



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

ANNUAL REPORT

for the calendar year

1st JANUARY to 31st DECEMBER 2014

1 STATUTORY ROLE OF THE IMB

1.1 Statutory Role of the IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an Independent Board appointed by the Secretary of State from members of the community in which the establishment is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in Immigration Removal Centres
- (2) inform promptly the Secretary of State, or any official 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 Immigration Removal Centre or Short Term Holding Facility has met the standards and requirements placed on it and what impact these have on those held in the facility.**

To enable the Board to carry out these duties effectively, its members have right of access to detainees, the centre and also to the centre's records.

1.2 Specific duties of IMB members at Airports

Specific duties of IMB members at airports will include:-

- Undertaking at least one (but preferably two) planned visits during a rota week at the airport. During a Rota Visit, the member should pay attention to the interaction between staff and detainees, the environment in which detainees are held, the manner in which staff handle situations, the maintenance of satisfactory records about detention, and the provision of services (such as food or healthcare) available to those detained. The IMB should also monitor a number of removals from the facilities to the boarding gate and the manner in which these are conducted.
- Responding to major events relating to the detention facilities at the airport. An example might be a serious injury suffered by a detainee at the airport.

1.3 Specific duties of IMB members at Immigration Reporting Centres

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

- Undertaking Rota Visits with such frequency as the Board deems appropriate. During the visit, the member should pay attention to the interaction between staff and detainees, the environment in which detainees are held, the manner in which staff handle situations, the maintenance of satisfactory records about detention, and the provision of services (such as food or healthcare) available to those detained.

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3 DESCRIPTION OF THE SHORT TERM HOLDING FACILITIES

3.1 Types of Short Term Holding Facility

The North & Midlands Board monitors 3 different types of Short Term Holding Facility, each with its own requirements and challenges:-

- Residential Facility
- Airport Holding Rooms
- Reporting Centre Holding Rooms

3.2 Locations Monitored

The North & Midlands Board monitors sites in the above 3 categories over a large geographical spread. A map of the sites is shown in Section 8, and includes:-

- Pennine House (Manchester)
- Manchester Airport
- Salford (Dallas Court)
- Liverpool (Capital Building)
- Leeds (Waterside Court)
- Sheffield (Vulcan House)
- Loughborough
- Birmingham Airport
- Solihull (Sandford House)

4 EXECUTIVE SUMMARY

4.1 Summary

- 4.1.1.1 At the outset it must be stated that the Board continues to acknowledge the assistance and cooperation provided by staff from both Home Office Immigration Enforcement (HOIE) and its contractor (Tascor) at all levels involved in the operation of Short Term Holding Facilities during 2014.
- 4.1.1.2 Detail from Rota Visit Reports continues to bear out the dedication and care shown towards detainees, and the dignity and respect with which they are treated by local officers.

4.2 Matters raised in the report on which a response is sought

4.2.1 Secretary of State

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

- 4.2.1.1 Unacceptable lengths of detention in the Reporting Centre Holding Rooms continue to cause concern; detention times have been as long as 14hr 45m in these facilities, that often consist of just one room with a toilet cubicle in the corner of the room (see 5.2.5.1, 5.3.5.1, 5.4.5.1, 5.5.5.1, 5.8.5.1 and 5.9.5.1). Some detentions at Birmingham and Manchester Airport Holding Rooms have exceeded 24 hours. Whilst it is acknowledged that the Home Office has the legal right to detain in these facilities for up to 24 hours, the Board would once again repeat that these facilities are not suitable for all but brief stays, and seeks the Minister's assurance that action will be taken to minimise such long detentions in these facilities.
- 4.2.1.2 The subject of the detention of children and families in Airport and Reporting Centre Holding Rooms is again of concern. Whilst some improvements have been made (e.g: the provision of showers in Airport Holding Rooms, for which the Board has long campaigned), these facilities fall far short of those required. The Board seeks the Minister's assurance that focus will remain on minimising both the number and duration of detentions of minors in these facilities.
- 4.2.1.3 The movement of detainees needs to be addressed - in particular, long journey times caused by tortuous routes in order to maximise the occupancy of each escort vehicle by calling at as many facilities as can be included en route; and more importantly, the subject of movements during "unsociable hours" when detainees may be awakened in the very early hours to be subjected to long journeys (see 5.7.3.3).
- 4.2.1.4 The Board is also concerned that detainees are increasingly being left in Reporting Centre Holding Rooms after the scheduled opening times (see 5.2.7.2, 5.4.5.5, 5.5.7.2 and 5.7.3.3) and seeks assurance that this practice will be minimised. This can have an impact on detainee welfare, as it often results in longer periods of detention in the Holding Rooms, later journeys, and arrival at IRCs at a time when fresh meals may no longer be available for detainees. The Board believes that it is symptomatic of the ongoing problems that Tascor face in supplying escort crews and vehicles to service some of the Reporting Centres in a timely fashion. Whatever the trend behind the facts (e.g: detainees tending to report later in the day), the Board believes that detainees should be moved out of these short-term holding facilities in as timely a fashion as possible, thus improving the welfare of those detainees.

4.2.2 Home Office Immigration Enforcement

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

- 4.2.2.1 The Board again repeats its concerns about the inadequacy of the reception area at Pennine House (see 5.7.5.1) - this is the THIRD consecutive year in which this item has appeared in our Annual report. The Board urges priority to be given to improvements in this area.
- 4.2.2.2 Errors in the completion of IS91's continue to be recorded, particularly in the Sections 3 & 4 regarding Risk Factors IS91's (see 5.1.7.5 and 5.7.3.5). The Board notes a continued improvement from previous years, but the errors still give rise to concern, particularly in the Airport SEAs.
- 4.2.2.3 The Board again repeats its concern that the door of the toilet cubicle in the Holding Room at Loughborough is of inadequate length, and thus does not provide sufficient dignity for those detainees needing to use it (see 5.5.7.1). The same point was made in last year's report, and also in the report of the 2013 unannounced inspection by HMIP, but still at the time of writing this report, no action has been taken to rectify the situation, despite constant questioning by the Board

4.2.3 IMB Secretariat

- 4.2.3.1 The Board has already expressed its displeasure that the Secretariat failed to process applicants' paperwork for several months following interviews (see 6.1.1.4) - the Board is spending much extra time keeping those applicants' interest alive pending submission of their recommended appointments to the Minister. The Board will undertake a further recruitment exercise during 2015 and seeks assurance that the campaign will be properly supported by the Secretariat.

