

# **ANNUAL REPORT**

**1<sup>st</sup> January to 31<sup>st</sup> December 2014**



**Independent Monitoring Board  
MORTON HALL  
IMMIGRATION REMOVAL CENTRE**

**Chair: Mr Michael Worth  
Vice-Chair: Miss Susan Summers  
Vice-Chair: Mr Rodney Booth**

## **Section 1**

### **Statutory Role of the Independent Monitoring Board (IMB) at the Immigration Removal Centre (IRC) Morton Hall**

The Immigration and Asylum Act 1999 requires every Immigration Removal Centre (IRC) to be monitored by an Independent Board appointed by the Home Secretary 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 has met the standards and requirements placed on it and what impact these have on those held in the Centre.

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

Appointed by the Home Office, Board members are unpaid and independent of both Her Majesty's Prison Service (HMPS) and the Home Office. IMB Members are the only independent presence in the Centre on a day-to-day basis.

### **IMB EQUALITY STATEMENT**

Independent Monitoring Boards will not discriminate directly or indirectly against anyone because of age, disability, gender reassignment, marital and civil partnership status, pregnancy and maternity, race including nationality, ethnic or national origins, religion or belief, sex and sexual orientation, in recruitment, in the treatment of members, and in the way they monitor the treatment of people in custody.

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**Section 3**

**DESCRIPTION OF THE CENTRE**

**3.1** Historically, HMP Morton Hall was re-roled from a male open prison to a semi-open women's prison in 2001. It was re-categorised as a closed women's prison in March 2009 and closed as a prison on 18 March 2011. Morton Hall was then re-classified as an Immigration Removal Centre (IRC) for males under immigration legislation. Detainees began arriving in May 2011 and it was formally opened by the Minister of State, Rt. Hon. Damien Green MP on 1<sup>st</sup> June 2011. The Centre is operated on behalf of the Home Office by Her Majesty's Prison Service (HMPS)

**3.2** The IRC occupies a large geographic area encompassing purpose built workshops; healthcare centre; care and separation unit; library; multi-faith centre; education and learning centres; gymnasium; administration offices; dining hall and kitchens; welfare management offices and a visitors centre. The Home Office Immigration Manager and his staff are also located within the IRC. The land previously used as a farm is now not used. Morton Hall is situated just outside the village of Swinderby in Lincolnshire and has a full operational capacity of 392.

**3.3** The accommodation at Morton Hall is all single occupancy and consists of two large double storey units (Fry and Windsor), and three smaller single storey units, (Johnson, Sharman and Torr) located within the inner fence of the IRC and a two storey unit (Seacole) which is within the outer fence and located a quarter of a mile from the other residential units. This unit is used exclusively as a "First Night Reception/Induction Centre". The Care and Separation Unit provides rooms for removal from association (RFA) under Rule 40 and for temporary detention under Rule 42.

**3.4** There is a Healthcare Centre on site, which is operated by G4S Health. This provides primary healthcare for detainees, with secondary care being the responsibility of the local Primary Care Trust.

**3.5** Catering services continue to be provided by HMPS, with three meals per day being served in the dining room with a provision for hot meals to be served in the reception area for late arrivals at the centre.

**3.6** Education services are provided by Lincoln College.

## **Section 4**

### **Executive summary and recommendations**

**4.1** The Board is pleased to report the continuing success of IRC Morton Hall as an Immigration Removal Centre. Most of the areas of concern and comment raised by Her Majesty's Inspectorate of Prisons in their report published on 8 July 2013 have been successfully responded to by management. There was, however, one serious incident in September 2014 when the unfortunate death of a detainee occasioned mass indiscipline amongst the detainees, resulting in the evacuation of all staff from the inner compound. Some minor damage was caused, the breaking of windows, and water damage to buildings caused by the use of fire hoses. Eventually the NOMS Tornado Teams sent to the Centre established good order and the main perpetrators were removed from the establishment. Despite that one isolated major incident the Centre remains an impressive establishment providing a safe, calm and positive environment for the detainees. There continues to be very good staff-detainee relationship and the Board can report that detainees confirm that they feel safe within the centre.

**4.2** The Board continues to have concerns over the staffing levels with some Prison Officers commenting that they were unable to take short notice day's leave to attend hospital appointments and/or for other personal reasons. However, the Board understands that staffing levels will increase early in 2015 and, additionally, with the introduction of a new profiling system it is hoped these concerns will be alleviated.

