



Campsfield House
Immigration Removal Centre

Annual Report
For 2014

This report covers the period from
1st January 2014 - 31st Decembers 2014

The Report meets the requirement of clause 64 of the
Detention Centre Rules 2001

Data has been provided to the IMB by
IMB Members Campsfield House

Centre Manager MITIE Care and Custody Campsfield House IRC

Home Office Immigration Enforcement

Diversity Manager Campsfield House

Religious Manager Campsfield House

Healthcare Manager Campsfield House

Health and Safety Manager Campsfield House

Security Manager Campsfield House

Data has been taken from the MITIE Data Management System (DMS). No data sources have been subjected to an audit. Other observations and assessments result from the many visits to the Centre by members of the Board

Section 1 -

Statutory Role of the IMB

IBM monitoring

1.1 The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and immigration Removal Centre (IRC) to be monitored by an Independent Board appointed by the Secretary of State from members of the community in which the prison or Centre 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 Centre has met the standards and requirements placed on it and what impact these have on those held in the centre.

1.2. To enable the Board to carry out these duties effectively its members have the right of access to detainees, every part of the centre and also to the centres records.

SECTION 2-

CONTENTS

Section 1: Role of the IMB	3
Section 2: Contents	4
Section 3: Description of the Centre	8
3.1 Introduction	8
3.2 Facilities	8
3.3 Accessibility	9
3.4 Organisations visiting the Centre	9
3.4.1 Solicitors	9
3.4.2 Asylum Welcome	9
3.4.3 Bail in Detention	9
3.4.4 Oxford Samaritans	9
3.4.5. Red Cross	9
3.4.6 HIS Church	10
3.5 Monitoring the Centre contract	10
Section 4: Executive summery.	11
4.1 General	11
4.2 HMCIP Inspection	11
4.3 Accommodation	11
4.4 Diversity	12
4.5. Security and safety	12
4.6 Education and learning	12
4.7 Healthcare	12
4.8 Purposeful Activity	13
4.9 Health and Safety	13
4.10 Religious Activities	13
4.11 Detainees support and Welfare	13
4.12 Catering	13
4.13 Formal complaints	13
4.14 HOIE Contract Management Service	14
4.15 Work of the IMB	14
4.16 Validation	14
4.1.7 REPEAT RECOMMENDATIONS FROM 2014	15
4.1.8 NEW RECOMMENDATIONS FOR 2015	
Issues for HOIE	17
Issues for Mitie Care and Custody	17
SECTION 5 - AREAS THAT THE BOARD IS REQUIRED TO REPORT ON	18

5.1 DIVERSITY	
5.1. Diversity statement	18
5.1.2. Diverse population	18
5.1.3. Review of Impact assessments	18
5.2. HEALTHCARE AND MENTAL HEALTH	19
5.2.1. Contract	19
5.2.2. HMCIP	19
5.2.3 Screening	19
5.2.4. Torture	19
5.2.5. Confidentiality	19
5.2.6. Nursing Staff	20
5.2.7. Medical staff	20
5.2.8. Sexual health	20
5.2.9. Blood borne viruses	20
5.2.10. Drug and Alcohol Support.	20
5.2.11. Mental Health	20
5.3 HEALTHCARE WORKING WITH OTHER DEPARTMENTS	21
5.3.1 Safer custody	21
5.3.2 Diversity	21
5.4. EDUCATION, PURPOSEFUL ACTIVITY and WORK	21
5.4.1. Education Department	22
5.4.2 The Art Department	22
5.4.3 Music in Detention and Entertainment	22
5.4.4. Sport	22
5.4.4.1 All Weather Pitch	22
5.4.4.2. Fitness Suite	22
5.4.4.3. Sports Hall	22
5.4.4.4. Other sessions	22
5.4.5. Paid Work	23
5.4.6. Buddies	23
5.5 HEALTH AND SAFETY	23
5.5.1 Quality, Health and Safety and the Environment	23
5.5 <u>SAFER DETENTION</u>	24

5.5.2. Welfare Department	24
5.5.3. Welfare Workshops	24
5.5.4. Use of Force	24
5.5.5. Removal from Association	25
5.5.6. Temporary Confinement	25
5.5.7. Age Assessments	25
5.5.8. ACDT Booklets	26
5.5.9. Self-Harm	26
5.5.10. Food and Fluid refusal	26
5.5.11. Raised Awareness Registers	26
5.5.12. Anti-bullying	26
5.5.13 Personal Emergency Evacuation Plans	26
5.6. RESIDENTIAL SERVICES	27
5.6.1 Accommodation	27
5.6.2. Alterations and improvements	27
5.6.3 Blue block and Yellow block	27
<u>Recommendation</u>	27
5.6.4 Short Stay Unit	27
5.6.5 Reception	27
5.6.6. Hairdressers	27
5.6.7. Art Room	28
5.6.8. Shop	28
5.6.9 Education Unit	28
5.6.10. Welfare Department	28
5.6.11 Library	28
5.7. OUTSIDE ACTIVITY AREAS	28
5.7.1. Detainee Gardens	28
5.7.2 The All-weather football pitch	28
5.8. RELIGIOUS ACTIVITY	29
5.8.1 Graph of religious activity	29
5.8.2 Religious staff team	29
5.8.3. "HIS Church"	30
5.9 CATERING	30
5.9.1. Catering department	30
5.9.2. Detainee employment	30
5.9.3. Food preferences	30
5.9.4. Religious festivals	30
5.9.5 Cultural cooking	30
5.9.6 Food availability during incidents.	31

SECTION 6.	
AREAS OF INTEREST AND CONCERN	31
6.1.1 HMCIP	31
6.1.2. Changes	31
6.1.3 Fire Sprinklers	31
6.1.4. Change of Manager	31
6.1.5 New Build	31
6.1.6. Demonstrations	32
6.1.7 Social Media	32
<i>Recommendation</i>	32
6.1.8. NHS Partnership	32
6.1.9. Legal Issues	32
6.2 FORMAL COMPLAINTS	33
6.3.1. The Monitoring of Complaints	33
6.3.2. Alert to failures	33
6.2.3. Complaints investigated by Other Customer Service Units (CSU Missing Complaints	33
<u>Recommendations</u>	33
6.2.4. Review	34
6.2.5 Examples of Unsatisfactory Responses	34
SECTION 7 HOME OFFICE IMMIGRATION ENFORCEMENT	
7.1.1 CONTACT MANAGEMENT SERVICE	35
7.1.2 Dispersal statistics	35
7.1.3 Destination pathways	36
SECTION 8 WORK OF THE INDEPENDENT MONITORING BOARD	37
8.1 Board statistics	37
8.2. Recruitment campaigns	37
8.3 Functions of the Board	37
8.4 Local training	38
GLOSSARY OF ABBREVIATIONS	39

SECTION 3

DESCRIPTION OF THE CENTRE

3.1 Introduction

Campsfield House Immigration Removal Centre (IRC), located near the large village of Kidlington in North Oxford, was acquired by the Immigration Service (IS), now the Immigration Enforcement (IE) in 1993. The facility had been a Young Offender's Institution; the building is far from ideal and lacking in space. Parts of the Centre were built as the officer mess for RAF Kidlington.

The Centre is managed on behalf of the Home Office by MITIE Care and Custody. Health Care is contracted out to The Practice PLC. Education, catering and maintenance of the Centre are under the direct management of MITIE

The capacity of the Centre was increased from 216 to 276 places for male detainees with accommodation in three blocks: - Blue and Yellow Blocks with Arrivals and departure beds in the Short Stay Unit (SSU) in addition a separate building accommodates the segregation unit.

- Yellow block beds including one room used as a crisis suite.
- Blue block beds including one room used for under age claims.
- SSU includes beds for detainees arriving and departing
- Segregation unit comprises 3 rooms serving the dual purpose of temporary confinement (TC) and removal from association (RFA) Rule 40 and 42.

3.2. Facilities

- Library
- Play station and games room
- Sports Hall, Gymnasium
- Pool room
- Chapel, Muslim prayer room and multi faith room Chaplaincy Office
- Laundry
- Art Room
- Hairdressing
- Healthcare
- Welfare Office
- Study Centre, IT Room
- Art Room
- Shop
- Barbers/hairdressers
- Dining Room
- Large Sports Field
- Gardens with benches and tables

3.3. Accessibility

Although The Centre is located near the large village of Kidlington, there is limited public transport. A free bus service, provided by MITIE, runs from Oxford Station to the Centre on a regular basis throughout the week enabling visitors to reach the Centre more easily.