4.2.4 IMB National Council

- 4.2.4.1 The Board thanks the NC President for his visit and interest in our work, and for his support and guidance. The Board also notes the appointment of a new NC Representative for the IDE, and looks forward to working with her.

4.3 Other issues of serious concern or excellence

4.3.1 Relationships with Tascor and HOIE

- 4.3.1.1 The Board has continued to enjoy good working relationships with the above organisations during 2014; our meetings have been attended regularly by their representatives, and we note the quality contributions which they have made.
- 4.3.1.2 Rota Visit Reports are sent by members to both organisations within 24 hours, and are usually responded to in a short time scale. Written monthly reports summarising all these are submitted at each Board meeting for discussion, and have proved invaluable in moving situations forward.
- 4.3.1.3 The Board Chair continues to attend the IDE Chair's Forum and Detainee Welfare Forum meetings, and is pleased to report on the success of these in providing a vehicle to escalate the Board's concerns at a national level.

5 REPORTS OF THE SHORT TERM HOLDING FACILITIES

5.1 Birmingham Airport

5.1.1 Overview

The airside Holding Room is situated within the SEA (Secondary Examination Area), at the rear of the Immigration Hall, next to the UKBF offices.

5.1.2 Holding Room

The airside holding suite, before the commencement of the refurbishment programme, comprised of 2 Holding Rooms, one with a glass frontage measuring approximately 22' x 8', the other an internal room measuring approximately 13' x 8' - neither of these rooms has any beds, but detainees remaining in the facility overnight may lie across benched seating and can be provided with washable pillows and blankets, and there is a fixed recliner in one of the rooms. There are also 2 interview rooms, and separate toilets/washrooms for males and females, but there are no shower facilities. Detainees generally have freedom to move between all of these rooms. The small office area has basic office furnishings with flight and CCTV monitoring displays, plus a fridge and a drinks dispenser. There is a microwave cooking facility to enable heating of ambient meals, and other food can be obtained from the airport shops and cafés. A BT payphone, as well as a mobile phones and international phone cards, are available for use by detainees.

5.1.3 Holding Room Staff

There are always two DCOs on duty. The IMB continue to be impressed by the way they deal with the detainees and the concern they display for their welfare. They also have a very good working relationship with the UKBF staff.

5.1.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	75	63	102	97	337
Female	34	32	52	56	174
Total	109	95	154	153	511

5.1.4.1 There were a total of 511 detentions from some 63 different countries of origin. This represents an increase of 90 (21.4%) over the number of 421 detentions during 2013.

5.1.4.2 During the year 24 minors were detained in the Holding Room, a significant decrease of 21 (46.7%) over the figure of 45 in 2013. 5 of these minors (20.8%) were unaccompanied.

5.1.4.3 In 2014 the runway extension became operational, increasing the capability of the airport to receive more direct flights from the Asian subcontinent. There are already direct flights from China and India, and more expansion is expected. This is likely to result in a continued increase in the number of detentions.

5.1.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 6 hours	66	67	117	105	355
6 – 12 hours	29	22	26	25	102
12 - 18 hours	10	5	5	9	29
18 - 24 hours	4	0	4	9	17
> 24 hours	0	1	2	5	8
Total	109	95	154	153	511

5.1.5.1 The periods of detention ranged from 20 minutes to 35hrs 55m.

5.1.5.2 There have been a total of 70 overnight stays (i.e: detained before midnight and held until 05:00am), a significant increase of 16.6% over the 60 in 2013, and 52.2% over the 46 in 2012.

5.1.5.3 There were 54 detentions in excess of 12 hours, a slight reduction of 12.9% from the 62 last year. The number of 8 detained over 24 hours has increased by 60% compared with the 5 in 2013.

5.1.5.4 Average Lengths of Stay

Q1	Q2	Q3	Q4
6hrs 18m	5hrs 03m	6hrs 02m	5hrs 34m

The average Length of Stay during 2013 was 5hrs 56m, a slight improvement compared with the figure of 6hrs 24m for 2013.

5.1.6 Number of Visits

5.1.6.1 During 2014 there were a total of 49 monitoring visits made by the IMB to the airport. Some of these have included monitoring detainee removals up to the aircraft door, and also the escort of detainees through the public area from Terminal 2 to the Holding Rooms in Terminal 1.

5.1.6.2 25 notifiable incidents occurred during 2014 - the IMB were duly informed of all but 4 of these at the time. All related to detentions exceeding 20 hours and/or the detention of minors.

5.1.7 Issues

- 5.1.7.1 In July 2014 work on the long overdue refurbishment of the facility finally commenced. The work was originally scheduled to be completed within 8 weeks. The IMB is extremely disappointed that the work is still ongoing as this report is being prepared. Unfortunately the airport authorities do not appear to have given this project the priority it deserved, and the work appears to have been only fitted in between their other ongoing projects. For months there was only the quiet room and one interview room available to hold detainees - this caused problems, particularly when there were both males and females in detention, and there has been at least one occasion when detainees have been granted Temporary Admission or prevented from entering the Holding Rooms as a result. All this disruption caused additional pressure and workload on the DCOs, and it is commendable that they all coped with it so well.
- 5.1.7.2 A major factor in the refurbishment was to be the installation of shower facilities, something for which the Board has long campaigned in order to better provide for detainees' welfare, particularly with the increasing number of detainees coming from long-haul flights, and being detained overnight. The Board is very disappointed to report that work did not commence on the installation of shower facilities during 2014, the one aspect of the refurbishment project which will provide a clear contribution to detainee welfare. *[At the time of writing this report, plumbing for a shower facility has now been installed, but the facility is still not in use, awaiting a chlorification certificate]*
- 5.1.7.3 The Board has been concerned that the welfare of detainees has not always been given sufficient consideration when decisions are made about moving them. Sometimes detainees have been moved to an IRC, often at unsocial hours, to spend only a few hours there before being returned to the Holding Room for removal. On a number of such occasions the Board has questioned whether or not the detainees' welfare would have been better served by allowing them to remain at the airport until the time of their removal flight. The Board will continue to monitor such occurrences, particularly if and when shower facilities and mattresses are provided to improve the welfare of those remaining in the Holding Rooms overnight.
- 5.1.7.4 In the 2013 Annual Report, the Board highlighted the high level of detentions of families with minors. The Board is pleased to note that the number of minors detained has reduced during 2014 – however, we continue to believe that the facilities in the Holding Rooms are not of a sufficient quality to provide an appropriate level of care for minors. Due to the refurbishment work, as reported above, the conditions became even more unsuitable for minors and were on the verge of becoming unacceptable; hopefully the new family room, when completed, will improve the situation for the occasions when minors are detained.
- 5.1.7.5 The failure of UKBF staff to correctly complete form IS91 has been a serious concern to the Board since it began monitoring the Holding Rooms. The most common error is that the section relating to Risk Factors has no entries in it, which in the Board's consideration leaves both detainees and DCOs exposed. Despite receiving repeated assurances by UKBF, and an update to the form to make it easier for Immigration Officers to positively indicate that there are no Risk Factors, the errors continue to occur. The total number of IS91s checked in 2014 was 334, of which 80 were identified as incorrectly completed, representing an error rate of 24%. In the first half of the year it was 36%, and although there has been a welcome improvement in the second half to 15%, this is still far too high.

