



**INDEPENDENT MONITORING BOARD**

**for**

**THE GLASGOW, EDINBURGH AND LARNE SHORT TERM HOLDING  
FACILITIES**

**ANNUAL REPORT**

**for the fifth operational year**

**1<sup>ST</sup> FEBRUARY 2014 to 31 JANUARY 2015**

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## **1. The Role of the IMB**

1.1 The Independent Monitoring Board (IMB) for the Glasgow, Edinburgh & Larne Short Term Holding Facilities (STHFs), although based in Scotland, is appointed by and has a duty to report to the UK Home Office Immigration Minister, immigration being reserved to Westminster.

1.2 The duties of IMBs appointed to monitor STHFs (commonly known as holding rooms) are not yet laid down in statute but the general principles of independent monitoring apply as they have been developed in Immigration Removal Centres (IRCs) and prisons.

1.3 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. Members have unrestricted access to all detainees and to all designated Immigration Facilities. They are free to make unannounced visits and to speak in private to any detainee in detention (where it is deemed safe to do so). They do not become involved in the immigration status of those in detention unless there are reasons to doubt the legal continued detention of individuals.

1.4 The IMB has throughout the period of this Report monitored the non-residential Holding Facilities (commonly known as holding rooms) at Glasgow Airport, Edinburgh Airport, the Festival Court Reporting Centre in Glasgow and the residential holding facility at Larne House, Larne, Northern Ireland.

1.5 A visits rota of the 12 members of the IMB in post during the reporting period has been established for each of the four Facilities and intimated to each of the United Kingdom Border Force (UKBF), Home Office and Tascor which operates the Facilities under contract from UKBF. Currently six members visit Glasgow Airport and the Reporting Centre and the other six Edinburgh Airport although this was reduced to five members at Edinburgh following a retirement at the end of 2014. All members may visit Larne House. One unannounced visit a week is made to each of Glasgow and Edinburgh Airports and two visits a month to each of Festival Court and Larne House. (The frequency of visits has varied during the reporting period as required by the IMB Secretariat but they are presently fixed as stated and all the required rota visits have been carried out). Members of each group may visit the Facilities monitored by the other group. One member retired at the end of 2014 but his input for the 11-month period is recorded in this report.

1.6 During visits members 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 the detention and the provision of services such as food and healthcare available to detainees. They also monitor removals from the Facilities at airports, through the boarding gates and across the apron to the steps of an aircraft, and the manner in which they are

conducted. They may also monitor custody vehicles and are empowered to accompany detainees to the IRC at Dungavel or to police custody suites , for purpose of monitoring escorting, if they consider that to be necessary or desirable.

1.7 Members will respond to serious incidents arising at the Facilities.

1.8 Members will attend Family Removals in accordance with a protocol agreed with UKBF & Tascor Attendance at Family Removals are in addition to the Secretariat-determined visits referred to in Paragraph 1.5.

## 2. Glasgow Airport

### 2.1 Overview:

2.1.1 The Holding Room area is situated airside adjacent to the Immigration Control desks at International Arrivals, on the floor below the Immigration Officers' suite. It consists of a small office area staffed by two Detainee Custody Officers (DCOs), the Holding Room, and a single male and female (shared) toilet of generous size with adjacent washroom facilities. The Holding Room is operated by Tascor. DCOs are on duty daily from 08.00 until 20.00 hrs. Detainees are not kept in the Holding Room overnight. If they are not landed (conditionally or unconditionally) they will be transferred to Dungavel IRC or to a police custody suite or may be removed on a return flight the same day.

2.1.2 There is a drinks machine (hot and cold drinks) and microwave oven in the area and a land telephone is available for use by detainees. Mobile phones may be used by detainees if they do not contain a camera. If they do, the DCOs can provide a "house" mobile into which the detainee can insert his or her own sim card.