3.4. Organisations Visiting the Centre

- 3 Firms of Solicitors
- Refugee Action
- Asylum Welcome
- Bail for Immigration Detainees. (BID)
- Samaritans
- British Red Cross – Teaching First Aid - Contact tracers
- His Church (Recycled clothes and goods)
- St Aldgate's Church members, Methodist, New Life Covenant Church and Free Church

3.4.1 Solicitors

Three local firms of solicitors visit the Centre every week in rotation. They are obliged to offer each client a 30 minute advice session regardless of the client's means or the merits of their cases. The purpose of the advice session is to assess the basic facts of the client's case and to make a decision as to what further action can be taken. It is a requirement under the contract issued by the Legal Services Commission that they must also ensure that each client receives advice in relation to temporary admission and bail. Follow up action is then dependent on the detainee and the provider. 10 Detainees should be seen at each session

3.4.2 Asylum Welcome

Asylum Welcome is a Charity based in Oxford, which works with asylum seekers, refugees and detainees to give them advice, support and access to their rights. Regular visits are made to the Centre every Thursday. The charity co-ordinates volunteer visitors to detainees who require help, support and advice. The Charity meets with the Management of the Centre approximately every three months.

3.4.3 Bail in Detention

(BID) attends the Centre to advise and assist detainees with bail applications.

3.4.4 Oxford Samaritans

Oxford Samaritans have continued to be prominent in the Centre working with the Welfare Team and the Buddies. Oxford Samaritans are available to offer support to all at Campsfield, detainees and staff.

3.4.5 Red Cross.

The Red Cross volunteers come into the centre to teach First Aid and life saving techniques. The classes are very popular and often fully attended. Other Red Cross volunteers attend the Centre to assist the detainees contact tracing.

3.4.6. HIS Church.

HIS Church is a market charity who attend the centre monthly and sell very cheap clothes, sweets, and a few cosmetics.

3.5. Monitoring the Centre contract

The contract is monitored by the residential Home Office Immigration Enforcement Team at Campsfield House. The Team Leader is empowered to institute penalties against the contractor for poor performance and breach of Detention Centre Rules (DCR). MITIE introduced a robust system of audit to monitor against contract compliance. This is managed electronically and is in the form of a number of interlinked spread sheets.

SECTION 4

EXECUTIVE SUMMARY

4.1 General

Campsfield House is managed by MITIE Care and Custody on behalf of Home Office Immigration Enforcement while healthcare is subcontracted to “The Practice”.

The rebuild following the fire in October 2013 commenced very quickly making use of building teams already on site. The work was due to be completed early in 2014 but the decision to add sprinklers to each room in the centre put the work back by a few months. Improvements were made to the Centre include a faith corridor where the Chapel, multifaith room and the corridor leading to the Mosque are all close together and close to the religious leaders office. There are new showers and toilets between the fitness suite and Blue Block

Reference 5.6.1.

4.2 HMCIP Inspection

HMCIP inspectors carried out an unannounced inspection this year. Although the centre were expecting an inspection the arrival of the team caused an escalation of excitement and concern. The IMB members met the team and discussed successes, concerns and problems in the centre. The final report is due to be released at the beginning of 2015. However the draft was very positive and the staff are proud to have receive such a positive inspection

Reference 6.1.1.

4.3 Accommodation

During the period of the rebuild the total detainee numbers were reduced from a possible 276 to 100. Since the end of the rebuilding work the numbers have slowly returned to the maximum of 276. However it is rare that every bed is occupied.

The building of the new Short Stay Unit last year meant there were extra beds during the period when accommodation was short and they are now being used for new arrivals or preparation for departure.

“Blue Block” was completely refurbished and had added toilets and showers which are shared with the “Fitness suite”. Each room has a fire door and the new floor is easy to clean. Rooms are on 2 floors allowing detainees to have access to showers, toilets and water to make hot drinks. Rooms are usually shared with a few singles where detainees stay if they need special attention or have specially requested one and have been on a waiting list.

The refurbishment gave an opportunity to repaint “Yellow Block” completely. The room doors are being changed to the same fire doors as “Blue Block”. There are 61 beds in single and shared rooms. There continue to be problems with leaking showers and toilets. The single room opposite the office is the crisis suite for the Centre and accommodates detainees who require 24 hour observation.

Reference 5.6.3

4.4 Diversity

Campsfield House IRC Management and Staff aim to promote a respectful and safe environment, in which each of the distinct protected characteristics of detainees is recognised and addressed with respect and dignity irrespective of the number of detainees in the population of any group.

Staff are led by example, promoting equality and diversity by active engagement with all detainees. They have a short training in diversity and are made aware of the backgrounds of detainees and the impact of detention for the detainees as well as their duties under the Equality Act 2010.

Detainees of all racial, nationality and religious groups; those with disabilities (both physical and mental impairments and learning disabilities) are usually treated equitably and according to their individual needs. Gay, bisexual and transgender detainees and detainees of all ages are treated equitably and according to their needs as assessed by the senior manager responsible.

Reference 5.1.1

4.5 Security and Safety

Foreign National Offenders’. The cap to the numbers of FNOs has been removed. The number of FNO has increased over the year adding an extra tensions to the security in the centre.

ACDT The standard of the ACDT records has improved over the year. Each record is reviewed by senior staff on a regular basis with a full review of methods and record keeping.

RAR. Raised Awareness Registers are monitored in the same way as the ACDT records. They are less intrusive than the ACDT’s but make staff aware of the detainees who need increased attention.

Reference 5.1.6.

4.6 Education and learning.

Educational activities started slowly at the beginning of the year when numbers in the centre were low but have increased steadily over the past months. English language and Computer studies were the most popular studies after the Art and Craft studies which continue to be very popular with very high attendance needing increased hours for the art teacher.

Reference 5.4

4.7 Healthcare

On arrival into the centre all detainees are screened within 2 hours giving an opportunity to discuss and make an individual care plans with the detainee. a GP appointment is made for all new arrivals Those claiming to have been a victim of torture will be seen by GP and Rule 35 completed if the information fits within certain criteria. This is the first opportunity for the GP to consider if the detainee is fit for detention or to travel. The health care team will keep medical information in confidence and in accordance with Caldecott NHS Guidelines.

Reference 5.2

4.8 Purposeful activity

Activities continued to be a priority and encouragement was given to detainees to take work opportunities and participate in education and sports activities in the Centre. Some activities are provided by external providers encouraging music and external interests.

Reference 5.4

4.9 Health and safety

Accidents for 2012 35

Accidents for 2013 25

Accidents for 2014 26

This is a reduction of 34.28% compared to 2012 but a small increase of 4% over the 2013 numbers. It is difficult to make a comparison due to the considerable change in the centre

References 5.5

4.10 Religious Activities

The religious activities in Campsfield house are an important part of everyday life. The Chaplaincy team has a fulltime Christian manager, a fulltime Imam, sessional cover for Sikh and Hindu with visiting Catholic and Anglican chaplains.

The faith facilities have moved to a single corridor which is continually busy.

Reference 5.8

4.11 Detainee support and Welfare

The department is busy responding to queries from detainees their activities increased when the numbers returned to normal. A new system has been introduced, all detainees are introduced to the department and have an appointment made as part of their induction to the centre. They manage the workshops run by external bodies and the general welfare of the detainees in the centre. They are an excellent first stop for advice.

Reference 5.5.2

4.12 Catering

The catering department has continued to provide an excellent flexible service providing interesting and acceptable food they frequently make national meals with the detainees' assistance which reflect the food best liked by the nationals of that country.

Reference 5.9.

4.13 Formal Complaints

The monitoring of complaints from March to the end reporting period was difficult and extremely unsatisfactory. This was due to the failure of Immigration Enforcement to provide data on complaints to the Board, this despite numerous requests. Two reasons were given for the failure. Firstly the change to a central computerised recording system on 1st April and secondly staff shortages, however the Board does not agree that these reasons should have resulted in poor service. The Board felt that the action plan in respect of the complaints recommendations made in the last Annual Report were unsatisfactory and further recommendations have been made

Local formal complaints were usually responded to quickly and appropriately.

Reference 6.2

4.14 Home Office Immigration Enforcement Contact Management Services

Immigration services are a central part of the centre. Where possible they make sure they are accessible to detainees as quickly as possible. Requests for appointments are made by the Welfare Department and staff are often approached by detainees as they move round the centre.

The Board work closely with staff and appreciate the support given to them. Points are declared against a list of contracted requirements for the centre to achieve over the year.

Reference 7.1.1

4.15 Work of the Independent Monitoring Board

The Board has continued to monitor the Centre, some members have worked with national organisations with special emphasis on the complaints procedures, as independent interviewers, on legal aid problems and the expected new build for Campsfield House. . We have recruited 3 new members 2 members left during the year for personal reasons but there are 2 possible members awaiting the Secretary of State's decision.

The board appreciate the help given by the Secretariat when recruiting new members.