5.2 Birmingham Reporting Centre – Sandford House

5.2.1 Overview

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

5.2.2 Holding Room

The facility has one Holding Room which is used for males, females and families, although the room is rarely shared by families. There are separate toilets for males and females, and baby changing facilities are available. The Holding Rooms are open Monday to Friday from 08:30 to 16:30.

- 5.2.2.1 The Holding Room, which measures approximately 14' by 19', is monitored by the DCOs and is covered by CCTV, recordings being retained for 120 days. There are 6 seats set around a fixed table in the middle of the room, with additional bench seating for 4 persons.
- 5.2.2.2 The provision of food is a café range of sandwiches, with the option of ambient meals. There are also supplies of biscuits, fruit, crisps, hot and cold drinks available.
- 5.2.2.3 There is a complaints box within the Holding Room. Complaint forms are available in some 16 different languages. The box is opened by a CIO regularly.
- 5.2.2.4 There is a BT telephone available, and there are a number of mobile phones which can be used by detainees using their own SIM card. The BT telephone takes incoming calls.
- 5.2.2.5 Magazines, some in foreign languages, continue to be provided. Additional items include reading books plus the Koran, Holy Bible, children's toys and activity packs.
- 5.2.2.6 The only ventilation in the office part of the Holding Room is a small fan; the Holding Room relies on ventilation provided by a centrally controlled air conditioning system for the whole building.

5.2.3 Holding Room Staff

There are two DCOs based at Sandford House. Their working environment is restrictive, with office space measuring approx. 19' by 6' containing a desk and filing cabinets etc., leaving limited space for searches. A room opposite the Holding Room is occasionally used for such purposes

- 5.2.3.1 The working relationship between the DCOs continues to be positive, caring and professional. This is also reflected in the manner in which they treat detainees, often in stressful circumstances.

5.2.4 Occupancy

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

	Q1	Q2	Q3	Q4	Total
Male	42	39	88	77	246
Female	14	9	15	14	52
Total	56	48	103	91	298

5.2.4.1 The 298 detentions came from some 40 different countries of origin with 127 (42.6%) coming from 3 countries, namely 48 (16.1%) from Pakistan, 43 (14.4%) from India and 36 (12.1%) from Afghanistan.

5.2.4.2 An incident occurred on November 13th 2014, when a detainee drank some liquid soap and then tried to hang herself, having previously been declared fit to travel by a paramedic who was called after she collapsed; she was placed on continued watch by the DCOs, and subsequently released from detention as Tascor did not have a suitable crew available to escort her to an IRC.

5.2.4.3 An incident involving the use of Control & Restraint (C&R) occurred in the Holding Rooms on November 26th 2014. Because of the male detainee's previous record, an escort crew was already awaiting his detention when he reported to the centre. He became aggressive when told he was going to be searched by the escort crew, at which point C&R was used by IOs and the escort crew in order to apply handcuffs to him. He was subsequently escorted to Solihull Police Station. The IMB was notified of this incident as soon as practicable after the event.

5.2.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	2	0	4	3	9
1 - 2 hours	7	5	12	5	29
2 - 3 hours	13	11	17	14	55
3 - 4 hours	14	9	23	22	68
4 - 5 hours	6	11	16	14	47
5 - 6 hours	7	5	8	14	34
6 - 7 hours	3	7	12	6	28
7 - 8 hours	4	0	3	9	16
8 - 9 hours	0	0	5	2	7
> 9 hours	0	0	3	2	5
Total	56	48	103	91	298

5.2.5.1 The periods of detention ranged from 20 minutes to 10hrs 45m.

5.2.5.2 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 47m	3hrs 53m	4hrs 13m	4hrs 29m

5.2.5.3 The average length of stay during 2014 has increased slightly to 4hrs 10m, compared with 4hrs 04m in 2013. There has been an increase in the number detentions in excess of 6 hours, from 41 (16.1%) of the 255 detained in 2013, to 56 (18.8%) of the 298 detained this year.

5.2.5.4 Of the 298 detainees held, 147 (49.3%) were held after the scheduled closing time of the Holding Room of 16:30 – this is a significant increase from the figures of 70 (27.5%) in 2013. 66 (44.9%) of these were held after 18:00, and 17 (11.6%) after 19:00, with the latest being held until 21:05.

5.2.6 Number of Visits

The Board aims to carry out fortnightly monitoring visits to Sandford House. With only 2 members available to visit sites in the Midlands, a total of 19 monitoring visits were made in 2014 by the IMB to the Reporting Centre.

5.2.7 Issues

5.2.7.1 Whilst the overall average length of stay during 2014 has only increased slightly, the quarterly figures in section 5.2.5.1 above show that the average length of stay has steadily increased (i.e: worsened) during the year. The Board will continue to monitor lengths of stay, and question any detention which it feels is unduly long.

5.2.7.2 The Board remains concerned at the large increase in the number of detentions lasting well beyond the scheduled closing time of the Holding Rooms (see 5.2.5.4 above). The Board will continue to monitor and seek explanations for every detention that is considered excessive or delayed because of perceived shortcomings in the process.

5.3 Leeds Reporting Centre – Waterside Court

5.3.1 Overview

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

5.3.2 Holding Room

5.3.2.1 The Holding Room measures approximately 16' by 20', and contains separate toilets for males and females, each with a wash basin, toilet and baby changing facilities. Within the room there is a television, a drinking fountain and a fixed table with four seats attached to it.