2.1.3 There is no natural light in the Holding Room area and detainees have no access to fresh air. They are not permitted to smoke. There are no showers or beds although blankets and pillows can be provided and the upholstered bench seating can be used to lie down. After work being undertaken in an adjacent room during the reporting period, a problem developed with the heating in the holding room. Despite BAA having investigated it, the holding room remained very cold and detainees were sometimes quite uncomfortable. Since for security reasons it would not be possible to put a free-standing heater in the room, members had asked that a suitable wall mounted heater be placed there, Home Office are prepared to pay for this and it is hoped that action will be taken soon as they have permission from BAA to go ahead. This problem developed during the summer period and Tascor and Home Office were told that the problem would resolve itself when the heating was switched back on in October. This did not happen. Towards the end of the reporting period the room temperature was being recorded daily. The result complied with the UK legal standard but the view of our members was that this was still far too cold for UK citizens to work in comfortably, far less for detainees from warm countries being placed there after a long flight when they are cold, tired and anxious. Members regret that this issue could not be resolved during the reporting year but they are confident that with Home Office support there will be better news in next year's annual report. Last year's annual report highlighted the lack of showering facilities in the holding rooms and the Home Office action plan undertook to stay in negotiations with the owners of the airports and Festival Court to try to remedy this. Home Office informed us that their negotiations with BAA are still ongoing. Larne House is not included in this as detainees there have access to showers.

2.1.4 Seating is reasonably comfortable and there is reading material in various languages for both adults and children, including The Bible and the Koran. A prayer mat can be provided on request.

2.1.5 The area is covered by CCTV cameras and monitor screens are in the DCOs' control room.

## **2.2 Operational experience & detainee numbers:**

2.2.1 As we have noted in previous Reports the IMB is pleased to record that detainees are respectfully and efficiently looked after by both UKBF and Tascor staff. The DCOs are professional and friendly, an attitude which helps generate a relaxed atmosphere, albeit some detainees are naturally anxious and distressed. Whenever members have raised issues with UKBF and Tascor at the Holding Room the staff have invariably responded quickly and positively. There have been no complaints from detainees against any UKBF staff or Tascor DCOs.

2.2.2 Members of the IMB speak to detainees to explain their role and the feedback has invariably been positive so far as detainees' treatment and welfare is concerned.

2.2.3 The number of detainees held in the Holding Room in the period covered by this Report is shown in the Statistics (Section 8).

**2.3 Issues:** See Section 6.

### **3. Edinburgh Airport**

#### **3.1 Overview:**

3.1.1 The present Holding Room which was opened in about 2009, replacing one which was not fit for purpose, is located adjacent to International Arrivals in a suite below the Immigration Officers' office. It is staffed by two Tascor DCOs from midday until midnight daily. Edinburgh Airport has had some staffing difficulties during this reporting period but another regular officer has been appointed to the team and we hope this will resolve the situation. Like the one at Glasgow Airport (2.1.1) it is a non-residential Facility.

3.1.2 The Holding Room area consists of a spacious control room occupied by the DCOs with an observation window into the main Holding Room. An unlocked door from that room leads into a second, smaller, room which is used as a family room for adults with children. Both rooms are provided with a TV and extensive reading material in various languages, including the Bible and Koran. The smaller room has a baby-changing table which folds against the wall and toys and books for children. Tascor have provided information booklets currently in all of the 16 designated languages at the facility.

3.1.3 There are two cubicles adjacent to the Holding Room where detainees are searched and a lockable cupboard for their property.

3.1.4 There are separate male and female toilets both accessed from within the main Holding Room. The toilets themselves are very modern and up to date but neither contains a shower. Disabled detainees in wheelchairs can access the staff toilet in the control room. As in Glasgow Airport, Home Office have undertaken to continue negotiations with the owners of the airport to have showers installed.

3.1.5 Neither of the two Rooms has a bed although it is possible to lie along the bench seating beside the tables. Blankets and pillows are available if requested.