The Board has maintained a good working relationship with the supplier MITIE Care and Custody. The support received from both the supplier and Home Office Immigration Enforcement (HOIE) during the year is acknowledged. The Boards Clerk is a member of the HOIE staff. The support has not jeopardised the independence of the Board but has enabled the Board to do their work effectively.

Reference 8.1

4.16 Validation

Thanks are extended to the Centre Manager and Staff, Contracted Staff and HOIE Staff. The Board wish to place on record the support received from all at the staff at Campsfield House.

The Board acknowledges the support and services offered to detainees by visiting outside agencies; in particular the three local Solicitors Offices , The Red Cross, BID, the Oxford Samaritans, visiting musical groups and the visits by members of Asylum Welcome who have played an important part in assisting in the welfare of detainees and recovery of property.

4.1.7 Repeat Recommendations for 2014

Recommendation	Accept/ Reject	Action/Comments
That consideration should be given for detainees to be given a minimum of three days notice for removal from the Centre for any reason with the exception of safety and security. (Repeat from last Report).	The situation continues for a further year. This has been recommended for 3 consecutive years without a change in the situation	Action: DEPMU continues to advise us that for operational reasons a 3 day period of notice cannot always be given. Refused Asylum seekers may be transferred to other IRC's to assist with Detained Fast-Track Where detainees are to be removed from the UK at least 72 hours' notice is given prior to the point of departure. Once that has been done the detainee may be moved at shorter notice from Campsfield House and positioned at an IRC closer to the relevant airport. Comment: Recommendation repeated.

<p>That the complaints procedure be reviewed to ensure that complaints allocated to other CSUs are properly monitored by Returns Directorate to ensure that detainees receive a response within the target dates or receive interim replies when responses are delayed. (Repeat from last Report)</p>	<p>It was difficult to assess the number of complaints as some appeared to have gone missing during the year to reappear in January 2015 Reference Complaints Section 6.2t</p>	<p>Action: All complaints not for the Detention Operations Customer Service Unit (CSU) are sent to the central hub to be registered on the Complaints Monitoring System (CMS) and forwarded to the relevant CSU. It has been agreed with the central complaints hub that they will now notify the Detention Operations CSU of the CMS reference for each complaint and arrangements will be put in place so the progress of each complaint can be monitored and chased where necessary. Response to complaints managed by the Centre was reasonable. Comment: Although accepted and stated that arrangements will be put in place there is no evidence that this has happened. See section 6.2. Recommendation repeated.</p>
<p>That the monthly return provided by the Complaints Section to Boards is amended to include detail in respect of complaints allocated to other CSUs of when the response is given and whether or not substantiated.</p>	<p>Accept</p>	<p>Action: Work is currently being undertaken to allow the new system to provide the information requested and this will be added to the monthly return as soon as possible. Comment: The situation has deteriorated in that in that for most of the year the monthly report has not been provided and when provided not only was the information not included, the vast majority of complaints allocated to other CSUs have been missing. See Section 6.2.</p>
<p>That the time permitted for PSU to investigate complaints be reviewed with a view to decreasing the time frame as few detainees have remained at Campsfield House for more than three months.</p>	<p>Reject</p>	<p>Action: The PSU provides the Home Office capacity to take forward serious misconduct investigations arising directly from complaints and incidents across the UK and overseas. Investigations ordinarily are concluded within 12 weeks which is the Home Office published target on addressing such complaints. Though acknowledging that complainants may not remain at Campsfield House or even Home Office detention for more than three months, when interviewed by PSU investigators complainants are asked to provide forwarding addresses and/or e-mail addresses so that they can be advised of the outcome of the investigation.</p>

		<p>In rare occasions where a complainant has neither, the individual is provided with PSU contact details and asked to contact PSU so that they can be provided with details the outcome of the investigation.</p> <p>Comment: The recommendation has not been addressed. The recommendation requested a <u>review</u> of the Home Office policy of 12 weeks for investigation for persons held in detention not a statement of fact or an explanation of the procedure which is known to the Board. Fortunately few complaints in number are referred to PSU as it is requested that these be given priority with a reduced response time. Recommendation is repeated.</p>
<p>Refurbish all showers and toilet areas in Yellow Block to prevent frequent water leaks into the Ground floor of the Centre.</p>	<p>Under review</p>	<p>Action: Funding for refurbishing the showers and toilet areas in Yellow Block is not currently available but this will be kept under review. The contract with Mitie requires that they maintain the facilities at Campsfield to an acceptable standard and available for use by the detainees. This is under discussion with Mitie.</p> <p>Comment: The refurbishment of the showers and toilets in the Centre has become urgent many have been in constant use for many years. In spite of minor repairs the system becomes blocked and unhygienic.</p>
<p>Introduction of a formal detainee support scheme (similar to the existing buddy scheme) with training from Samaritans to a comparable standard as HMPS 'listener' scheme</p>	<p>Reject</p>	<p>Action: The average length of stay for a detainee at the Centre is 30 days which would result in continually training detainees with little return on investment for both time and cost.</p>

4.1.9 Recommendations for 2015

ISSUES FOR Home Office Immigration Enforcement. (HOIE)

- *'That the monthly return provide by the complaints Section to Boards is amended to include detail in respect of complaints to other CSUs of when the response is given and whether or not substantiated.'*(Repeated recommendation from previous report.
- *'That the time permitted for PSU to investigate complaints be reviewed with a view to decreasing the time frame as few detainees have remained at Campsfield House for more than three months'* (Repeated recommendation from last Report)
- *'That a procedure is put in place to ensure that the monthly report is sent to the IMB in the first week of every month'*
- *'Consideration be given to introducing a quality check on responses and handling of complaints.'*
- *'A clear and sound procedure be introduced whereby detainees may raise a complaint in confidence and that the procedure is made clear to the detainee.'*
- *The IMB Board recommend that the policy denyng detainees the use of social media is changed to permit detainees ot use social media and scype.*

4.1.10. ISSUES FOR MITIE CARE and CUSTODY

- *There is an urgent need to refurbish and re-plumb the toilets and showers in Yellow Block. The plumbing frequently leaks into the area below which includes the dining room, the library and the other area under the accommodation areas.*
- *The machines in the laundry are frequently not functioning and therefor provide a poor service to the detainees. It appears the industrial machines are more difficult to manage than household ones for the detainees*

Section 5 AREAS THAT THE BOARD IS REQUIRED TO REPORT ON

5.1 DIVERSITY

5.1.1 DIVERSITY STATEMENT

MITIE management at Campsfield House IRC is committed to a policy of equality for all including staff and detainees regardless of race, religion, nationality, ethnic origin, gender, age, sexual orientation physical or disability. Discrimination, either displayed or expressed in any form is unacceptable and is not to be tolerated.

5.1.2 Diverse Population

The population at Campsfield House is often made up of 40 to 50 different nationalities at any one time. Many languages are spoken and only a minority of detainees have English as a first language; detainees are from diverse cultures, religions and backgrounds; The Centre is designated to hold only male detainees. The vast majority of the detainees are able bodied. Those who have any disability are cared for on the ground floor and are monitored regularly by healthcare staff.

5.1.3 Review of Impact assessments

January	February	March	April
Admissions & Discharge	Cleaning Schedules	Equality, Diversity & Inclusivity	Fire Prevention Management
Catering	Detainee Complaints	Escorting	Food & Fluid Refusal
May	June	July	August
House Rules	Incentives Scheme	Official Visits	Recruitment Policy
September	October	November	December
Regime Activity	Searching	Use of Force	Visits
RFA	Security Procedures		

Equality impact assessments were all completed and are reviewed on an annual basis. Data from the monthly REO report is analysed and actions are minuted and reviewed by the Diversity Management Group which meets on the third Wednesday of every month. Action plans are managed on a month by month basis through the detailed Diversity Management Group an IMB member attend most of these meeting and will receive the minutes .

A similar tailored care plan, triggered by the Healthcare screening on arrival is opened for those detainees with disabilities. Campsfield House IRC has no inpatient facility and with the limitations of the fabric of the centre those detainees with acute disabilities are transferred to more suitable centres.

5.2 HEALTHCARE AND MENTAL HEALTH

5.2.1 Contract.

The Healthcare contract is subcontracted by MITIE to The Practice Plc. who hold the contracts for the doctors and nurses. The service works closely with Campsfield House management. They have made many improvements over the past year. The nurses are available and are seen out in the centre. There have been fewer cancellations of appointments at local hospitals and dentists. Unfortunately because of the rapid movement of detainees the appointments made at other hospitals cannot always be kept. Nursing staff attend the DCC meeting and receive both praise and criticism from detainees.