5.3.2.2 There is an ample supply of magazines and newspapers in a variety of languages. A drinks vending machine is situated in the reception area, from which detainees are provided with drinks at no cost, and there is a range of sandwiches available. As well as information notices, the walls have colourful posters on them which make the room look bright and cheerful. There is no natural light, no ventilation and no provision for exercise

5.3.2.3 A clearly marked complaints box is fixed on one wall and is opened by the HOIE staff regularly.

5.3.2.4 The Holding Room has a BT payphone which will accept incoming calls for the use of detainees.

5.3.3 Holding Room Staff

There are normally two DCOs on duty; one male and one female. The staff carry out their duties in a professional manner and the facility has run smoothly and efficiently during 2014.

5.3.4 Occupancy

During the reporting year the total number of detainees held at Waterside Court was 249. This represents a doubling of the 2013 figure of 124.

	Q1	Q2	Q3	Q4	Total
Male	32	57	67	66	222
Female	10	5	9	3	27
Total	42	62	76	69	249

5.3.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	3	3	1	0	7
1 - 2 hours	13	6	4	2	25
2 - 3 hours	4	6	12	12	34
3 - 4 hours	10	14	11	13	48
4 - 5 hours	2	17	17	13	49
5 - 6 hours	10	8	10	8	36
6 - 7 hours	0	4	7	10	21
7 - 8 hours	0	2	10	6	18
8 - 9 hours	0	1	1	4	6
> 9 hours	0	1	3	1	5
Total	42	62	76	69	249

5.3.5.1 The periods of detention ranged from 5 minutes to 13hrs 05m.

5.3.5.2 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 12m	4hrs 07m	4hrs 52m	4hrs 53m

5.3.5.3 The average length of stay for the year was 4hrs 24m; this represents a considerable increase from 2hrs 27m last year.

5.3.6 Number of Visits

During 2014 there were a total of 17 monitoring visits made by the IMB to the centre.

5.3.7 Issues

5.3.7.1 The Board is concerned that the Average Length of Stay at Waterside Court has almost doubled from 2hrs 27m during 2013 to 4hrs 24m during 2014, coinciding with a doubling of the number of people detained in the facility. The Board will continue to monitor lengths of stay, and will raise concerns when it feels this is impacting on the welfare of detainees.

5.4 Liverpool Reporting Centre – Capital Building

5.4.1 Overview

The facility in the Capital building was opened in early May 2011, to replace that at Reliance House.

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

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

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

5.4.2 Holding Rooms

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

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

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

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

5.4.3 Holding Room Staff

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

5.4.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	20	23	108	149	300
Female	4	9	16	28	57
Total	24	32	124	177	357

- 5.4.4.1 The start of 2014 saw continued low levels of occupancy at Liverpool, with fewer than 10 detentions in most months, and the frequency of IMB visits at one per month was deemed to be satisfactory. In August the Capital building became the main centre for a campaign targeting so-called “sham marriages”. The result of this was that the numbers detained increased considerably, and the Board adjusted its monitoring priorities to make two visits per month
- 5.4.4.2 This increase in occupancy had a considerable effect on the average length of stay and the time that transfers from the facility took place. This had a detrimental effect on the staff as their working day was often extended without notice, with 205 of the 357 (57.4%) movements taking place after the scheduled closing time of 17:00, and on one occasion not until after midnight. It also had a knock-on effect on Pennine House where most detainees were initially transferred. There were a few occasions when detainees at Manchester Airport could not be accommodated at Pennine House as it was already full.
- 5.4.4.3 By the end of the year these issues had started to be addressed by Tascor in a positive manner, but the Board still has concerns that a few detainees from Liverpool are moved late in the day to more distant IRCs such as Yarl's Wood.
- 5.4.4.4 There have been 2 Serious Incidents this year, and both took place during an IMB visit. One was a serious medical issue and the other was an issue of passive resistance. Both were handled well by the Tascor staff present.

5.4.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	1	0	4	5	10
1 - 2 hours	4	1	14	16	35
2 - 3 hours	4	15	23	42	84
3 - 4 hours	5	8	23	36	72
4 - 5 hours	3	4	22	32	61
5 - 6 hours	5	3	11	17	36
6 - 7 hours	1	1	12	13	27
7 - 8 hours	1	0	8	5	14
8 - 9 hours	0	0	6	2	8
> 9 hours	0	0	1	9	10
Total	24	32	124	177	357

5.4.5.1 The periods of detention ranged from 30 minutes to 14hrs 45m.

5.4.5.2 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 49m	3hrs 30m	4hrs 12m	4hrs 11m

- 5.4.5.3 The average length of stay was well below 4 hours in the first two quarters of the year, but rose to above 4 hours for the last two quarters. This can be explained by the fact that detainees arrive at various times of the day and are usually moved by one van when the last detention has taken place.
- 5.4.5.4 59 of the 357 detentions (16.5%) lasted over 6 hours, with 18 (5.0%) lasting over 8 hours.
- 5.4.5.5 The Board is concerned at the number of detentions of 6 hours or more, and the occasion when 5 detainees were not escorted from the Holding Rooms until 00:45 (after midnight), but is happy to note that improvements have started to be made towards the end of the year.

5.4.6 Number of Visits

- 5.4.6.1 During 2014 there were a total of 14 monitoring visits made by the IMB to the centre. The increase in the number of detentions is expected to continue, so the Board plans to make more visits to the centre in 2015. This will place a burden on those members carrying out these visits, as the Board still has no member living within 40 miles of Liverpool.

5.4.7 Issues

- 5.4.7.1 The Board does feel that the large increase in those detained during the latter part of the year was started without due consideration given to putting into place plans to deal with all of the repercussions. The Board is now satisfied that these issues have been addressed but hopes that lessons will be learned from the experience.

5.5 Loughborough Reporting Centre

5.5.1 Overview

Loughborough is the HOIE's Reporting Centre based in Loughborough town centre. Officers of the Local Immigration Team East Midlands are based in the building and conduct operations in the community which lead to detentions. Others are identified for detention and/or removal upon reporting. The Loughborough facility has been open since August 2006, with the Holding Room opening in October of the same year.

5.5.2 Holding Room

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

There are baby changing facilities.