**4.3** The standard of food supplied to the detainees remains good and portion control of chips and rice is more than adequate. However the Board still has a concern that the general quality of basic items, such as meat, supplied by the 3663 Company is not of an acceptable standard. Despite that, there was only one partially substantiated complaint concerning food received by the Board throughout the past year.

**4.4** Another problem which has been noted throughout the year is the amount of rubbish littering the inner compound. It would appear that despite placing bins in conspicuous areas around the site they are not being used by all detainees who tend to throw away items indiscriminately. The IMB are aware of Management initiatives to resolve this concern and will continue to monitor their effectiveness.

**4.5** As was mentioned in our 2013 report, the Board comments on the large area of land which previously was cultivated as a farm but which is now unused, completely surrounded by a single security fence. Bearing in mind potential and possible increases (nationally) in the number of prisoners and detainees being held, could this land be used to provide additional prison/detainee accommodation?

**4.6** The Board would like to congratulate the Centre Manager and the Home Office Immigration Manager on their work in maintaining a very efficient, well run and safe Centre and thank them both for their encouragement of and co-operation with the Board at all times. The Board is also grateful for the opportunities provided for IMB members to be represented at meetings with and visits by outside agencies and dignitaries.

**4.7 Questions for the Home Office Immigration Minister.**

**4.7.1** As was brought to the attention of the Minister in our 2013 Report, the Board considers that it is inhumane to move detainees on a regular basis by night between the hours of 2300 and 0600 often with little or no notice (especially when they are merely transiting IRC Morton Hall as a rest stop); although the Board recognises that it can be sometimes necessary for operational reasons for detainees to be moved during the early evening and early morning periods.

What is being done to minimise the need for such movements?

**4.7.2** The Board has commented in previous Annual Reports, and in this one (5.3.4), about the substantial number of detainees being held with severe mental health problems. What assurances can the Minister make to indicate that these concerns are being taken seriously and that measures are being taken to ensure the over-long and complex evaluation and decision making process is adequately reviewed?

What steps are being taken to provide suitable accommodation and support for the long-term detention of detainees with severe mental health problems?

**4.8 Questions for NOMS.**

**4.8.1** The Board considers that the quality of some food supplied to IRC Morton Hall by the 3663 company is of such a low quality that the contract should be awarded to a company which can improve on the quality of food provided.

Are suitable mechanisms in place to review the quality and consistency of service delivery by this provider?

**4.8.2** Due to the nationally increasing levels of prisoners and detainees the Board considers that thought be given as to how the unused areas of land at IRC Morton Hall (the currently disused farm land) can be more efficiently and effectively employed.

Is the continued ownership and potential use of this land being reviewed?

## **Section 5**

### **Specific Areas of Monitoring**

#### **5.1 Equality and Inclusion**

**5.1.1** The front page of the IRC Morton Hall Weekly Bulletin, available to all staff, is headed with the words: Diversity, Decency, Delivery and Development. This statement clearly identifies the aims and priorities for all those working within this establishment.

**5.1.2** Examination of Nationality and Ethnicity data shows that in excess of 50% of detainees held are from the Asian sub-continent: India, Pakistan, Bangladesh and Afghanistan. The three largest religious groups are Muslim, Sikh and Christian: on average, some 50% of detainees are of the Muslim faith.

**5.1.3** Each month detainee representatives from all residential units have an opportunity to attend a Detainee Representative Group (DRG) meeting, attended by senior staff representing the functional areas of the Centre. This meeting provides an opportunity for detainees to raise and discuss issues and topics which are important to them and may be causing concern. Any issue discussed which reflects upon an aspect of diversity or equality would then be raised at the next Detainee and Staff Diversity & Equality Action Team (DEAT) meeting, held every two months.

**5.1.4** The purpose of the DEAT is to ensure the Centre complies with the requirements of the 2010 Equality Act, and ensures that all staff are aware of their general and specific responsibilities under this legislation with regard to equality legislation for the protected characteristics of race, religion or belief, age, gender, disability, Marriage and civil partnership, sexual orientation, gender reassignment, pregnancy or maternity. The meeting is chaired by the Centre Manager and consists of all functional heads and representatives from the religious affairs department, staff support groups, detainee representatives (peer supporters), healthcare, catering, Home Office, IMB and an independent observer. This meeting provides a valuable platform for all functional areas to review, discuss and evaluate their policies, procedures and practices. Detainee representatives are encouraged to attend and contribute to the non-staff part of the meeting. The minutes of these meetings together with all contributing reports and data are closely monitored by the IMB.