3.1.6 There is a drinks machine and microwave cooker. Hot and cold food is provided in the form of dry packs and meal packs. If a detainee wants food of a type which is not stocked the DCOs will go landside and purchase it at Tascor expense. Members regularly check that all meal packs are in date.

3.1.7 Although the Rooms are bright there is no natural light. Detainees have no access to fresh air and they are not permitted to smoke. The whole area is well ventilated, artificially, with trunked heating and air conditioning.

3.1.8 A CCTV system covers the whole area and monitor screens are located in the DCOs' control room.

3.1.9 The Rooms are cleaned daily by contractors and are kept very clean and tidy.

3.1.10 A corridor separates the Holding Room from two UKBF interview rooms and a fingerprint room. One of the interview rooms contains a phone from which access to interpreters can be obtained using translation services.

3.1.11 Tascor has been moving away from keeping paper records. It is steadily progressing towards keeping all its records on computer. The IMB has access to all records, whether on paper or on computer.

3.2.1 The members' general experience at Edinburgh Airport is similar to that at Glasgow Airport (Section 2.2.1 and 2.2.2 above) and need not be repeated here.

3.2.2 The number of detainees held in the Holding Room in the period covered by this Report is shown in the Statistics (Section 8).

**3.3 Issues:** See Section 6.

## **4. The Reporting Centre, Festival Court, Glasgow**

### **4.1 Overview:**

4.1.1 The Holding Room is located in Building No 2 of a complex of three modern buildings occupied by Home Office/UKBF at Festival Court, Brand Street, Ibrox, Glasgow. The Reporting Centre is where persons who have been temporarily admitted to the UK and are resident in Scotland are required to report periodically. Some of them are asylum seekers awaiting decisions about their status. The Holding Room is used by people, in the main, detained on reporting, detained during an operational enforcement visit or who are required for interview from an Immigration Removal Centre (IRC). Members of the IMB have now been issued with Home Office passes which allows them to pass freely through the building as do staff. This has made a great difference to IMB members.

4.1.2 The Holding Room area consists of a control room occupied by two Tascor DCOs on one side of which there is an observation window overlooking the Holding Room itself. The Holding Room is staffed from 09.00 until 17.00 Monday to Friday. It is a non-residential Facility.

4.1.3 There is no drinks machine but hot drinks can be provided using a kettle and there are cartons of cold water in the fridge. There is stock of snacks and meals. A microwave oven enables meals to be heated. The TV set in the Holding Room is controlled by the DCOs from outside the Holding Room.

4.1.4 The Holding Room itself is quite small. It contains 6 hard individual plastic seats fixed to the floor close to a table. The room contains two toilets which are cubicles in each corner of the back of the Room, one male and one female. As noted in our first Annual Report Home Office Immigration and Enforcement (HOIE) undertook substantial improvements to the accommodation, including toilets, during the period covered by our second Report. Whereas formerly there was nowhere for a detainee to lie down a soft bench was placed at the rear of the room, making it possible for one detainee to lie down but, as noted in last year's Report it is too short for anyone who is of even medium height. This request is still outstanding and IMB members reject the suggestion that there is no room for a longer bench since the adjacent baby changer is at a different height and there is little chance of a detainee trying to sleep and another changing a baby happening at the same time. In our view the bench length could be extended by up to 2 feet.

The toilet situation is still a concern and IMB members feel that if there is no hope of changing the existing stainless steel suites, then as agreed in last year's HOIE Action Plan, every effort should be made to obtain seats of plastic or similar material which would greatly improve matters. We consider that the location of the toilets in the actual holding room is unsuitable and with the stainless steel suites providing no

noise insulation and the toilets in full view of whoever happens to be in the adjacent office, members are of the opinion that detainees are being deprived of dignity.

Magazines in various languages are available and a prayer mat can be provided on request.

4.1.5 Like the two other non-residential Holding Rooms which the IMB monitors there is no fresh air and smoking is not permitted. There is no natural light.

## **4.2 Operational experience & detainee numbers:**

4.2.1 The members' general experience at Festival Court is similar to that at Glasgow Airport (Section 2.2.1 and 2.2.2) and need not be repeated here.