- 5.5.2.1 The Holding Room can accommodate 10 detainees. To facilitate this there is one table with four fixed seats, and the remaining fixed seating is placed against two walls.
- 5.5.2.2 There is a BT telephone available which accepts incoming calls, and a number of mobile phones are available for use by detainees using their own SIM card.
- 5.5.2.3 There are notices relating to 'brochures of information' on the wall in 15 different languages.
- 5.5.2.4 There are adequate supplies of books and magazines in various languages for adults. In addition, for children, there are Activity packs, children's books and board games.
- 5.5.2.5 A supply of cold drinks, crisps, biscuits and fresh fruit is provided inside the Holding Room, to which detainees can help themselves; detainees are regularly offered other hot and cold drinks and food.
- 5.5.2.6 The Holding Room has two fans for air circulation. Special exercises are carried out at Loughborough and these result in as many as 10 detainees, both male and female, being held in the Holding Room at the same time.
- 5.5.2.7 There is a complaints box within the Holding Room. Complaint forms are available in many different languages. The box is opened by a member of staff from HOIE daily.

5.5.3 Holding Room Staff

There are two DCOs based at Loughborough, working 8 hour shifts for 3 days a week. Both are tasked from Tascor's Morton Hall base, to work in the Holding Room on the days it is open. Their working environment is restrictive with an office space measuring approx. 18' by 6', with filing cabinets, desk etc. - this leaves little free space for searches etc.

- 5.5.3.1 The working relationship between the DCOs and detainees is positive, caring and professional. The IMB remain impressed by the competence and professionalism of the DCOs.

5.5.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	50	40	47	37	174
Female	16	4	13	6	39
Total	66	44	60	43	213

5.5.4.1 During the year the total number of detainees held at Loughborough was 213 - this represents an increase of 54 (34.0%) on the 159 held during 2013. No minors were detained in the facility during 2014.

5.5.4.2 There have 14 occasions during 2014 when unrelated males and females have been detained in the Holding Room at the same time. There is only one toilet within the Holding Room which has to be shared by both males and females, but fails to provide appropriate respect for detainees as it is not well screened.

5.5.4.3 The 213 detentions came from 27 different countries of origin. The largest proportion of detainees, 79 (37.1%), came from India.

5.5.4.4 On 4 occasions during the year, a large number of people (upwards of 30 at a time) have been brought to the Reporting Centre for further investigation following special enforcement operations. These numbers put a huge strain on the Holding Room and the adjacent interview rooms; however, the DCOs have been very careful to ensure that no more than 10 people are detained in the Holding Room at any one time, and the Board is satisfied that the DCOs have acted properly in order to ensure that the detainees' welfare is safeguarded.

5.5.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	9	3	0	0	12
1 - 2 hours	10	4	6	4	24
2 - 3 hours	14	18	13	13	58
3 - 4 hours	7	10	10	8	35
4 - 5 hours	12	6	14	9	41
5 - 6 hours	5	1	7	5	18
6 - 7 hours	3	1	7	2	13
7 - 8 hours	4	1	3	2	10
8 - 9 hours	2	0	0	0	2
> 9 hours	0	0	0	0	0
Total	66	44	60	43	213

5.5.5.1 The periods of detention ranged from 22 minutes to 9hrs 00m.

5.5.5.2 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 31m	3hrs 00m	4hrs 10m	3hrs 48m

5.5.5.3 The average length of stay during 2014 was 3hrs 39m, very similar to the figure of 3hrs 44m in 2013. The number of detentions in excess of 6 hours has remained fairly constant, with 25 (11.7%) this year compared with the 26 (16.4%) of the 178 held in 2013.

5.5.5.4 Of the 213 detainees held, 94 (44.1%) were held after the normal closing time of the Holding Room of 17:00 hours. This represents an increase from the 55 (34.6%) in 2013. 65 of these late detentions (69.1%) resulted in a longer than average detention time.

5.5.6 Number of Visits

The Board aims to carry out fortnightly monitoring visits to Loughborough. With only 2 members available to visit sites in the Midlands, a total of 20 monitoring visits were made in 2014 by the IMB to the Reporting Centre.

5.5.7 Issues

5.5.7.1 As recorded in 5.5.4 above, there have been a number of occasions (14) when unrelated males and females have been held in detention at the same time, in a Holding Room that has only one toilet which fails to provide adequate screening. The Board raised this issue in the 2013 Annual Report, and is very disappointed that no action has been forthcoming during 2014 to alter the size of the door in order to provide more dignity for those needing to use the toilet facility. The Board notes that the same issue has been raised by HMIP in the report of their unannounced inspection of the Holding Room in August 2013, which recommends that *(2.2) unrelated male and female detainees and families should not be held in the same holding room, and (2.4) the toilet door should be adequately screened and should have a seat.*

5.5.7.2 The Board acknowledges that the average length of stay in the Holding Rooms has remained fairly constant from the previous year. However, the number and percentage of detainees held after the scheduled closing time of the Holding Rooms (see 5.5.5 above) has increased. The Board will continue to monitor and seek explanations for every detention that is considered excessive or delayed because of perceived shortcomings in the process.

5.6 Manchester Airport

5.6.1 Overview

The Holding Room is situated Airside within the SEA (Secondary Examination Area), close to the HOIE Area in Terminal 2. Unlike Heathrow Airport, where each terminal has a Holding Room, the Holding Room at Manchester also serves the needs of Terminals 1 and 3. All moves between terminals are completed Airside. The only moves required between Airside and Landside are those between the SEA Holding Room and Pennine House.

5.6.2 Holding Room

The Holding Room consists of an office area with luggage and food storage, plus a microwave oven and drinks machine. Daily newspapers are available. The Holding Room itself is overlooked through windows by the office area and has seating areas, some with tables, a television and some children's toys. There is a recliner for one person, and last year two large beanbags were added. Leading off this room are separate male and female toilets, with hand washing facilities.

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

5.6.3 Holding Room Staff

The work is sporadic and staff may spend hours with no occupancy, but are very busy when people are to be moved to aircraft. This can mean additional staff having to be deployed from Pennine House.

- 5.6.3.1 The lack of kitchen facilities for Tascor staff has been noted before and is a continuing concern.
- 5.6.3.2 IMB Rota Visit Reports consistently record that Tascor staff treat people in a secure, efficient, respectful and non-confrontational way. We find the staff helpful to us, and that detainees are satisfied with their treatment and care by the staff.
- 5.6.3.3 The Board has had good cooperation from Immigration Officers when members have made further enquiries of them concerning issues over detainees.

