by significant improvements. The key changes that were introduced during the reporting period were discussed with IMB prior to their implementation. The staff appointed to the family unit are highly trained and committed to the welfare of the residents under their care. In particular:

- All staff completed a Safeguarding Children Module, as well as a module on children and adults who self-harm. This has raised the level of expertise and competence within the unit.
- Five staff members are currently in the process of completing Level 3 NVQ training to Diploma level in child development. In order to gain their accreditation staff were required to undertake work experience in the community.

The Family Suite at Tinsley is predominantly used for Border cases, and for high harm families who cannot be accommodated in the new pre-departure accommodation centre at Pease Pottage. All families seen by our IMB members reported that they had received a high standard of care during their stay at Tinsley House. However, they also reported that the transportation, holding arrangements and journey timings outside Tinsley were, on occasion, very poor and a cause for concern. It has been the case that families, sometimes with very young children, have had to wait up to six hours in completely unsuitable airport accommodation (for example, airport holding rooms), only then to be conveyed to Tinsley during unsociable hours after which they have little time for rest before leaving again for the departure airport. This is exhausting and uncomfortable for any individual and is unacceptable when children are affected.

During our reporting period there was only one reported occasion where the need for use of force was used in the Family Suite. The force used was minimal and proportionate on a parent who became aggressive whilst holding her baby.

Overall, we find that the high standard of care given by Family Care Staff is clearly evident in the Family Suite. Staff seek to build a relationship with the parents and children which enables the children to feel safe and secure in their unfamiliar surrounds. In particular, staff are to be commended for their dedication and commitment to operating the family unit efficiently.

Section 5

Review of 2010 Action Points

In our 2010 Annual Report we identified concerns where we believe the system of detention at Tinsley House could and should improve. These were reported as points for action. For continuity, and to ensure that we do not lose sight of the past items, some of which are still under discussion, we list the recommendations from our 2010 report and show their current status in the table below:

Ref	Recommendation	Accept/Reject	Progress
1	The Clinical accommodation is inadequate	Accept	Complete
2	Lack of transportation for medical appointments	Reject	N/a
3	Length of detention of ex-Foreign National Prisoners	Accept (in principle)	On-Going
4	The IMB would like to see a greater effort made by UKBA to evaluate, meet and finance the educational and resettlement needs of the longer term ex-FNO population	Reject	N/a
5	Full and complete medical records should always accompany detainees who are transferred from one establishment to another.	Accept	Complete
6	IMB request that any complaint alleging serious misconduct should be copied to their Chair at the same time that they are sent to the Professional Standards Unit. Moreover, the time allowed for a response from the PSU (twelve weeks) is far too long.	Reject	N/a
7	Any age dispute cases at Brook House should be transferred to Tinsley House	Accept	Complete
8	IMB should be given the details of detainees when required and in the UKBA monthly reports to the IMB.	Reject	On-going

G4S work to a contract that provides a general framework to how the Centre should be run. Together with its Gatwick Golden Rule, and eight guiding principles, the Management Team have developed a 12 month business plan which clearly sets out the Centre's core values, vision and objectives for success for the Centre.

The HMCIP inspection of Tinsley House Immigration Removal Centre in February 2011 was generally positive about aspects of Detention. The report noted that the one remaining separation cell was stark and in a remote location, and detainees could be isolated there behind a controlled gate. It recommended that Detainees at risk of self-harm or suicide should not be located in the separation accommodation solely for reasons of vulnerability, and that a suitable care suite should be available. In attempting to address this the Centre now only place those detainees at risk of self-harm when there is no other alternative. If a detainee is on constant watch an officer is housed directly outside the cell. In other cases involving a vulnerable detainee the detainee is monitored every 10 minutes.

While we on the IMB Board at Tinsley House realise that change in the IRC rarely happens overnight, we are heartened that good progress is being made, and that 100% of the accepted HMCIP action points were completed by December 2011.

IMB Board Activity

Throughout the 2011 reporting period IMB members have maintained an active presence at Tinsley House in our role as independent monitors. Our members have regularly attended the main committees as observers, and we continue to build on our sound relationship with both UKBA and G4S to ensure constructive monitoring. Until January 2011 the chair of the IMB was Stephen Edell whose resignation was followed by the appointment of our current chair, Robert Young. The role of the Tinsley House IMB Board has also expanded to include monitoring of Cedars pre-departure accommodation (PDA) family centre at Pease Pottage, and our activities at the PDA will be reported separately.