4.2.2 The number of detainees held in the Holding Room in the period covered by this Report is shown in the Statistics (Section 8).

**4.3 Issues:** See Section 6.

## **5. Larne House, Larne, Northern Ireland**

### **5.1 Overview:**

5.1.1 The STHF is a modern residential Facility which opened in July 2011. It is located within the Police Station compound. It is a residential Facility and the only designated Facility in Northern Ireland where immigration detainees may be held. Persons may be detained there for a maximum of 7 days only where Removal Directions (RDs) have been served. Where RDs have not been served the maximum period of detention within a Residential Short Term Holding Facility is 5 days. Thereafter they must either be released (unconditionally or temporarily), removed from NI or transferred to an IRC on the UK mainland, there being no IRC in the Province. Prior to the Facility being opened detainees were kept in PSNI Custody Suites where monitoring was carried out by NI Independent Custody Visitors. The Home Office Immigration Minister appointed the IMB to monitor the Facility towards the end of 2012.

5.1.2 The Facility is managed by Tascor staff, usually a team (shift) of 6 DCOs working under a Duty Operation Manager (DOM). There is a mix of male and female officers. A total of 24 DCOs work (4 days on and 4 days off) in 4 shifts on a 24 hours, seven days a week, 365 days a year basis. There is no HOIE presence in the Facility. If there is a detainee who can not be managed after already being accepted at Larne House then there are contingencies and plans in place to ensure that the individual is moved to a more suitable location. In the first instance this would always be to the mainland and a long term IRC. Only in exceptional circumstances would police stations be used. There have been no such cases since the Facility was opened. Families with young children will not be detained but given Temporary Admission with a direction to report to Drumkeen Reporting Centre in Belfast.

5.1.3 The Facility can accommodate up to 19 detainees in 10 bedrooms, some single and some shared. Male and female bedrooms are located apart. The bedrooms are spartan, containing only a bed and wardrobe, with no wall decoration or reading lamp. The wooden edge of the bed is raised above the mattress making it very uncomfortable to sit there. There being no seat or table the detainee has no option but to be out of his or her room most of the time (if not sleeping or resting) and sit in the Recreation Room. In previous reports this had been a problem raised by IMB members who had requested that some form of seating be placed in the bedrooms. This had been deemed to be unsuitable since the rooms are small and any seating would have to be secured. IMB has not contested this since the success of the new seating arrangements in the recreation room and the provision of headphones has to a great extent resolved the problem.

5.1.4 The Facility is fresh, clean, well decorated and bright. It is cleaned by contractors daily and given a deep clean every few months. Although there is no

natural light throughout, the eco-lighting system is very effective and efficient. There are no light switches and when areas are not in use the lighting reduces to a low lux level.

5.1.6 The Recreation Room, which is quite small, offers a TV with 4 terrestrial channels, a selection of DVDs, books newspapers and magazines in various languages. English language newspapers are provided daily, those in other languages tending to be older and not changed so frequently. There are 2 computers with limited access to the internet. Headphones have now been provided which has proved beneficial in reducing noise interference for people watching TV or listening to music. Staff confirm that the improved seating arrangements continue to encourage association amongst detainees.

5.1.7 Other facilities include –

- Reception, offices and Staff Room (adjacent to but outwith the residential part of the Facility)
- Interview Rooms
- A Custody Office for use by a Tascor manager, containing a small “shop” selling basic things like soap, cigarettes etc, and being the bedding store
- An outside Exercise Area where detainees, under DCO supervision, may smoke at limited times and generally have access to fresh air
- Showers and toilets
- A multi-faith Prayer Room (with various prayer mats and Korans),
- A Dining Room/Kitchen Area which has a number of tables each having four fixed seats
- A hot and cold drinks machine
- All day supply of cereals, milk and fruit: with the provision of hot meals prepared by DCOs from frozen/chilled packs using microwave and other ovens
- A washing machine and drier

5.1.8 When a detainee is admitted he or she will be assessed for suitability to be detained. The nurse on duty would also undertake a review of any medications taken in with the individual. Subsequent assessments might identify any further medication required. There is a fully qualified nurse on duty all the time.