5.6.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	199	171	191	186	747
Female	34	46	57	52	189
Minors	3	5	2	6	16
Total	236	222	250	244	952

5.6.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 8 hours	206	185	224	201	816
8 - 12 hours	19	22	17	29	87
12 - 18 hours	5	4	7	4	20
18 - 24 hours	3	5	1	3	12
> 24 hours	1	0	0	4	5
Total	234	216	249	241	940*

*This figure does not include 12 instances when detainees stayed past midnight and therefore were counted twice in the Occupancy table above.

5.6.5.1 The total number of detainees held during 2014 is 9 more than during 2013, and continues the high level of occupancy compared with the 603 held in 2012.

5.6.5.2 It will be noted that 16 minors have been held during the year, down from 25 last year. It is of concern to the Board that 39 people were detained for longer than 12 hours and that this figure included a number of minors.

5.6.6 Number of Visits

5.6.6.1 62 monitoring visits have been made during the reporting period. The Board aims to make 104 visits per annum, but as in 2013, the Board's complement has been low and a full number of visits has not been possible. 2015 is likely to be even more difficult for the Board.

5.6.6.2 The Board monitored 1 removal to the aircraft door in 2014.

5.6.7 Issues

5.6.7.1 As in previous years, the main issue with the SEA Holding Room concerns its fitness for detaining people for longer periods, and especially overnight. Many of these people will have come from long haul flights, and some face another similar flight when they leave the room. Minors are often included in these stays, as they are more likely to face a longer stay than an adult due to reasons explained in our three previous reports. It has been agreed that much-needed showers will be provided in the facility, but this has not been achieved in 2014. *[At the time of writing this report, plumbing for a shower facility has now been installed, but the facility is still not in use, awaiting a chlorification certificate]*

5.6.7.2 Whilst the Board remains content with the facilities for the detention of adults for up to 8 hours, we do not believe that this facility, as it is at the moment, is fit for the purpose of detaining children, or for the detention of adults for over 8 hours. 124 people (13.2%) were detained for over 8 hours in the year. This is a rise of 18 from the numbers detained for over 8 hours in 2013.

5.6.7.3 A lack of kitchen facilities in the office area has been reported in every annual report so far, and remains a concern. The suggested solution for DCOs to use the Border Force kitchen facilities has not proved practical.

5.7 Manchester Airport – Pennine House

5.7.1 Overview

Pennine House is a 32-bed residential Short Term Holding Facility, situated landside at Manchester Airport Terminal 2. It was opened in December 2008, and the IMB monitoring began shortly afterwards. The facility is spread over two floors, with a secure vehicle bay (where a Portaloo has recently been sited) at entry level, leading to a reception area with a medical room, manager's office and visitor room; through a secure door there is a luggage and general store area. Upstairs the facility runs along a single corridor with bedrooms, two of which are usually used for female detainees; one is fitted with a television and an intercom directly linked to reception, and can be used for vulnerable detainees of either gender. At one end of the corridor is a staff room.

5.7.2 Holding Facility

- 5.7.2.1 In addition to the bedrooms, there are detainee showers and toilets, a kitchen and dining room, and a lounge at the opposite end of the corridor to the staff room.
- 5.7.2.2 Two smoking/fresh air areas lead off of this corridor, but detainees have to be escorted to make use of these. They are on the ground floor reached via a metal open stairway. Between these there is a boiler/services room.
- 5.7.2.3 There are no external windows, and thus there is no natural light within the facility. Televisions, phones, computers, books, daily papers and games are available. Nursing care is provided continuously (i.e. 24 hours every day).
- 5.7.2.4 As well as the IMB, the airport chaplains and MIDST also visit the facility regularly.
- 5.7.2.5 The centre is used to house people detained at all three terminals of the airport, people being moved from Dungavel IRC to other IRCs further south and vice versa, and also to hold people detained at various police stations and reporting centres. It is a busy place.
- 5.7.2.6 A good range of food is available which reflects the varied cultures from which detainees may come. Meals are preselected in advance and then prepared by staff.

5.7.3 Holding Facility Staff

IMB Rota Visit Reports again consistently record that Tascor staff treat detained people efficiently, respectfully and in a non-confrontational way. They often go the "extra mile" to help people. This is reflected in the comments made to us by detainees. We have found staff to be positive and helpful to us when we carry out our duties. We continue to be impressed by the professionalism and care shown to detainees in a state of distress.

- 5.7.3.1 The Duty Manager has always been willing to provide a short briefing before we enter the secure area, and the Board has had access to all relevant records and statistics relating to the centre.
- 5.7.3.2 Staffing levels during 2014 has generally improved, although there have still been occasions when Pennine House staff are involved in escorting detainees to the local hospital. This requires three staff and can leave Pennine House short-handed, especially at night.

5.7.3.3 As in the last 2 years, the Board continues to be concerned when detainees are moved at unsocial times. During 2014 we have looked into this more closely and have produced a thematic report on the subject. The conclusions of this report are as follows:-

1. The Board is not surprised at the large number of unsocial moves that are recorded in this report (197 in the period January-March 2014), as we have been recording a snapshot of such moves in our rota reports for some time, and have been concerned that they have been on the increase.
2. Even one move at an unsocial time is one too many, unless it is in the interests of the detainee being moved.
3. The Board do not believe that any of these moves are done with the welfare and interests of the detainee as the first consideration.
4. The Board believes that all of these moves have everything to do with the operating policies of the organisation planning the moves, in order to maximise the use of their transport.
5. The significant number of moves recorded to and from IRC Dungavel does beg the question as to whether the establishment is in the right location. At present there is no IRC in the North West - the Board feels that perhaps there should be.

5.7.3.4 The Board continues to report on the number of occasions that the limited nature of the Reception provision has resulted in visitors being delayed, or even being turned away without being able to make their visit. Staff do everything to ensure that visits take place, even if it means delaying visits to times outside the official visiting hours or allowing extra time for the visit, but this is not always possible. A portable toilet is now situated in the vehicle bay, and a small roof has been installed near to the entrance under which visitors may shelter. Neither is a complete answer to the issues.

5.7.3.5 The Board continues to monitor IS91 forms as well as other paperwork. We have previously reported our concern at the shortcomings evidenced in the completion of the Risk Assessment section, in particular. In 2014 we examined a total of 816 IS91 forms and found that 54 (6.6%) were not fully completed. This is a very slight reduction from last year, but remains a concern.

5.7.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	1465	1301	1386	1549	5701
Female	166	135	229	235	765
Total	1631	1436	1615	1784	6466

5.7.4.1 Pennine House does not accept minors. There have been no occasions when a detainee has been held at Pennine House beyond the stated maximum of 5 nights (or 7 nights, if Removal Directions have been set).