Our current board membership represents a cross-section of society and our members bring a good balance of intellect, experience and skills to the tasks entrusted to them. The Board membership statistics for Tinsley House are as follows

Tinsley House - 2011 Board Statistics	Actual
Recommended complement of Board Members	12
Actual number of Board Members at start of the reporting period	11
Actual number of Board Members at the end of the reporting period	7
Number of new members joining during the reporting period	2
Number of members leaving within the reporting period	6
Number of attendances at meetings other than Board Meetings	94
Total number of visits to the IRC (including all meetings)	189
Number of IMB Complaints received	14
Major Incidents Attended	0
Charter Flights monitored	2

Key Changes During 2011

Key changes during 2011 were dominated by the completion of the major buildings refurbishment programme. The Family Unit was completed to a high specification and opened on March 2011.

Other changes are summarised below:

- The Front Reception area was considerably modernised and now provides a more welcoming environment for visitors;
- A new free phone facility was made available to detainees in May 2011. The scheme includes free land line access to the Samaritans, Gatwick Detainee Welfare Group, the Red Cross and Refugee Action;
- A new consulting room was opened in the Healthcare Unit in March 2011;
- The heating and ventilation systems were upgraded resulting in noticeable improvements to the Centres air quality and temperature management;

- There were landscape improvements to the garden areas, and a further plan to erect a greenhouse is planned for February 2012;
- Hot and cold water dispensers and sinks have been installed in the corridors enabling 24 hour access to hot and cold drinks. Detainees are also issued small brew packs to prepare hot drinks;
- TVs have been upgraded to include additional viewing channels, including SKY;
- The multi-faith rooms and the staff room were refreshed;
- A Quiet Room, and two Residential Units were created;
- The Centre's Control Room was upgraded; and
- The role of the Welfare Officer Team has widened to include helping detainees prepare for their discharge.

The building renovations and general 'face lift' to other areas of the Centre have had a noticeable and positive impact. The refurbished Centre now provides a modern and more positive environment for detainees, and the staff that work there. The Centre also saw the appointment of a new Residential Manager who has made an outstanding impact since her appointment.

Complaints

Over recent years our access to information about the detainee complaints system has been scant. In response to our growing concerns we can report that a new Complaints Procedure was introduced in 2011 whereby a copy of each complaint is forwarded to the IMB Chair by UKBA, unless the detainee expressly opted out of our having this information. The new system would also not apply where the complaint relates to an area outside the remit of our monitoring responsibility, or to case-working matters.

The majority of the detainee complaints received during the 2011 reporting period related to service delivery, missing items, and alleged misconduct by either an officer or detainee.

Complaints of Misconduct

We are concerned that there are inconsistencies in the availability of information on detainees' alleging misconduct. We feel that although we receive timely details of the less serious complaints in this category, the same cannot be said for the more serious complaints of misconduct. The latter are forwarded to the Professional Standards Unit, who are only required to inform the IMB of the position after their investigation is complete. We eventually received details of the only two complaints referred to the PSU, both of which were rejected. The responses were prepared in a professional manner, but one took more than 17 weeks and the other more than 13 weeks to produce. (The time is measured from the date of the incident to the date of the response letter.)

The deputation note referring to the above complaints acknowledged, *"there is very little access to complaints to the Professional Standards Unit, which deals with the most serious of allegations"*. We view this as a serious curtailment on our ability to monitor the just and fair treatment of detainees. While we agree that information about complaints of this type is withheld from us until a decision has been made, we see no justification for not copying the complaint to us on receipt, so that we

can be immediately aware of what may be a serious matter. We consider that the system should be changed in that respect. We also consider the time limit of twelve weeks for dealing with such complaints is much too long, even when it is not exceeded in practice. One practical result of such a limit is that the complainant is very likely to have been deported by the time a conclusion is reached. The time limit for responses should be materially shortened.

Type of Complaint	2011	2010	2009
Food	25	2	
Missing property	15	20	
Medical	9	9	
Staff conduct	4	6	
Fellow detainees	8	-	
Other	25	10	
TOTAL	86	47	55

It would clearly be inappropriate for IMB to try to second-guess any decision on individual complaints, particularly since detainees can appeal to the Prisons and Probation Ombudsman about the outcome of a complaint. Based on our perusal of the complaint decision letters that are brought to our attention, we feel most of the decisions made in 2011 were generally reasonable.

Complaints passed to G4S were generally completed within the required timescales. However, we have yet to be satisfied with UKBAs' ability to respond to detainees' complaints within the required 13 week time limit. Response times were particularly poor for complaints about poor service delivery, and a number of the responses that were seen by IMB in 2011 were not dated. We have requested that all responses should be properly dated, and we trust that this will be done and that we shall be able to report next year that the time limit is being complied with.