5.1.9 After being admitted to the secure residential part of the Facility detainees have freedom of movement and association within all areas except for the Custody Office which is locked. As noted above access to the Exercise Area is subject to supervision.

5.1.10 Should any detainee be admitted without adequate clothing he/she can be issued with a pack containing basic underwear and tracksuit-type outer garments

5.1.11 Detainees may use their own mobile phones so long as they are not fitted with a camera or have internet access. Otherwise they can be issued with a simple phone without a camera which will be returned when the detainee leaves.

## **5.2. Operational experience & detainee numbers:**

5.2.1 This is the only residential Facility monitored by this IMB. Whereas persons held at the non-residential Facilities at the airports and Glasgow Reporting Centre will typically be detained for only a few hours those detained at Larne House can be there for up to a week if removal directions are set. Thus there is a greater opportunity for interaction between the DCOs and detainees. As the facility is operational 24/7 and able to accommodate up to 19 persons there is clearly a need to have more staff on duty than in the other, non-residential, STHFs. (see 5.1.2). Our experience is that the DCOs demonstrate an extremely professional, caring and friendly attitude towards the detainees and go out of their way to make the detainees' stay as comfortable and stress-free as possible. During our visits we have spoken to as many English-speaking detainees as possible. Whilst obviously none of them wants to be there we were heartened to find a generally relaxed and unapprehensive environment. From our observation this is in great part down to the positive way in which they are treated by the DCOs. There was no record of any complaint having been made to or against any of the DCOs and the detainees themselves confirmed that they were content with the manner in which they were treated. Indeed many detainees have written letters expressing thanks for the care they have receive and a DCOs have kept these in a book which is available in the recreation room for detainees and visitors to read. The Tascor staff maintain a balance between a caring and a "no nonsense" approach to detainees which is very much to their credit.

During the reporting period members have requested more exercise equipment for detainees. Tascor have explained that although they are willing to provide such equipment the difficulty lies in the lack of space to store it. They are actively pursuing several options which are both easily stored and secure in use and members are happy to await the results of this.

5.2.2 The number of detainees held in the Holding Room in the period covered by this Report (1 February 2014-31 January 2015) is shown in the Statistics (Section 8).

**5.3 Issues:** See Section 6.

## 6. Issues

**6.1 Persistent failure by Border Force Immigration Officers properly to complete Forms IS 91:** In previous Annual Reports we have raised the issue of Immigration Officers (IOs) not completing an important part of the Form. The IS 91 is the authority to detain issued by IOs to Tascor DCOs authorising them to detain a person in the Holding Room. It is thus a fundamentally important document. Part 3 of the Form, headed “Risk Factors”, contains a warning/notice from the IOs who sign the forms to the Tascor DCOs regarding any special conditions or risk factors for the information of the DCOs who will have the detainee in their care. Over some years these forms have been inadequately completed and HOIE has taken robust action over the last couple of reporting periods to remedy this, including retraining of IOs and the redesigning of the IS91 forms.

Home Office has taken robust action during the reporting period to remedy this shortcoming including retraining of IOs and the redesigning of the IS91 forms. They also introduced a quarterly IS91 analysis in an attempt to tighten up the completion of the risk assessment section. Unfortunately although there has been a very marked improvement there is always the tendency for slippage to creep in. Home Office is confident that by identifying the officers who are failing to complete the risk assessment correctly they can take retraining to the right areas and thus resolve the problem.

IMB will continue to monitor accurate completion of forms and provide feedback where necessary.

**6.2 Family Removals:** IMB had agreed a protocol with Home Office and Tascor that we would be given prior notice of a family removal, especially where this would follow an enforcement visit. During the reporting period there was only one such removal notified to IMB and we have to ask what is the reason for this. Are fewer families being detained?