5.7.4.2 The number of bed nights at the facility in 2014 was 6,466 which is very slightly down by 72 (1.1%) from 2013; this represents 3564 individuals, as recorded by HOIE. It remains a very busy place. The three most represented nationalities were Pakistan (39.1%), India (7%) and Bangladesh (6.1%).

5.7.4.3 There were a total of 26 Serious and Reportable Incidents at Pennine House and Manchester Airport SEA during 2014, as follows:-

- 3 Long stays
- 10 Detentions of a minor
- 2 Medical
- 6 Self Harm/Opening of an ACDT
- 1 Passive resistance
- 1 Airport incident
- 1 Food refusal
- The Board was also notified on 2 occasions when Pennine House was left short staffed due to staff escorting detainees to hospital

1 of the above incidents required an extra visit by the IMB; 5 occurred while a Board member was on a routine rota visit; 1 incident was not reported to the IMB, but identified in the Tascor incident file on a subsequent rota visit and followed up; 3 incidents required a response from HOIE.

5.7.4.4 69 monitoring visits were made to Pennine House during 2014. This is a further reduction from the 74 visits made in 2013, and well below the 104 (i.e: two visits per week) that the Board feels would provide the optimum level of monitoring. The Board continues to be unable to visit as often as it would wish due to low numbers.

5.7.5 Issues

5.7.5.1 As with previous reports, the overriding issue at Pennine House remains the limited nature of the Reception area and the impact this can have on staff, detainees and visitors. This is the only entrance to the facility, and if an incident or other event is occurring in the Reception area, then for security reasons no one can enter or egress the facility. As mentioned above, the Board has observed this causing delays to the entry of detainees, who then have to wait in vans, or their eventual removal to another centre. We have also observed this delaying visits, and even leading to their cancellation. The Reception area also has no toilet provision, and we believe that this is needed for staff, detainees and visitors. The Board also believes that the present arrangement represents a security risk, and a separate entry for visitors would address this issue. We had expectations that work would be taking place in this financial year to improve the situation, but were informed in December that it will now not take place until at least the new financial year commencing in April 2015.

5.7.5.2 The Board will continue to inspect paperwork, and repeats the hope that there will be further reductions in the number of IS91s that are not fully completed.

5.7.5.3 The Board repeats that it would hope to see vigorous action being taken by all concerned to reduce the number of journeys taken at unsocial times.

5.8 Salford Reporting Centre – Dallas Court

5.8.1 Overview

Dallas Court is the HOIE's Reporting Centre and Holding Room based in Salford. Officers of the Local Immigration Team are based in the building and conduct operations in the community which lead to detentions. Others are identified for detention on reporting at the Centre.

5.8.2 Holding Rooms

The main holding area consists of two identical Holding Rooms. Each room has a toilet and hand washing facilities, and there is also a baby changing facility. There is a table with bench seating. A small flat screen television is positioned on one wall. There is a BT telephone available, and also a mobile phone which can be used by detainees using their own SIM card.

- 5.8.2.1 There are notices relating to 'brochures of information' on the wall in 11 different languages. There are adequate supplies of books and magazines in various languages. In addition there are also jig-saws, puzzle books and children's toys.
- 5.8.2.2 There is a 'Transit' Holding Room and office which is next door to the main Holding Room but quite separate from it. This is used by transit staff as a comfort stop when transporting detainees over long distances. This room is equipped in a similar manner to the main Holding Room but has the advantage of windows which makes the room much brighter.
- 5.8.2.3 CCTV covers all Holding Rooms and is monitored by the main Holding Room staff.
- 5.8.2.4 There is also a complaints box in each room which is regularly checked and emptied by a member of HOIE staff.

5.8.3 Holding Room Staff

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

5.8.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	74	113	118	94	399
Female	20	12	19	12	63
Total	94	125	137	106	462

- 5.8.4.1 The above figure of 462 detentions represents a slight decrease in the number of detentions (476) in 2013.

5.8.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	7	10	16	9	42
1 - 2 hours	12	18	17	7	54
2 - 3 hours	23	33	26	19	101
3 - 4 hours	17	28	27	17	89
4 - 5 hours	19	19	18	21	77
5 - 6 hours	8	5	8	14	35
6 - 7 hours	6	5	8	10	29
7 - 8 hours	2	6	9	0	17
8 - 9 hours	0	1	3	5	9
> 9 hours	0	0	5	4	9
Total	94	125	137	106	462

5.8.5.1 The periods of detention ranged from 15 minutes to 10hrs 55m.

5.8.5.2 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 30m	3hrs 22m	3hrs 49m	4hrs 13m

5.8.5.3 The average length of stay for the whole year was 3hrs 43m, an increase from the figure of 3hrs 05m during 2013.

5.8.5.4 38.1% of all detentions were in excess of 4 hours, with 13.9% exceeding 6 hours. These figures represent a significant deterioration over the 2013 figures (27.3% and 7.3% respectively).

5.8.6 Number of Visits

During 2014 there were a total of 17 monitoring visits made by the IMB to the centre. This was due to a lack of IMB members available.

5.8.7 Issues

5.8.7.1 The Board remains concerned at the numbers of detainees held in excess of 4 hours. The figure of 38.1% represents 176 detainees who were detained for over 4 hours, 64 of whom were held for over 6 hours, and 18 of whom were held for over 8 hours. The Board will continue to monitor the length of detentions, and would expect a reduction of longer stays throughout 2015.

5.8.7.2 183 detentions (39.6%) extended beyond the scheduled closing time of the Holding Rooms. This can result in detainees not arriving at their destination IRCs until after such time as hot meals may be available. It also results in the Holding Rooms sometimes being staffed by DCOs who are not so familiar with the record keeping required, thus sometimes making it difficult for the Board to accurately monitor activity from the Holding Room Logs. The Board will continue to monitor this aspect, and will raise concerns if it feels the welfare of detainees is being compromised.

5.9 Sheffield Reporting Centre – Vulcan House

5.9.1 Overview

Vulcan House is a multi-storey building occupied by HOIE. The Holding Room is in the middle of the ground floor area, close to the reporting area. It is a long walk, along corridors being used by HOIE staff, between the Holding Room and the loading bay where the escort vehicles park.