It is a concern that there are some 14 complaints that remain unresolved over the 2011 reporting period (16%), and some of these are longstanding. Whilst it is appreciated that complaints made in November and December 2011 may not be resolved until February, at the time of reporting there were:

- Three complaints about missing property, dated 26th February 2011 - 'passed to LSECSU', 13th July and 19th August - 'Result awaited'.
- One complaint about a DCO made 25th October 2011 and this was passed to PSU with a target response date of 20th January 2012.
- One complaint was lodged in July 2011 and forwarded to CCD CSU.
- Two complaints with a request to change caseworker made 26th May and 31st May, were forwarded to CCD CSU with no resolution logged.
- Three complaints involved issues outside Tinsley House. The remainder were made in November 2011.

Age Disputes

During the year 2011, 18 young men held at Tinsley House came into the category of age-disputed cases. Of these 5 were assessed as a minor, 2 were transferred to other immigration removal centres; 2 were given Temporary Admission, and 9 were assessed as an adult and later removed from the UK.

Detainees claiming to be under 18 generally remain in normal association after a risk assessment is conducted to assess the suitability of the individual. There are currently no issues around the time taken by local social services to conduct the age assessment interviews.

Month	Nationality	Age Assessment Outcome
Jan 2011	Afghanistan	Assessed as minor / released into Social Services
Jan 2011	Iran	Assessed as minor / released into Social Services
Jan 2011	Vietnam	Assessed as adult
Feb 2011	Eritrea	Assessed as adult
Feb 2011	Morocco	Assessed as minor / released into Social Services
Mar 2011	Afghanistan	Assessed as minor / released into Social Services
Mar 2011	Afghanistan	Assessed as minor / released into Social Services
Mar 2011	Afghanistan	Assessed as adult
Mar 2011	Afghanistan	Assessed as adult
May 2011	Iran	Assessed as adult
Jun 2011	Afghanistan	Assessed as adult
Jun 2011	Somalia	Assessed as adult
Jun 2011	Afghanistan	Assessed as adult
Jul 2011	Afghanistan	Assessed as adult
Sep 2011	Afghanistan	Assessed as adult
Oct 2011	Eritrea	Assessed as adult
Oct 2011	Afghanistan	Assessed as adult
Dec 2011	Eritrea	Assessed as minor / released into Social Services

Detainee Concerns

The Senior Management Team have adopted a strong inclusive approach to managing the Centre, and where appropriate detainee feedback is invited to inform policy. For example, as part of the revision process the Centre's Communication Strategy was widely circulated to staff and detainees prior to its final approval by the Management Team.

The Care Officer Scheme, introduced in 2011 has proved successful in identifying and supporting the more vulnerable individuals in the Centre. Care plans and reviews are prepared with input from the detainees themselves and where appropriate from UKBA staff and the healthcare team to ensure effective multi-agent input. Detainees over the age of 50 are now being logged on support forms upon arrival to the Centre.

The concept of 'Detainee Consultative' Meetings was updated in 2010 and the monthly meetings are devoted to the detainee population. They provide a forum for enabling detainee concerns to be aired, and an opportunity for detainees to contribute to the Centre's decision making. The meetings are typically chaired by the Deputy Director and frequently attended by the IMB and representatives from all areas of the Centre, including healthcare and catering staff. The latter are regular areas of concern to the detainee population. The issues discussed are clearly minuted to ensure outstanding items are addressed and followed up.

However, despite the concerted effort being made by G4S Management to raise the profile of these meetings, (through posters, notices and verbal communication), the numbers of detainees attending these meetings continue to be low. The average detainee attendance in 2011 was four per meeting and were typically drawn from those with good skills in English. We noted that the Orderlies that attend the meetings consult widely with the non-English speaking population to ensure their views are aired.

The areas monitored by IMB during the 2011 reporting period are outlined below:

1. The standard of catering has generally improved, with selected detainees now able to act as food 'tasters' and offer advice to the chefs.
2. A pilot phone system was introduced to the Centre in April and proved controversial. The views of the detainees were important in assessing the impact of the scheme on the population, and the scheme was later withdrawn.
3. Interfaith relationships whilst generally good in the Centre, was tested by the practise of some Muslims washing their feet in the communal sinks. This complaint continues to be taken seriously by Management, and various solutions sought to resolve the problem. For example: through the provision of strategically placed wash jugs and bowls, better signage, and through active involvement of the Imam. Unfortunately the problem remains unresolved.
4. Minor healthcare issues regularly crop up at every meeting, and are quickly resolved by the attending staff.