5.2.2. HMCIP

In August 2014 HMCIP were on site for several days conducting stringent checks on how healthcare is delivered at Campsfield House. At this time the Care Quality Commission (CQC) report was good and Healthcare achieved 7/7 on the topics picked for inspection. The initial feedback from HMCIP was also favourable with the final draft being available early 2015.

5.2.3 Screening.

On arrival into the centre all detainees are screened within 2 hours. This enables individual care plans to be made and arrangements made to see the doctor, however not all detainees take up the appointment it is at this appointment that detainees will be deemed fit for detention and fit to fly by the GP.

5.2.4 Torture.

Those claiming to have been a Victim of Torture are seen by a GP and Rule 35 Form completed if information fits with criteria.

5.2.5 Confidentiality

The health care team will keep all medical information in the strictest confidence and in accordance with Caldecott NHS guidelines. Information is only be divulged to third parties with the detainees' written consent. All information is held in accordance with the Data Protection Act 1998. A new storage area has been provided to keep past records.

5.2.6 Nursing Staff

“The In Practice” nurses’ contract specifies:

- Health Care Manager
- 5 full time nurses
- 1 part time nurse [25 hours per week]
- 1 Administrator
- Several bank nurses on zero hour contracts.

5.2.7 Medical staff

GP contract specifies;

4 weekly sessions completed by contracted ‘The Practice’ GP and 3 weekly sessions by a Local GP or 2 regular Agency GPs

Healthcare has not needed to utilize agency GPs during 2014 ensuring continuity of care.

Out of Hours cover has been provided by the same group of experienced GPs

Sessions are either mornings or afternoons. Appointments are made by the nursing staff.

5.2.8. Sexual Health

There were few detainees attending outside appointments for sexual health, those requiring any treatment have been dealt with through individual GP appointments.

5.2.9. Blood borne viruses (BBVs)

There were few detainees requiring treatment for BBVs this year.

5.2.10. Drug and Alcohol related support

There were few detainees who required treatment for drug or alcohol related conditions in 2014

5.2.11 Mental Health

Many of the nurses are Mental Health trained and are the first point of contact for detainees who are suffering from mental health problems. The nurses can refer on to a Counsellor to support the detainees with “Talking Therapy”. When there is a need for psychiatric assessment at Consultant level they utilise the services of a Psychiatrist from the Oxfordshire Community Mental Health team with whom they currently have a memorandum of understanding. Nurses contribute to the ACDT support for detainees under close observation within the Centre. Detainees who require urgent inpatient Mental Health Care have to be moved to an IRC with inpatient facilities or be admitted directly to an NHS Mental Health Hospital. Campsfield House has no inpatient facilities.

5.3. HEALTHCARE WORKING WITH OTHER DEPARTMENTS

5.3.1. SAFER CUSTODY

Assessment Care in Detention and Teamwork [ACDT booklets]

Board members and centre staff continued to work closely with security to manage ACDTs. The year has been a particularly busy time supporting those on ACDT. Each detainee being monitored by ACDT is allocated a named nurse to ensure continuity of care.

Self-harm register

Healthcare staff continue to support detainees who are reported to self-harm.

Mental Health Support

The counsellor attended twice each month and are well received.

Care Plans

Nursing staff continue to contribute to the care plans open in Centre. New style, computer based format introduced for 2015. Staff will be emailed to let them know a new person has started on care-plan.

5.3.2. DIVERSITY

Detainees classed as disabled:

There have been a number of detainees considered to be disabled in 2014 each has had a nursing care program implemented for him.

Disability Liaison Officers Reported:

One disabled gentleman arrived from prison where he had coped well. Seen by nurses and GP he was able to cope with own daily living.

Number of Minors in the Centre:

There have been a few detainee who stated they were under age; "Merton" assessments were performed either prior to them being located at Campsfield or as soon as possible after disclosure. Tw were assessed to be under 18 and removed under social service care.

Detainees in the centre over 60 years old:

Detainees who arrive aged over 60 are given special attention and followed up regularly by the nursing staff to monitor any chronic conditions.

5.4 EDUCATION, PURPOSEFUL ACTIVITY AND WORK

5.4.1. Education department

There has been an increase in the number of hours staff work in the education department allowing an increased number of detainees to learn English or to improve their IT skills. The teacher has doubled her hours over the past year. The regular Centre Magazine is created in the department with an editor from the detainees and help from the IT teacher. The magazine reports the successes of each exam each month. Other education awards attained

Opal Education Awards for ITC Certificate

Opal Education ESOL Certificates

Food Hygiene Certificates

The Red Cross regularly hold sessions in the Visits Centre for detainees to learn the skills of "Every Day" First Aid and gain a certificate, which is popular and well attended.

5.4.2 The Art department

The art department is in the centre of Campsfield. It is a busy place where all festivals and celebrations are planned and decorations created. The standard of the work is amazing and gives great pleasure to detainees. Opportunities available are:

- Tie dyeing
- Screen printing
- Drawing and painting
- Festival decorations for religious celebrations
- Opal Education Arts and Crafts Certificate
- Other artistic opportunities as requested by the detainees

5.4.3 Music in Detention and Entertainment

Musicians come into the centre monthly to share music with the detainees and encourage the sharing of music from different countries. The jam sessions can be recorded and then sold as CD's to continue the work in Campsfield.

Radio Active Workshops are workshops to help detainees understand the working of recording and broadcasting.

Fusion Arts – Story Telling (12 sessions this year)

Visits from St. Aldates Church Choir

Films and TV in the big screen room, particularly popular are the sports channels.

Display of Owls

5.4.4. SPORT

Sport is an important occupation for all those in Campsfield, detainees and staff.

5.4.4.1 All-weather pitch

The new All Weather Football pitch became a focus for outdoor games. To try and keep balls both footballs and cricket balls in the area a net has been slung over the top of the fencing with mixed success, the cricketers still want their balls to be able to be hit as far as possible.

5.4.4.2 The Fitness Suite

The fitness suite is a much used area in the Centre with a wide ranging variety of equipment and the staff to advise and assist the detainees attending. Following the fire and the reallocation of the Fitness suite there have been an increased number of pieces of equipment. It is always well attended.

5.4.4.3. Sports Hall

The sports Hall is a large room with high ceilings. It is used for, indoor cricket, badminton, football, circuit training and other indoor sports. When not used for team sports there are table tennis tables in the hall which are well used and monitored by the staff in the Gym. This flexible room is also used as a Mosque if the number attending prayers are too large for the Campsfield House Mosque.

5.4.4.4 Other sessions

Other sessions are held for dance and for Yoga both indoors and outdoors in the detainees' garden.

5.4.5. Paid Work

All work is voluntary and is paid at a standard level. The number of detainees wanting paid work increased earlier in the year. It also appears that there were nationals who were not accepting work in the centre - some feel the pay is not commensurate with the required work. Training is given to all volunteers for work to comply with Health and Safety requirements, particularly cleaners and those who work in the Kitchens. There has been a restructuring of the rates of pay for various roles. A written and signed record of cleaning in sensitive area has been implemented to improve the cleaning.

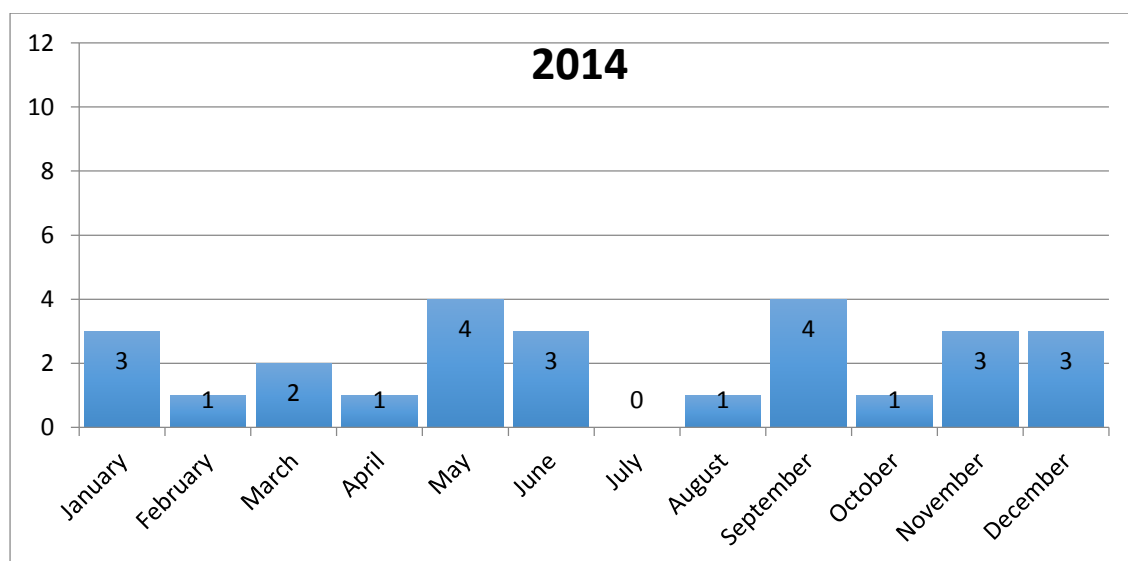
5.4.6. Buddies

There has been an informal Buddy system at Campsfield for many years with the Buddy representing friends and groups ad hoc. The Buddies are paid to do the job but there are often periods when there are very few volunteers. This year the buddies should wear a tabard when they are working so that detainees can identify them easily. The system has been formalised in the centre and is part of the paid work system.