**6.3 Mixed gender of DCOs:** In last year’s Annual Report we noted that on several occasions there had been no female DCO on duty: and that this could result in delay in processing a female detainee as male DCOs were not permitted to carry out a full body search of a female. The HOIE Action Plan referred to accepted our concern in principle. Tascor report that during this reporting period they have been recruiting both male and female employees. Unfortunately some of them do their training and then leave, At the end of the reporting period Tascor reported that they had recruited sufficient male and female staff to bring their complement up to strength. It is hoped that this will solve the problem.

**6.4 Escorts with no airside passes:** Last year we reported that a number of new Tascor vehicle escorts have not had airside passes which has resulted in one or

both of the two DCOs in the Edinburgh Airport Holding Room having to leave the Holding Room and go landside to bring the escort airside either to deliver or collect a detainee. We have experienced similar situations at Glasgow Airport. Tascor reported that at times a pass has just been obtained for an employee when that employee leaves the company and they have to start all over again.. They are hopeful that the pass situation is now up to date and that this should no longer be a problem. IMB will continue to monitor the position.

**6.5 Toilets in Festival Court Holding Room:** In previous Annual Reports we have referred to the inadequacy of the toilets, particularly as both male and female toilets are sited in cubicles in the same room . The HOIE Action Plan referred to accepted our concern in principle and stated – “HOIE will look to provide a suitable fitted toilet seat in the facility”.This has not yet been done and our concerns regarding the toilets are set out at paragraph 4.1.4, Festival Court – copied here

“The toilet situation is still a concern and IMB members feel that if there is no hope of changing the existing stainless steel suites, then as agreed in last year’s HOIE Action Plan, every effort should be made to obtain seats of plastic or similar material which would greatly improve matters. We consider that the location of the toilets in the actual holdin6.7g room is unsuitable and with the stainless steel suites providing no noise insulation and the toilets in full view of whoever happens to be in the adjacent office, members are of the opinion that detainees are being deprived of dignity.”

**6.6 Seating at Larne House:** The Board is content that the changes to the seating plan in the recreation room at Larne House have had a positive effect on detainees’ willingness to associate with each other. It has also meant that when IMB members are visiting they have a chance to sit down with a group of detainees to chat and hear their views on many things.

**6.7 The soft sofa in Festival Court:** See 4.1.4. We recommend that a more suitable – longer – sofa be provided in place of the current one which is too short. Our views on this are stated in Para.4.1.3 Festival Court and copied below:

“Whereas formerly there was nowhere for a detainee to lie down a soft bench was placed at the rear of the room, making it possible for one detainee to lie down but, as noted in last year’s Report it is too short for anyone who is of even medium height. This request is still outstanding and IMB members reject the suggestion that there is no room for a longer bench since the adjacent baby changer is at a different height and there is little chance of a detainee trying to sleep and another changing a baby happening at the same time. In our view the bench length could be extended by up to 2 feet.”

**6.8 Smoking, access to fresh air and showers:** As we have noted in previous Reports detainees in the Airports and Festival Court Holding Rooms are not permitted to smoke, they have no access to fresh air and no showers are provided. Whilst we are only too well aware of the difficulties of providing a place for detainees to smoke, we are pleased to report that Home Office are actively pursuing the possibility of installing showers. This has already been done at some airports in England and Home Office are in consultation with Border Force and the airport authorities at Glasgow and Edinburgh.

## **7. Other matters**

**7.1 The Short Term Holding Facilities Rules:** There are presently no Rules governing the operational requirements, standards and duties to which the IMB should adhere. After many promises to complete the task of providing the Rules this was apparently “put on the back burner”. New holding rooms were urgently required at Gatwick and Stansted airports and it was hoped that Rules would be provided before these opened. However at the end of the reporting period both Boards opened and still no Rules have been produced despite several assurances during the course of the year. This matter seems to be treated as of little importance.