**5.1.5** All policies and practices are risk assessed to identify if there is any detriment to the protected characteristics with reference to both detainees and staff. Equality Impact Assessments (EIA) were carried out for all functional areas and processes and the Board is pleased to note that where concerns have been raised, they have been responded to quickly and efficiently.

**5.1.6** Monthly statistics show a reducing number of Discrimination Incident Report Forms (DIRF's), and Complaints (compared to a Prison population) which the Board believes could reflect the increasingly pro-active intervention and involvement by Staff dealing with Detainee issues on an informal level. Of the 111 complaints received in the past year only 21 were substantiated fully or in part.

**5.1.7** The HMCIP report in March 2013 suggested that some DEAT activity could benefit from being less reactive, and the Board is pleased to note that during 2014 this has been further developed to include Questionnaires, Interview and Focus groups, Communication groups, Education initiatives, Detainee activities and Consultation groups. The emphasis is not just on responding to known issues, but establishing regular opportunities for staff/detainee engagement, encouraging discussion and a greater knowledge of issues and concerns.

**5.1.8** Morton Hall has a strong record of Community Engagement which serves to strengthen the relationship between the Centre, detainees and external organisations, thereby providing support for detainees and their families. Quarterly Community Engagement meetings are held to facilitate a better understanding between all these organisations, and to raise and discuss mutual concerns. The IMB has a presence at these meetings.

**5.1.9.** The IMB congratulates staff on their continuing commitment and dedication to the development of these important community links and services.

**5.1.10** The IMB would also like to acknowledge and pay tribute to the role of the organisation, Children's Links, which now provides all the Welfare facilities within the Centre in addition to its role in running the Visitors' Centre, providing Family Welfare support, and working with families in the Visits Hall. Children's Links continues to create contacts with the Arabic and Chinese community in Lincoln, and has formed contacts with BID (Bail for Immigration Detainees) and DAS (Detention Advice Service). Children's Links also provides a Family Visit Travel Support Fund which provides financial support for wives and families to visit the Centre.

**5.1.11** The IMB is pleased to confirm that management at Morton Hall continues to ensure that Diversity and Equality has a very high profile, with both detainees and staff, and provides a robust, effective and visible structure for discussion, monitoring, review and implementation of support and services for Detainees.

**5.1.12** Its approach can be summed up by the statement printed at the top of the DEAT Agenda –

“Promoting Equality – Effecting Change”.

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## **5.2 Education, Learning and Skills**

**5.2.1** Education services continue to be provided by Lincoln College within a suite of excellent classrooms and offices. Courses are available in Art and Design, Maths and Money Matters, ICT, English, Back to Work, Business Start-Up and Computer Learning. In addition the hairdressing salon provides both training in barbering and employment. Despite the fact that detainees are not paid to attend education the classes are reasonably well attended and courses are arranged in small, self-contained modules to enable the detainees to qualify for the awards progressively and that these can be transferred to other centres should the detainees be transferred after only a short stay at IRC Morton Hall.

**5.2.3** In addition to the facilities within the education suite further Art and Design and Keyboard Learning courses are held in the Library building and the annex to the Hairdressing salon. Those held in the Library building have proved to be most popular as the detainees remain in the central compound, do not have to surrender their ID cards as they have to when visiting the Education section, and they can come and go as they wish. There is also an outreach programme where the College instructors hold classes in English and Maths within the workshop environment.

**5.2.4** Education has proved to be popular but it is a pity that those in education do not receive pay for their attendance in the classroom as they do within the prison environment. The IMB considers that payment for educational activity would increase the numbers attending.

### **5.3 Healthcare and Mental Health**

**5.3.1** Healthcare facilities at the Centre are commissioned by NHS England (East Midlands Health & Justice) and, for the period of this report, provided by G4S Medical. The Board is aware however that the commissioning team have awarded the 2015 contract to Nottinghamshire Healthcare Trust; this will become effective as from April 2015.

**5.3.2** General Practice clinics are held daily, between 0830-1630 (Mon-Fri) and 0830-1230 (Sat & Sun). Between Jan-Dec 2014, 4,447 appointments were booked at an average of 370 per month. The DNA (Did Not Attend) rate was 12%, meaning an average of 47 detainees each month failed to attend booked appointments.