5.5 HEALTH AND SAFETY

5.5.1. Quality, Health, Safety and the Environment (QHSE)

The number of accidents / incidents remains low. Many were relatively minor but were reported.



5.5. SAFER DETENTION

5.5.2 Welfare Department.

There have been a number of Welfare Department managerial changes throughout the year. The welfare department is an essential department at the centre and is the support service the detainees' value most.

The welfare department continues to be staffed by Mitie who are motivated to assist the detainees. The office is manned most of the day except for mealtimes and the detainees have open access for advice and support with complaints and when they are trying to locate property left at Police Stations or in prisons or have other problems. The welfare office is also the place to book for interviews with Immigration, for legal interviews. Visits from family or friends are booked with the welfare department as are appointments with support groups such as Bail in Detention, (BID) and Asylum Welcome

No of detainees requesting Welfare advice-	7729
No of Welfare logs opened -	187
No. of Welfare logs resolved -	78
No of Welfare Logs unresolved-	42
No. of Bail hearings-	487
No. of Initial contacts completed-	2305
No. of preparation for releases completed-	1098

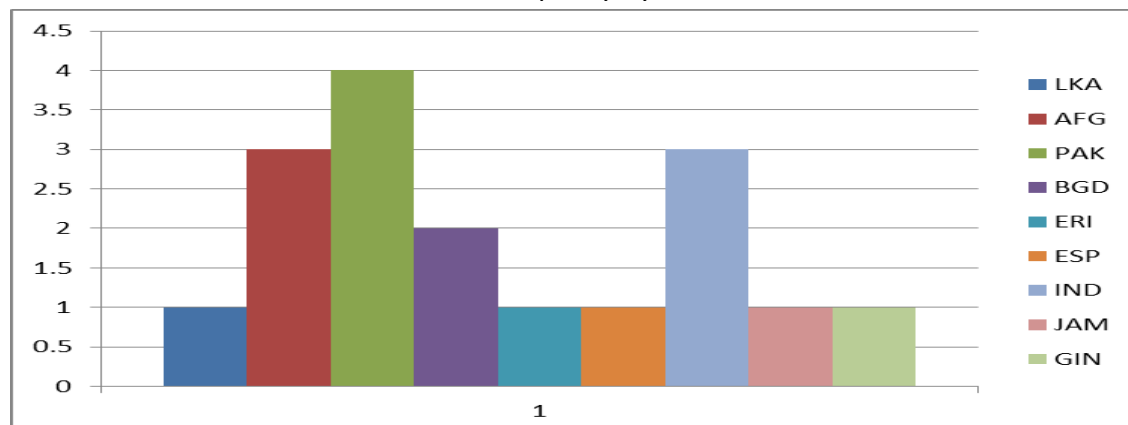
5.5.3. Welfare Workshops

The Welfare team conduct the following workshops during the year, :

1. Working party
2. General centre welfare
3. Red Cross **(twice monthly)**
4. Detainee Consultative Committee meets **(weekly)**
5. Asylum Welcome **(every Monday)**
6. Bail information workshops (conducted by BID)
7. Nationality Meetings **(twice monthly)**

5.5.4: Use of force

Force was used **17** times, which was lower than in 2013 when Control and Restraint (C&R) was used a total of **25** times. The largest use of force in any month related to the six uses in November, this was attributed to detainees involved in a protest. The nationality breakdown is as follows. The occupancy for the last half of 2013 and the beginning of 2014 was lower with a slow return to full occupancy by the middle of 2014



5.5.5: Removal From Association

Removal from association was used on **26** occasions during 2014, this was a slight increase on 2013 when it was used on **24** occasions. The occupancy for the last half of 2013 and the beginning of 2014 was lower with a slow return to full occupancy by the middle of 2014

5.5.6: Temporary Confinement

Temporary confinement was used only on **5** occasions during 2014, this was a large decrease from 2013 when TC was used a total of **11** times. The occupancy for the last half of 2013 and the beginning of 2014 was lower with a slow return to full occupancy by the middle of 2014

5.5.7: Age assessments

Two detainees claiming to be under the age of 18 in the reporting period, 1 in September 2014 and 1 in October 2014 that claimed to be minors however there was evidence of age dispute assessments having taken place prior to their arrival at Campsfield House.

Date	Total	Details
Jan – Mar	0	N/A
Apr – Jun	0	N/A
Jul – Sep	1	Detained as illegal entrant. Claimed asylum. Detained for purpose of conducting a screening interview. Claimed to be a minor at Basingstoke Police Station. Merton compliant age assessed by Children's Services, Andover as 18+ on 1.9.14. Albanian passport dropped off 14.9.14 at Campsfield House by uncle which confirmed detainee was 17 years of age and he was released into the care of his uncle on 16.9.14.
Oct - Dec	1	Encountered on 8/10/14, initially gave his date of birth as 1/1/98 and taken into the care of Staffordshire Social Services. On 14/10/14 Social Services informed Staffordshire LIT that he was 20 years of age and he was detained. He later produced documentary evidence to show that he was a minor. Staffordshire Social Services attended Campsfield House on 30/12/14 and he was reassessed as 17 1/2 years of age. He was released back into the care of Social Services.
Total	2	

5.5.8. ACDT Booklets

128 Assessment, Care in Detention and Teamwork books were opened during the year of 2014. Of which only **2** were open on arrival. Opened at a previous centres or police station where staff were concerned about the welfare of the detainee.

5.5.9. Self-Harm

Total number of self-harm incidents in 2014 was 14

5.5.10. Food and Fluid refusals

During the reporting period a total of 16 Food/ fluid refusal was recorded at Campsfield House IRC in 2014. This resulted in following protocol from the Detention service order of opening an ACDT. Shop purchases were being monitored for particular detainees who didn't always eat from the dining room.

5.5.11. Raised Awareness Register

A total of **173** detainees were placed on the Raised Awareness Registers between January and December 2014. The register requires there to have been a constructive conversation with the detainee each day to assess their mood and vulnerability.

5.5.12. Anti-bullying

9 Anti-bullying booklets were opened

The number of identified bullying incidents at Campsfield House IRC in 2014 remained very low.

5.5.13. Personal Emergency Evacuation Plans

Total number of detainees placed on PEEPs in 2014 was 27

5.6 RESIDENTIAL SERVICES

5.6.1 Accommodation

Rooms are single, double or multiple occupancy. A number of rooms are fitted with bunk bed accommodation. Most rooms have television and DVD facilities. Each of the three accommodation blocks is locked off at 11.00 p.m. until 6 a.m. Detainee rooms are not locked at night and detainees have free access to toilets and showers within their blocks during this period. At all other times free association is permitted throughout all areas accessible to detainees. Detainees have access to all activity areas and to the dining room for their meals.

5.6.2 Improvements and Alterations

Following the fire and the rebuild earlier in the year there were huge and very welcome improvements and changes for activity and accommodation areas. They include:

5.6.3. Blue Block and Yellow Blocks

These areas had been altered to support the increased number of detainees who were being increased from 182 – 233. Rooms had extra beds and lockers installed. As a result of the fire all toilets and showers in Blue Block will have been rebuilt, redecorated. The old plumbing is still in use and is a cause for concern. Extra showers and toilets are available on the ground floor between Blue block and the Gym. An extra games room has been made out of the ground floor dormitory.

Recommendation

There is an urgent need to refurbish and re-plumb the toilets and showers in Blue and Yellow Block. The plumbing frequently smells and leaks into the area below which includes the dining room, the library and the other areas under the accommodation.

5.6.4. Short Stay Unit

SSU has been increased to accommodate 39 detainees in 2 separate areas of accommodation for recent arrivals and for those who are scheduled to leave in the near future. There is a room for detainees to relax and watch television and a room which is available to be used for other activities.

5.6.5. The reception.

The reception area has been altered to incorporate an electronic finger print area and room for the reception safes. It remains very cramped for the number of detainees arriving and departing.

5.6.6. The hairdressers

The hairdressers have been moved to be on the corner of the central corridor with windows on two sides. The hairdresser has been contracted to attend more often and runs drop in sessions.