We will continue to monitor these and other issues of importance to the detainees.

Section 6

Appendix 1

Tinsley House Occupancy Statistics for Reporting Period January 2011 – December 2011

Reporting Period 2011	Average Occupancy	Average time Detained in Tinsley House	Ex- Foreign National Offenders	Released during (2011)	Residents Detained over 6 Months (2011)
January	109	47	22	39	6
February	110	Not available	Not available	49	Not available
March	106	42	32	37	8
April	106	41	32	38	6
May	108	42	20	44	4
June	106	40	15	56	4
July	99	Not available	Not available	41	Not available
August	97	30.8	18	54	5
September	108	42	?	37	?
October	105	Not available	Not available	37	Not available
November	107	21	15	48	2
December	104	Not available	Not available	42	Not available

At the time of reporting one resident had been detained at Tinsley for over 14 months.

Tinsley House –Safer Detention Statistics for Reporting Period January 2011 – December 2011

Reporting Period 2011	ACDTs Opened	Actual Self Harm	Use of Rule 40	Use of Rule 41	Use of Rule 42	Reported Bullying / Assaults
January	1	-	2	2	2	-
February	5	1	1	0	0	-
March	7	3	4	2	0	-
April	7	1	2	1	0	1
May	4	2	2	3	0	1
June	9	1	1	1	0	2
July	10	1	4	2	0	-
August	3	-	3	0	0	3
September	6	2	2	1	0	5
October	6	-	8	3	0	2
November	12	4	7	2	0	-
December	14	4	5	0	2	-
TOTAL	85	20	41	16	4	14

Glossary of IRC-Related Abbreviations

ACDT	Assessment, Care in Detention & Teamwork
AMIMB	Association of Members of Independent Monitoring Boards
ARS	Assisted Return Scheme
CM	Contract Monitor/ Centre Manager (see context)
CIO	Chief Immigration Officer
C&R	Control & Restraint
CRALO	Cultural and Race Relations Officer
CRALT	Cultural and Race Relations Team
CSU	Care and Secure Unit
DC	Detention Centre
DDU	Detainee Departure Unit
DCO	Detainee Custody Officer
DSO	Detention Service Order
DoH	Department of Health
DEAT	Diversity Equality Action Team
DEPMU	Detention, Escorting, Population Management Unit (UKBA)
DPA	Data Protection Act
DSPU	Detention Services Policy Unit (UKBA)
DO	Deportation Order
ETD	Emergency Travel Document
ECHR	European Court of Human Rights
EOO	Equal Opportunities Officer
FRS	Facilitated Return Scheme
GP	General Practitioner

HMCIP	Her Majesty’s Chief Inspector of Prisons
HC	High Commission
IAA	Immigration Appellate Authority
IO	Immigration Officer
ILO	Immigration Liaison Officer
IS	Immigration Service
IAS	Immigration Advisory Service
ICD	Integrated Casework Directorate (UKBA)
IND	Immigration Nationality Department
IMB	Independent Monitoring Board
IRC	Immigration Removal Centre
JR	Judicial Review
KPI/KPT	Key Performance Indicator/Target
LCD	Lord Chancellor’s Department
LEO	Local Enforcement Officer (Immigration)
MO	Medical Officer
MODCU	Management of Detained Case Unit (Immigration)
NAC	National Advisory Council
NASS	National Asylum Support Service
NC	National Council
NHS	National Health Service
NIA	Nationality Immigration & Asylum
NRF	National Refugee Council
NSA	Non Suspensive Appeals
NSPCC	National Society for the Prevention of Cruelty to Children
OSG	Operational Support Grade

PE	Physical Education
PSO	Prison Service Order
R&C	Requests & Complaints
RASP	Raised Awareness Support Plan
RC	Removal Centre
RDs	Removal Directions
RCU	Residual Case Unit
RFA	Removal from Association
RRLO	Race Relations Liaison Officer
RRMT	Race Relations Management Team
ReSCU	Removal Support Co-ordination Unit
SASH	Suicide and Self-Harm
SDCO	Senior Detainee Custody Officer
SFT	Superfast Track appeals
STANA	Superfast Track & Non Suspension Appeal
TA	Temporary Admission
TC	Temporary Confinement
TCU	Third Country Unit
TR	Temporary Release
VC	Visiting Committee (Previous name for IMB)
Gold Commander	Headquarters controller for serious incidents
Silver Commander	Person in the establishment in charge of serious incidents
Bronze Commander ...	Local Sub-Commander for serious incidents
Operation Tornado	System to provide extra staff and resources for serious incidents