### **7.2 Clerk to the IMB**

We have been informed by Home Office that they are recruiting for a permanent IMB Clerk to serve all the short term holding facilities. It is hoped that the successful candidate would provide a comprehensive service to Boards and help to co-ordinate the administrative work.

### **7.3 Detention Overnight**

During the year there have been another 2 instances of people in the holding room overnight at Edinburgh and one in Glasgow. There still seems to be a problem with contacting people out of hours to provide accommodation. IMB have accepted the difficulties but there is a requirement for a solution.

### **7.4 Issues with Detainees' Property**

A problem was identified at Glasgow Airport where in case of a detainee not being landed but sent to Dungavel overnight had to take his luggage with him, including any perfumes, creams, duty free items, etc. When he/she then returned to the airport to board a flight for removal any such items could not be taken through security and were confiscated. IMB members found this to be unfair and asked for a place to store these items to be made available so that they never had to be taken landside and could then be returned to the detainee when he/she came back to the airport. We were told that this was impossible due to extreme shortage of space at the Glasgow holding room but Tascor and Border Force made the effort and came up with a 4-drawer lockable cabinet and a place, on camera, to house it. IMB are very satisfied with this result and appreciate the effort to resolve the issue.

### **7.5 IMB Board Meetings**

The Acting Senior Officer at Glasgow Airport, who has always been very happy to liaise and co-operate with IMB, suggested that he would like a representative of Border Force to attend our monthly Board meetings. Board members were more than happy to agree to this and since there are already representatives from Tascor

and Home Office, DEPMU North we considered this to be more than appropriate. The Senior Officer at Edinburgh Airport also indicated an interest in this and so these representatives were added to the distribution list for all paperwork. The contribution of these representatives from GLA and EDI was most valuable to our members who appreciated being able to ask their questions directly to those who could answer them best. Unfortunately over the reporting period the representation became less and less regular and apologies more frequent than attendances. The Board found this very disappointing although quite understanding the difficulties caused by pressure of work, frequent shortage of staff and in the case of Edinburgh, distance and time. However we are glad to report that, at the end of the reporting period, Border Force seem to be making robust efforts to have a representative from one or other of the airports and are willing to work together to take their place in IMB meetings. The Board was concerned that a valuable opportunity might be lost and is pleased that such efforts are being made.

## 8. Statistics

(last year in brackets)

8.1	Members at the start of the reporting period	12	(8)
8.2	Members at the close of the reporting period	11	(12)
8.3	Board meetings held	12	(12)
8.4	Member attendance at Board Meetings (Feb-Dec: 12 members, Jan: 11 members)	115	(102)
8.5	Visits to Glasgow Airport	56	(57)
8.6	Visits to Edinburgh Airport)	60	(59)
8.7	Visits to Festival Court (In Sept 2014 FC visits restored to 4 per month)	34	(27)
8.8	Visits to Larne House	24	(28)
8.9	Detainee movements at Glasgow Airport	432	(277)
8.10	Detainee movements at Edinburgh Airport	307	(371)
8.11	Detainee movements at Festival Court (	214	(208)
8.12	Detainee movements at Larne House	2363	(2035)

## 9. Summary

- a. We have now been operational for over five years and this is our Fifth Annual Report. We have highlighted some issues and made some recommendations but we continue to find both UKBF and Tascor to be committed to the welfare of the detainees held in custody in the Holding Rooms. As we noted in our previous four Annual Reports the Rooms are well and professionally managed by caring DCOs: and we continue to have full co-operation from UKBF and Tascor at all levels. Nevertheless, some issues, especially that of UKBF's failure to complete important warrants, are a continuing concern. There has been significant improvement since Home Office began monitoring the situation but unfortunately after a certain time slippage begins again and we can see how easily it falls back. Home Office are aware of this and are continuing to make efforts to tighten up the performance. We will, however want to see a continuing improvement in performance on the IS 91 issue in the coming year.