5.6.7. The Art room

The Art room has moved into a large airy room with windows opening on to the corridor and to the garden. It is a warm and cheerful area which attracts many detainees. The Art

and Craft teacher has been contracted to work 5 days a week. Some amazing work has been created in the department

5.6.8 The shop

The shop is further down the corridor with windows from the corridor and space for detainees to choose their purchases. The Centre has become a cashless society, all transactions are done through the ID cards and the agreed financial amounts held in trust.

5.6.9 The education unit

The education unit has become very professional with students working at their own pace with the teacher at hand to help when required. Most are working with computers to learn English and IT studies. Sessions are held during the day and in the evening to accommodate more detainees.

5.6.10 The Welfare Department (see also 5.5.2)

The Welfare Department is in the middle of the centre and is always busy. The staff there are trained and will support detainees, make appointments with immigration staff, legal visitors, those who regularly visit the centre and other supporting organisations who work in the Centre.

5.6.11 The library

The library is seen by the detainees as their office. The fax machine is always busy sending faxes to detainee's solicitors. There have been additional new computers installed improving the access the detainees have to the outside world. They can send and receive emails to help with their cases. The induction programs are installed onto one of the computers, and most detainees can access the induction program in their language. Accessing of social networks is prohibited by the Home Office. The detainees are experts on manipulating the internet and frequently manage to access YouTube or other social media sites as they wish. It appears that it is difficult for staff to monitor these sites which causes disagreement between detainees and staff.

There are regular renewal of newspapers and books in different languages.

5.7. OUTSIDE ACTIVITY AREAS

5.7.1. The detainee gardens

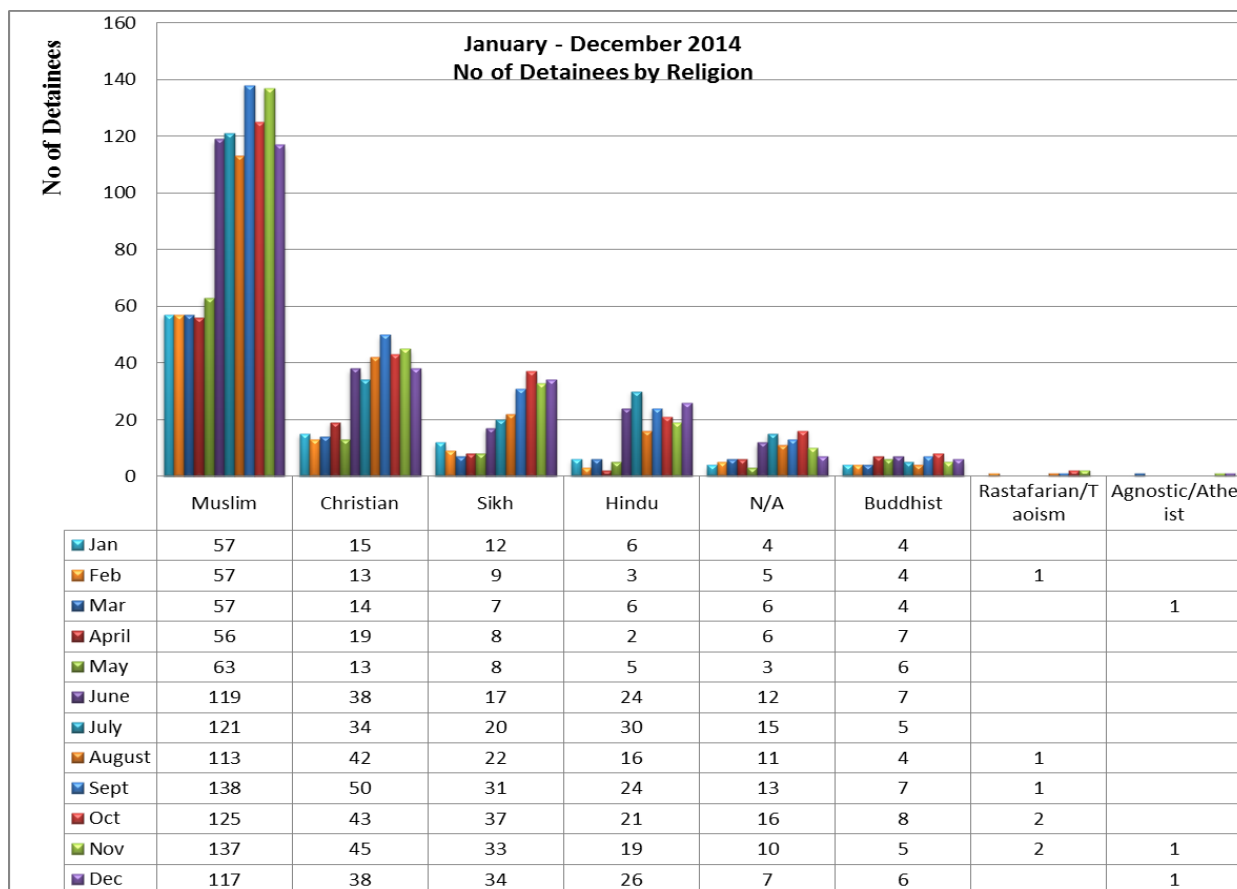
The detainee gardens have been made a bit smaller to accommodate the improved facilities along the central corridor. The garden itself has been remodelled and has been given a large smoking shelter, and new shrubs and paths have been introduced

5.7.2. The all-weather football pitch

The all-weather football pitch built outside Blue Block. The secure area is now covered to try and retain some of the cricket and football balls and stop them landing either outside the centre or on the roof. The cricketers feel that their play is restricted by the netting but they do keep more of their balls. There is a viewing area and a BBQ with static tables and benches. The new outside area is a very welcome place for detainees to enjoy sitting in the sun and having an occasional meal outside.

5.8. RELIGIOUS ACTIVITY

5.8.1. Graph of Religious activity



5.8.2. Religious staff

The Centre's bed capacity was increased to 276 in June 2014 following refurbishments.

Roll count at 31/12/14 was 229 representing 41 nationalities and 28 different first languages.

A "Faith Corridor" was created with the reassignment of space and refurbishment of the Chapel, Mosque and Multi-faith Room.

All detainees from various cultural and language backgrounds (with or without faith declarations) are welcomed, inducted and cared for by a multi-faith, multi-lingual Chaplaincy Team made up of a Christian Manager of Religious Affairs, together with Imam, Sikh, Hindu, Anglican and Catholic Sessional Chaplains.

Other non-stipend Religious Visitors (including a Jehovah Witness) supported the Chaplaincy Team. 2 Ordains (male and female) were on placement from Wycliffe Hall and Ripon College in the year.

Attention is given to the needs of young adults (18 – 21) and elderly (60+) detainees. Also, vulnerable detainees on ACDT, Raised Awareness, PEEPS and on Rule 42 were supported.

Religious studies, worship sessions and various religious festivals were planned and well attended by detainees. Chaplains took part in Diversity, nationality and other meetings.

Various Religious books, artefacts and other resources (audio, video, printed, etc.) in various languages are held in Faith Rooms, Library, Accommodation Units and Chaplaincy Office.

5.8.3."HIS Church"

"HIS Church" charity continues to visit Campsfield House on the first Tuesday of each month to run a market for detainees selling clothing, confectionary and gifts. All proceeds go to both national and international causes. There are concerns that the market is reducing the shop profits which should benefit the detainees in the Centre

5.9 CATERING

5.9.1. Catering Department

The catering department has continued to maintain a high standard. The meals at Campsfield are a very important part of the life of detainees encouraging them to meet and mix. Staff and detainees all eat together in the communal dining room and have a choice of meals. Members of the IMB regularly have a meal with the detainees to confirm the quality of the meals.

To try and spread the length of time when meals are available a sandwich service has been started where baguettes and sandwiches are available. These are collected and can be eaten prior to and instead of the midday meal. The meal time role count is a combination of the two.

5.9.2. Detainee employment in catering department

The detainees are employed in the kitchens. The training they receive is usually popular with certificates being awarded. The catering department facilitated a number of staff and detainee BBQ events throughout the year. These were enjoyed by all, encouraging already good staff/detainee relationships.

5.9.3. Food preferences

The manager discusses food preferences both with the working detainees and when he attends the weekly Detainee Consultative Meeting held on Wednesdays at lunchtime. He responds to the criticisms and the praise. At the Detainee Consultative meeting the vegetarians report they have a few choices of menu.

At other times the kitchens provides meals as a response to national groups requesting meals which they can help cook and serve. These have become very popular and have become a part of the life at Campsfield.