5.9.2 Holding Rooms

The Holding Room measures approx. 17' x 20' with a toilet in one corner containing a wash basin and WC. Within the Holding Room there is a baby-changing unit, a television fixed high on the wall, a drinking water fountain, and a fixed table with four seats attached to it. There is a row of four seats fixed to the wall at the back of the room. As well as information notices, the walls have colourful posters on them which make the room look bright and cheerful. There is no natural light, no ventilation and no provision for exercise.

- 5.9.2.1 The reception area has a viewing window along the length of one wall and this gives the DCOs a clear view of the room.
- 5.9.2.2 There is an ample supply of magazines and newspapers in a variety of languages.
- 5.9.2.3 A drinks vending machine is situated in the reception area, and detainees are provided with drinks from it at no cost. Food is available locally for detainees as and when required.
- 5.9.2.4 A clearly marked complaints box is fixed on one wall and is opened by the HOIE staff regularly.
- 5.9.2.5 The Holding Room has a BT payphone for the use of detainees. The Vodafone mobile telephone network is the only one that can be used in the building. There is a mobile telephone that detainees can use with their own SIM card if it is a Vodafone one - otherwise the DCOs allow their office telephone to be used by passing it through a small hatch into the Holding Room.

5.9.3 Holding Room Staff

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

5.9.4 Occupancy

	Q1	Q2	Q3	Q4	Total
Male	16	14	28	19	77
Female	4	4	5	6	19
Total	20	18	33	25	96

Occupancy during 2014 remains at a similar level to that recorded in 2013.

5.9.5 Lengths of Stay

	Q1	Q2	Q3	Q4	Total
< 1 hour	0	0	0	0	0
1 - 2 hours	2	3	6	3	14
2 - 3 hours	6	6	4	4	20
3 - 4 hours	4	5	7	7	23
4 - 5 hours	4	3	5	3	15
5 - 6 hours	4	0	6	5	15
6 - 7 hours	0	1	3	3	7
7 - 8 hours	0	0	1	0	1
8 - 9 hours	0	0	0	0	0
> 9 hours	0	0	1	0	1
Total	20	18	33	25	96

5.9.5.1 The periods of detention ranged from 1hr 10m minutes to 10hrs 50m.

5.9.5.2 Average Lengths of Stay

Q1	Q2	Q3	Q4
3hrs 43m	3hrs 05m	4hrs 07m	3hrs 58m

5.9.5.3 The Average Length of Stay during was 3hrs 48m, which is similar to the figure of 3hrs 47m during 2013. The shortest detention was 1hr 10m, and the longest detention was 10hrs 50m.

5.9.6 Number of Visits

During 2014 there were a total of 17 monitoring visits, once every 3 weeks, made by the IMB to the centre.

5.9.7 Issues

5.9.7.1 Whilst the Board is concerned that one detention lasted for over 10 hours, there are no ongoing issues causing concern to the Board at Vulcan House.

6 THE WORK OF THE INDEPENDENT MONITORING BOARD

6.1 Activities of the Board

- 6.1.1.1 The year has been another difficult one for the Board – the statistics below show the number of members on the Board has fallen well below the complement, and it is to members' credit that the number of monitoring visits made to the 8 disparate geographical sites covered by the Board remains equitable with the previous year.
- 6.1.1.2 Three members, all appointed in 2013, resigned during the year for personal reasons. The Board lost one experienced member at the end of the year due to Tenure. One new member transferred to us from a Prison Board, although the transfer process took many months at a time when the Board was already very stretched.
- 6.1.1.3 The further reduction in our numbers has created practical difficulties in monitoring sites, and unfortunately members have not been able to undertake Rota Visits with the frequency we believe should be achieved.
- 6.1.1.4 To address the above problems, the Board undertook a recruitment exercise during the year, with interviews being held in September 2014. The interview panel recommended the appointment of 5 of the 8 candidates interviewed. Unfortunately it transpired at the end of the year that there had been little or no progress made in advancing the appointment of the candidates, and at the time of writing (some 5 months after the interviews), the Secretariat and HOIE are having to request re-submission of documentation from the candidates in support of their DBS and CTC checks, prior to being able to submit the recommendation of their appointments to the Minister.
- 6.1.1.5 Despite difficulties, all members remain fully committed to their duties in ensuring that the care and welfare of detainees is adequately monitored, and in particular members are to be commended for their team work and support given to the Chair.

6.2 Board Statistics

Recommended Complement of Board Members	18
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	7
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	4
Number of Board meetings during the reporting period	11
Number of attendances at Board meetings	76
Number of attendances at meetings other than Board Meetings and Rota Visits (e.g: Incidents, Forums, Secretariat etc.)	28

6.3 Visits made to Short Term Holding Facilities

Birmingham Airport	49
Birmingham Reporting Centre - Sandford House	19
Leeds Reporting Centre - Waterside Court	17
Liverpool Reporting Centre - Capital Building	14
Loughborough Reporting Centre	20
Manchester Airport - Pennine House + SEA (combined visits)	69
Salford Reporting Centre - Dallas Court	17
Sheffield Reporting Centre - Vulcan House	17
Total number of visits to the Short-Term Holding Facilities <i>(excludes Board and other meetings)</i>	222

Note re. Statistics included in this report.

Data included in this report has been compiled from members' observations of Holding Room Log Sheets held at each STHF. However, due to the cut-off dates on which these sheets are sent away to a central Tascor office, where they also undergo a data verification process, it is possible that the IMB-collated figures may differ slightly from those supplied to HOIE.

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

For and on behalf of the IMB North & Midlands

Dave Dusgate
Chair of the IMB, North & Midlands

7 GLOSSARY

GLOSSARY OF ABBREVIATIONS USED

C&R	Control & Restraint
CIO	Chief Immigration Officer
DCO	Detention Custody Officer
DOM	Duty Operations Manager
DEPMU	Detention, Escorting & Population Management Unit
HMCIP	Her Majesty's Chief Inspector of Prisons
HMIP	Her Majesty's Inspectorate of Prisons
HOIE	Home Office Immigration Enforcement
IMB	Independent Monitoring Board
IDE	Immigration Detention Estate
IO	Immigration Officer
IRC	Immigration Removal Centre
IS91	Authority To Detain
MIDST	Manchester Immigration Detainee Support Team
STHF	Short Term Holding Facility
UKBF	United Kingdom Border Force

8 MAP OF LOCATIONS MONITORED BY THE NORTH & MIDLANDS STHF INDEPENDENT MONITORING BOARD



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

20 miles

25 km