**5.3.3** Nursing services are available 24 hrs a day, with a clinic held seven days a week. As a response to a generally high DNA rate a 'drop-in' nurse triage service was introduced in January 2014 (appointments were previously pre-booked) and within a few months this problem was completely eradicated. The total number of appointments with nurses during the past year was 3,249, averaging 270 per month. The Board is very pleased to see how successful this initiative has been, as it ensures that detainees can access the advice, support and treatment they require whenever they need it.

**5.3.4** The Board has commented in previous reports about the substantial number of detainees being held with severe mental health problems. This situation has continued during the past 12 months with a few very high profile cases, which have led to these detainees being held in restricted detention (for their own safety, and the safety of others) for what the Board believes were 'too long' periods of time. The Board accepts that the centre management and healthcare staff did everything they could to transfer these detainees to a more suitable environment – this not always being possible due to a lack of suitable accommodation, available spaces, and in the Board's view, an over-long and extended external evaluation and decision-making process. The Board praises the commitment and professionalism of the healthcare staff (and centre staff) when supporting and providing care for these exceptionally difficult detainees, and hopes that the lessons learned may lead to a more efficient, effective and speedy resolution of such cases, as and when they (inevitably) happen again in the future.

**5.3.5** Mental health clinics are held daily, Mon-Fri, and alternate weekends. A visiting psychiatrist can be booked to attend to any detainee, as required, with referrals to the local mental health crisis services also available.

**5.3.6** During the past year a total of 1,891 appointments were booked at an average of 157 per month. Due perhaps to the nature of this clinic the DNA rate is high at 20%.

**5.3.7** Many apparent Mental Health problems as displayed by detainees are in fact behavioural problems and are treated, successfully, as such. This distinction can often be a subtle one and requires skilled and continuous interaction and monitoring by experienced healthcare staff. The Board is aware that there are occasions when after a detainee has been declared 'fit to fly', and been transferred from Morton Hall to the final deporting centre, a re-assessment of the detainee's condition has taken place and the detainee is then placed back into the system for further investigation – often leading to another extended period of detention, or even release. The Board is concerned that once the assessment has been made by Morton Hall staff, a decision to allow the detainee to be deported can then be overturned by (albeit well meaning) medical staff who have not had the length of time with the detainee necessary to make such a decision.

**5.3.8** The fourth largest attended clinic is Dental, which takes place one full day per week. Total appointments for this reporting period were 1,209, a monthly average of just over 100 with a DNA of 20%. As a response to a disturbance in the centre in September which resulted in the loss of 18 dental appointments, a 'drop-in' service for the afternoon clinics was introduced in October. It is to

be hoped that the introduction of this service will have the same effect on the DNA rate as was seen with the Nurse's clinic.

**5.3.8** The Optician visits one day per month and occasional extra sessions depending upon demand. This level of frequency appears to be adequate.

**5.3.9** Additional clinics which take place on a monthly, and as and when required basis, include Podiatry, Asthma, CVD, Blood, Diabetes, and as a reflection of an ever increasing 'aged' detention population – an 'Older Man' clinic offering specific support and advice. Substance abuse, Alcohol detox and Smoking cessation clinics are also held either monthly or when required. These clinics are supported by a Pharmacy service available seven days a week.

**5.3.10** The Board was very pleased to see the introduction of Health Promotion sessions which take place every Thursday afternoon, providing an opportunity for detainees to drop-in and speak with trained staff about how they can improve and benefit from 'better' life style choices. These sessions are very informative, supportive, and reinforce much of the work done in other more formal clinics.

**5.3.11** In total, from Jan-Dec 2014, approximately 13,372 healthcare appointments were made. On average, allowing for DNA, approximately 1,000 appointments each month were successfully held. The Board wishes to recognise and congratulate each and every member of the healthcare staff who work so tirelessly to ensure the detainees receive the highest possible levels of healthcare support.

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## **5.4 Paid and Unpaid Activities**

**5.4.1** Paid activity continues to be available in two workshops where sewing skills are taught; a Recycling facility; Kitchens; Wing and Gym cleaning and in the library. Up to 138 jobs are normally available at any one time and throughout the year and are filled to a capacity of 85% with an increase to 90% in the coldest months. Waiting lists are rare except for some of the more popular placements such as the kitchens and waiting lists themselves are short. Job fairs are regularly held in the dining hall to acquaint detainees with what work is valuable and these invariably attract more detainees into the work environment. The Board considers that many of the skills that are taught at IRC Morton Hall would be useful to detainees when they return to their own countries.