5.9.4. Religious Festivals

The kitchen continues to provide special meals to celebrate Religious festivals; great care is taken over Christian, Islamic, Chinese, Sikh and other religions diet restrictions and requirements.

The detainees, at Detainee Consultative Committee meetings particularly remarked on the quality of care they got over Ramadan, with hot meals provided in the dining room immediately prior to sunrise prayers.

5.9.5. Cultural cooking

Cultural cooking evenings are very well attended, the catering team are regularly praised at detainee nationality meetings and at Detainee Consultative Committee meetings. The Catering manager facilitates BBQ's and Master chef competitions

5.9.6 Food availability during incidents.

The kitchen has been prepared to be available to feed detainees after incidents if official meals times have been missed.

SECTION 6

AREAS OF INTEREST AND OR CONCERN

6.1.1 HMCIP

Her Majesties inspectors of Prisons inspected Campsfield House this year completing their inspection within the week. The feedback appeared to be very positive, and most criticisms were aimed at the external bodies which service Campsfield House such as the transport contractors. The final report is due to be released in February and will be implemented over the next year. However the results did mean that the ratings were only 1 mark removed from perfect. We congratulate the Centre on their high standards.

6.1.2. Changes

Mitie Care & Custody are the contract suppliers for Campsfield. They have also been awarded the contract for the 2 large IRCs at Heathrow and the result for us has been a change of Centre Management. Other managers have been changed and still others have jobs in the 3 centres, so that while the process is underway little is seen of them. The changes have offered opportunities for advancement for many interested staff.

6.1.3. Fire Sprinklers

Following the Fire of October 2013 the Fire Department recommended that the centre be completely fitted with Fire Sprinklers. This work was carried out and following planning consent a new a water tank installed. We hope their effectiveness is never tested.*[as a matter of interest, shouldn't they be?]*

6.1.4. New Build.

There were plans to build a new wing to Campsfield House, This would have almost doubled the number of Detainees held in the Centre. The new building would have been built to a specification of that of a Cat C Prison rather than being modelled on the Centre as it is. Unfortunately the prison designed building would have had cells with sleeping accommodation for 2 persons and an integral toilet. There would have been no other toilets in the wings. The concerns were that there would be a loss of dignity for the sharers, the risk of riots, a division of the centre with a "them" and "us" attitude by both staff and detainees. There were concerns that the quality of the food would have been affected by the kitchens cooking on one side and trolleying the food through to the other. The plans for the building were to be put to Cherwell District Council in February but the internal layout would have remained in the control of the Home Office and The Ministry of Justice. However the Home Office withdrew the application in March.

The members of the IMB have spoken to officers of the Home Office and the design department. The IMB wrote to the Immigration minister with our concerns and consulted the local MP.

6.1.6. Demonstrations

Since the building plans have become known the frequency of the “Close Campsfield “ demonstrations have increased and the numbers attending have grown. The police are at present not able to ensure that the demonstrators are confined to a designated area. The demonstrators make a lot of noise and can be inconvenient but don’t influence the detainees very much.

6.1.7. Social Media.

The rules for the use of Social media should be more explicit. It is noted that detainees who are computer literate are able to access “YouTube” indirectly thus making it difficult for DSO’s to monitor the use of “YouTube” or other social media. Computer based information is an important part of the life of the centre but if a detainee is penalised for watching banned material which he knows that others have viewed with impunity, angry incidents often ensue.

Recommendation.

The IMB Board recommend that the policy denying detainees the use of social media is changed to permit detainees to use social media and Skype.

6.1.8 NHS Partnership

The NHS partnership is due to take over responsibility for the healthcare in Campsfield House by April 2015. Negotiations should have started in late 2014 but they will not start until 2015. It is anticipated that “The Practice” will continue to provide the service which will be commissioned by the local NHS commissioners. We do not know at present exactly how this will affect the service but anticipate that there will initially be very little change.

6.1.9 Legal issues

Requests to Board members often focussed on the provision of legal services. The detainees often allege that the lawyer they thought they had instructed had not done anything for them. There is considerable anecdotal evidence that these concerns may be justified.

We met with an immigration lawyer who gave us some insight to the legal problems trying to represent the detainees within the Legal Aid system.

- It appeared that the Legal Aid system is much more restricted than we had appreciated. It only applies to asylum and bail.
- There are misunderstandings over the use of the telephone language line. Expectations by detainees are sometimes unrealistic and specific advice misunderstood. They need to be reinforced either with a written hand out or regular reinforcement by staff.

6.2. FORMAL COMPLAINTS

6.2.1. The monitoring of complaints

From March to the end of the reporting period was difficult and extremely unsatisfactory. This was due to the failure of Immigration Enforcement to provide data on complaints to the Board, despite numerous requests. Two reasons were given for the failure. Firstly the change to a central computerised recording system on 1st April and secondly staff shortages. The Board does not agree that these reasons justified poor service.

6.2.2. Alert to failures.

Immigration Enforcement was alerted by the Board to the IT problems in May very soon after the change and despite numerous promises, Immigration Enforcement failed to produce monthly reports for the remainder of the year; a simple impact assessment before the change could have avoided the problem. The reports for the period April to December were eventually provided by DS CSU in January 2015. However the reports did not indicate when complaints had been allocated for investigation nor the target date for response. In addition the report listed about 38 complaints raised in the Centre whereas the total number raised by detainees in the Centre was about 65, thus about 30% were missing from the DC CSU list. The report could not be used for even in retrospect for monitoring and gave a completely false picture.

6.2.3. Complaints investigated by Other Customer Service Units (CSU Missing complaints).

A large number of the missing complaints related to complaints raised against 'other CSUs'. The problem associated with investigation of complaints raised against 'other CSUs' was highlighted in the last Campsfield IMB Annual Report and a recommendation was made: *"That the monthly return provide by the complaints Section to Boards is amended to include detail in respect of complaints to other CSUs of when the response is given and whether or not substantiated."*

The recommendation was accepted with the following comment/action:

"Work is currently being undertaken to allow the new system to provide the information requested and this will be added to the monthly return as soon as possible."

This action completely failed. After March 2014 DC CSU failed to produce any monthly reports. In January 2015 DC CSU provided the report for the whole of the period April to December: however not only was the requested data in the last Annual Report not included but the entries in respect of complaints relating to other CSUs were missing from the reports.

The recommendation is therefore repeated.

'That the monthly return provide by the complaints Section to Boards is amended to include detail in respect of complaints to other CSUs of when the response is given and whether or not substantiated.'

A recommendation is also made:

'That a procedure is put in place to ensure that the monthly report is sent to the IMB in the first week of every month'

6.2.4. Review.

Apparently due to staffing problems, complaints and responses were not sent to the Board on a regular and timely basis. The staffing problem was identified by Immigration Enforcement but not addressed until November, and by this time a backlog of work had built up. By the end of January 2015 copies of most of the complaints and responses had been received, and it appears that response were provided to the majority of complaints within the target times. The complaints procedure is under review by the Returns Directorate and it is very much the hope that the failures in 2014 will not be repeated in 2015.

6.2.5. Examples of unsatisfactory responses and handling of complaints are given below.

- A complaint sent to DSC on 1 October was not allocated for investigation until 19 December. Granted temporary admission on 16 October.
- Complaint that the Home Office lost a detainee's passport. Removal had to be cancelled as passport could not be found and detainee was moved two weeks later on an EU letter. Detainee was informed that consideration for compensation could only be given when a receipt for a replacement passport was received. It is the opinion of the Board that compensation should have been made immediately for the acknowledged lost passport and not related to obtaining a new one. The complaint was dated 24 October and the response dated 20 November (sent by email) but detainee had been removed on 3 November.
- Complaint dated 8 November regarding property held by Immigration on arrest - request for return before removal. Response dated 8 December stated :
'That we are unable to return them (his property) at this time as they are required as part of our ongoing enquiries. In view of this, I am unable to give an indication as to when your belongings may be returned to you'.
No further explanation was given and discussion with local immigration staff failed to reveal any outstanding issues on the detainee's file. There appears to have been no follow up from the original response. Detainee was transferred to another Centre on 3 December.
- Property left at police station. Complaint was sent to DS CSU on 11 November. A request was not sent to the Welfare Office until 16 November, but detainee was removed on 15 November – too late for enquiries to be made.
- A detainee alleged that he had been taken to the wrong Court for a hearing. The complaint was referred to the Escorting Supplier who found the complaint to be unsubstantiated as they followed the movement instructions issued by the Home Office. However the Escort Supplier did not refer the complaint back for reinvestigation.

- A detainee complained that his passport had been taken by Immigration when detained. It was subsequently apparently lost by the Home Office and the detainee was asked to fill in a 'lost passport form'. The detained refused as he had not lost the passport. Response was not seen by the Board.