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## **5.5. Resettlement**

**5.5.1** There are no formal re-settlement programmes within the Establishment due to the fact that detainees can spend as little as two weeks here before being deported or released. However, the Board considers that the education and work programmes run by the Unit can and do provide skills and knowledge which benefit the detainees on their repatriation or release.

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## **5.6 Safer Detention**

**5.6.1** The Safer Detention meetings are a vital part of the service being provided at IRC Morton Hall with staff attending from all key areas. Detainees' representatives are also welcomed so that their views can be aired and any actions required can be dealt with opportunely.

## **5.7 Segregation, Care and Separation, Close Supervision**

**5.7.1** Security at IRC Morton Hall is the key element of the service provided to keep all detainees in a safe environment with all members of staff being vigilant in their roles. Action is taken daily to review and upgrade security provisions in areas of defined risk.

**5.7.2** During 2014 there have been 143 uses of Rule 40 and 12 uses of Rule 42. These figures were exacerbated by one detainee being held for 128 days awaiting a secure mental health placement.

**5.7.3** During 2014 the CSU has been updated with in-room electrics, which means that detainees are able to have a television set within their own room having first been risk assessed. Further changes have been made to the office accommodation within CSU to add an association room with a large television set and comfortable seating.

**5.7.4** There have been 245 ACDT documents raised throughout the year: 83 were for self harm of which 45 required medical attention.

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## **5.8 Residential Services (includes accommodation, food, catering and kitchens)**

**5.8.1** The Board considers that the kitchen is one of the most important parts of the centre as it has to cater for detainees from over 50 nationalities and cultural groups. There have been many initiatives tried by the kitchen to improve the quality of religious and cultural food provided, one of them being to allow cultural groups to cook one meal each week; Jamaican food is provided on Sundays, African food on Tuesdays and Eastern European food on Fridays. In addition, there are over 30 religious and cultural festivals supported by the provision of special menus.

**5.8.2** Through careful ordering and menu planning the kitchen showed a slight surplus for 2014 which enabled the Christmas and New Year's menus to be vastly improved compared with those of previous years. The introduction and success of dedicated cultural and religious menus and the improvement of the Christmas and New Year's menus was reflected in a recent food survey where over 70% of the detainees stated that they were happy with the standard of the food they receive.

**5.8.3** Although 2014 has been a good year for the kitchen, there have been several ongoing problems with the food supply company, 3663. Delivery times have been improved but the poor quality of the meat provided and the sudden withdrawal of items from its stock list without providing suitable alternatives is deemed by the IMB as being unacceptable, and the Board encourages NOMS to review the current contractual agreement with this supplier.

## 5.9. Detainees' Complaints

**5.9.1** During the period of this report a total of 111 formal complaints were made using the DCF9 procedures representing a small decrease over the 2013 figure. Of these complaints 14 were withdrawn and 76 found to be unsubstantiated. Of the remaining 21, 11 were substantiated and 10 partially substantiated

	2014	2013	2012	Increase/Decrease
<b>Total Complaints</b>	<b>111</b>	<b>116</b>	<b>185</b>	<b>Slight reduction</b>
<b>Withdrawn</b>	<b>14</b>	<b>7</b>	<b>5</b>	<b>Moderate increase</b>
<b>Closed</b>	<b>Nil</b>	<b>2</b>	<b>1</b>	<b>Little Change</b>
<b>Unsubstantiated</b>	<b>76</b>	<b>86</b>	<b>148</b>	<b>Slight decrease</b>
<b>Partially Substantiated</b>	<b>10</b>	<b>7</b>	<b>14</b>	<b>Slight increase</b>
<b>Fully Substantiated</b>	<b>11</b>	<b>14</b>	<b>17</b>	<b>Slight decrease</b>

**5.9.2** The Board is pleased to report that all the complaints have been handled correctly and all were answered within the allotted time scale according to the statistics provided by the Complaints Clerk.

	Total Complaints	Service Delivery	Minor Misconduct
<b>Substantiated</b>	<b>11</b>	<b>7</b>	<b>4</b>
<b>Part Substantiated</b>	<b>10</b>	<b>4</b>	<b>6</b>
<b>Total</b>	<b>21</b>	<b>11</b>	<b>10</b>

**5.9.3** The Board is pleased to report that many of these complaints are being investigated and concluded even while the official paperwork is being processed. The Board considers that the large number of unsubstantiated complaints and those withdrawn by the detainees reflects the efficient manner in which the complaints system is managed by staff and reflects well on the high standard of care that is being shown to the detainees and how well the Centre is operating.