A recommendation is made that:

'Consideration be given to introducing a quality check on responses and handling of complaints.'

During the year, seven complaints were submitted anonymously. This is more than ten percent of the total complaints received. It appears that the reason detainees would not identify themselves was the fear that they would be removed from the Centre or that it would affect their case or result in some other punitive action – this, despite assurances given at the weekly Detainee Consultative Meeting, that this would not be the case. It is recommended that:

'A clear and sound procedure be introduced whereby detainees may raise a complaint in confidence and that the procedure is made clear to the detainee.'

This is a requirement under Detention Centre Rule 38/5).

SECTION 7

HOME OFFICE IMMIGRATION ENFORCEMENT

7.1.1 CONTRACT MANAGEMENT SERVICE

The IMB continues to work closely with the IE staff. The staff are almost invariably helpful and polite. The IMB clerk is ever ready to assist prior to visit or with queries about the status of detainees. The IMB clerk is the deputy manager of the department and provides all services to the Board. She is in regular contact with the Secretariat to ensure the Board and its work runs smoothly.

HOIE staff continue to try to provide the best possible service to all the detainees. This has continued even after the fire and the repopulation of the centre increasing the numbers from 100 to 276

7.1.2 TARGETS

The staff work to some predetermined locally agreed timeliness targets as follows;-

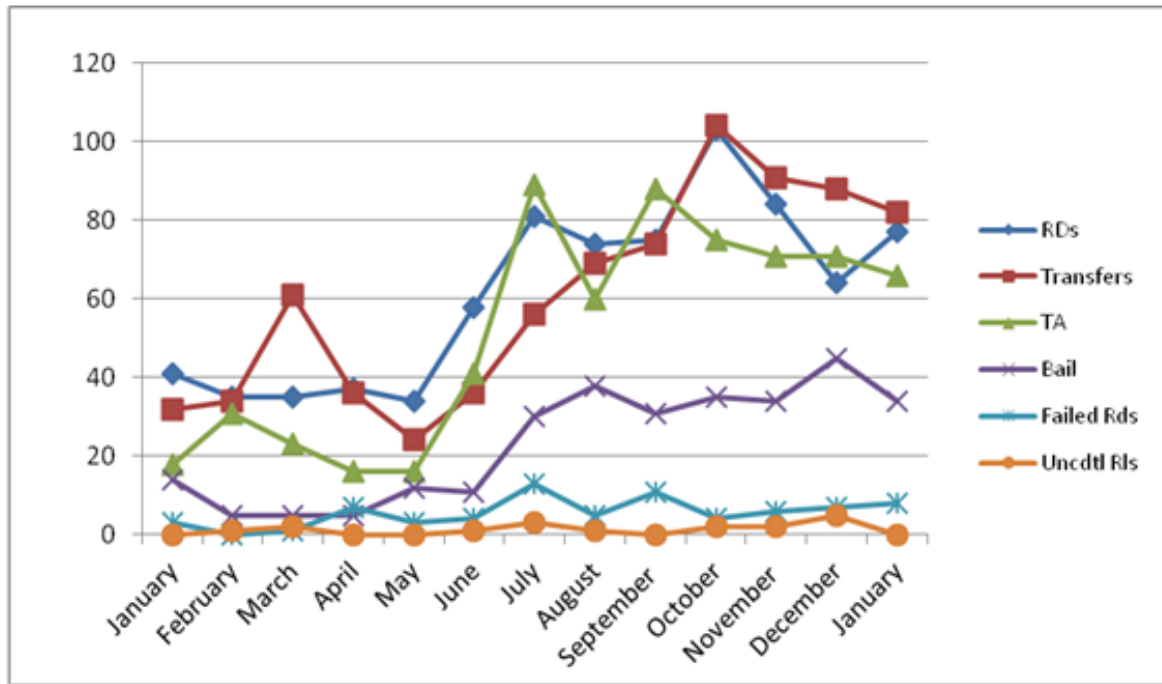
Detainee inductions	within 48 hours of arrival
Response to electronic requests	within 24 hours of receipt
Response to written requests	within 24 hours of receipt
Service of paperwork	within 24 hours of receipt
Response to Faxes	within 24 hours of receipt or deadline
Response to emails	within 24 hours of receipt or deadline
Response to letters	within 24 hours of receipt or deadline
Response to telephone calls	within 24 hours or deadline
Answering of telephone calls	within 4 rings

Response to complaints

Initial response within 2 days

Members of HOIE staff attend most meetings to ensure the high standards of care are maintained by the contractors and subcontractors. *It is their duty to monitor the contracts*

7.1.3 The following graph illustrates the destination pathway for detainees leaving Campsfield over the period of the report.



SECTION 8

THE WORK OF THE INDEPENDENT MONITORING BOARD

8.1 BOARD STATISTICS

Recommended complement of Board Members	12
Number of Board members at the start of the reporting period	7
Number of board members at the end of the reporting period	7
Number of members joining within the reporting period	2
Number of members leaving within the reporting period	2
Total number of board meetings during the reporting period	12
Total number of visits to the establishment	215
Total number of visits to Rule 40,41,42 Use of Force 15 RFA 26 TC 7	Visits to those on Rule 40, 41 and 42 were often combined with Rota Visits or other planned visits by the duty member.
Annual Team Performance	Not completed because of the reduction in numbers of members. Those who remained covered the Centre. The Team Performance will be undertaken when the team is up to complement.

8.2. Recruitment campaigns

The Campsfield IMB with the secretariat ran 2 recruitment campaigns and recruited from each campaign. We are awaiting the decision of the minister for a potential member. We have however had 3 resignations from the Board. 1 person left prior to being appointed due to the length of time taken to be security checked. The other 2 left the Board after appointment due to personal reasons.

8.3. Functions of the Board

Following an election The Chair, deputy and Board Development Officer remain for a further year

Early in the year during the period of detainee reduction the members visited once a week but may have attended meetings A full visit was often carried out after a meeting. The members now visit the centre weekly for a full visit and a supplementary visit to answer the requests for assistance.

8.4 Local training

IMB members have taken part in the Control and Restraint and Personal Safety training with other staff members of the Centre. Members have contributed to the training on new recruits to the staff of the Centre.

Members who were participants of the Board at the time attended the IRC study day and IMB conference

GLOSSERY OF ABBREVIATIONS

ACDT	Assessment, Care in Detention and Teamwork
AO	Administrative Officer
AVID	Association of Visitors to Detainees
AVR	Assisted Voluntary Returns
AVRIM	Assisted Voluntary Return for Irregular Migrants
AW	Asylum Welcome
BBQ	Barbeque
BIA	Border and Immigration Agency
BID	Bail for Immigration Detainees
CCD	Criminal Casework Directorate
CIO	Chief Immigration Officer
CSE	Customer Service of Excellence
CSU	Customer Service Unit
C&R	Control and Restraint
DC	Detention Centre
DCC	Detainee Consultative Committee
DCO	Detention Custody Officer
DCR	Detention Centre Rules
DSO	Detention Services Order
DSPU	Detention Services Policy Unit
DEPMU	Detainee Escort and Population Management Unit (Immigration)
EO	Executive Officer
EOB	Enhanced Observation Book
EPU	Enforcement Policy Unit
FRS	Facilitated Returns Scheme
FNO	Foreign National Offender
GP	General Practitioner
HMCIP	Her Majesty's Chief Inspector of Prisons
HMP	Her Majesty's Prison
HMPS	Her Majesty's Prison Service
HOIE	Home Office Immigration Enforcement
IAS	Immigration Advisory Service
IE	Immigration Enforcement
IO	Immigration Officer
ILPA	Immigration Law Practitioners Association
IR	Incident Report
IS	Immigration Service
IT	Information Technology
JCWI	Joint Council for the Welfare of Immigrants
IND	Immigration Nationality Department
IMB	Independent Monitoring Board
IOM	International Organisation for Migration
IRC	Immigration Removal Centre
LSC	Legal Services Commission
MODCU	Management of Detained Case Unit (Immigration)
MRA	Manager of Religious Affairs

NC	National Council
NOMS	National Offender Management Services
OISC	Office of the Immigration Services Commissioner
PEEP	Personal Emergency Evacuation Plans
PSI	Prison Service Instruction
PSO	Prison Service Order
PSU	Professional Standards Unit
RA	Refugee Action
R & C	Requests & Complaints
RDs	Removal Directions
RFA	Removal from Association
RLC	Refugee Legal Council
RRLO	Race Relations Officer
SASH	Suicide and Self Harm
SIR	Serious incident Reports
SSU	Short Stay Unit
TA	Temporary Admission
TC	Temporary Confinement
U of F	Use of Force
UKBA	United Kingdom Border Agency
UNHCR	United Nations High Commission for Refugees