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## 5.10 Welfare

**5.10.1** Welfare Services are now completely operated by Children's Links in addition to those duties they have with detainees' children. During the year the Children's Links organisation took over the running of the detainees' welfare activities and it holds regular clinics to discuss detainees' welfare problems as well as more routine matters such as diligent searches for missing property and documentation.

**5.10.2** The shop continues to be popular with the detainees and steps have been taken to prevent the queues forming at the shop from interfering with those using the computer hub which is located in the same building. The civilian staff who now operate the shop have integrated well into their new role. The range, type and stock levels of items supplied has been well organised and well

received by the detainees; with regular meetings held with detainees to discuss their needs and wants.

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## **5.11 Facilities Management**

**5.11.1** The grounds of the centre are well maintained by staff members. Throughout the year detainees have been encouraged to operate small gardens outside their accommodation blocks which have proved successful.

**5.11.2** Despite there being several sets of recycling bins placed about the area the tidiness of the establishment continues to be spoiled by rubbish being discarded throughout the grounds. Much of this is thrown out of room windows by the detainees, especially at the rear of the Accommodation Blocks. Also the waste paper/cardboard storage, adjacent to the kitchen building, appears to lose its contents whenever there is a strong wind. The Board wonders whether the increase in numbers of former Foreign National prisoners could be a factor as this is a well-known problem within the prison service.

**5.11.3** Visits continues to be well used with legal visits carried out in the mornings and family/friends visiting every afternoon and two evening sessions, one on Tuesday evenings and again on Thursday when the visits are open from 13.15 to 20.15. In addition to these visits special children's visits are held on a regular basis with a member of the Children's Links Charity acting as a play worker. Visitors arrive at Octavia House, an external visitor's reception centre about 200 yards from the Main Gate, where they are met, registered, and where they can access refreshment and other facilities before being sent to the Visitors Gate in small groups.

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## **5.12 Reception**

**5.12.1** The Reception Unit is perhaps the most important area of the Centre as all detainees are processed there on arrival and again on departure. The area itself was originally a workshop which was redesigned as a Reception Area when HMP Morton Hall was converted into an Immigration Removal Centre. Of all the rooms available the large property room is completely adequate; however the rest of the area consists of a scattering of small, airless rooms that can get extremely hot in the summer months. Three small waiting rooms and one secure single room are no longer seen as fit for purpose with the large number of detainees that are required to be processed there - often up to and in excess of 20 detainees - at any given time.

**5.12.2** The interview room is shared by two staff officers, meaning that one of them has to leave when a detainee is interviewed. The records room is also located "off" this room resulting in constant interruption to the interviewing process. Whenever more than one transport vehicle arrives at the same time it is necessary to hold the detainees within the second vehicle as there is insufficient space in reception. Each month an average of 576 detainees pass through Reception with peaks of over 600 happening at least 5 times during the past year.

**5.12.3** Refreshments are freely available to the detainees on arrival and meals are provided from a freezer selection which have proved popular with the detainees.

**5.12.4** On arrival the detainees are interviewed by Reception Staff and by a Healthcare member of staff. They are then taken to Seacole Unit which is used as a First Night holding and Induction Centre, and is located 5-10 minutes' walk from Reception (in all weathers with no protection from the elements). They are located in this unit for approximately 72 hours where they are given a

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complete induction within the first 24 hours of their stay there. Transfer to residential units within the major compound occurs whenever there are bed spaces available for them. However, when the population of the Centre decreases beyond a certain number the Induction facility moves to the Torr Residential Unit which is within the inner compound of the Centre.

**5.12.5** Despite the above problems the Reception area is bright and comfortable with all staff showing respect to the detainees on their arrival. Detainees can arrive at any time during the 24 hour period; many of them have made long journeys, sometimes without the necessary comfort stop having been made. On some occasions those detainees who are transiting IRC Morton Hall from IRC Dungavel to IRCs in the South of the country are woken very early in the morning to continue their journeys and not given adequate time to rest. The IMB believes that it would be better if there was a stated national policy giving the time that must be spent at rest before continuing these journeys.

**5.12.6** The staff manning Reception are very proactive in their search of detainees and their property and continue to find drugs both on the person or hidden in property. All searches are carried out professionally and in a courteous manner.

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### **5.13 Chaplaincy**

**5.13.1** The Chaplaincy is an important and much used area within the Centre catering for a wide range of beliefs of which those of the Muslim faith form almost 50% of the population. Christians of several denominations account for 17% with Sikhs forming 5%, Hindus 4% and Buddhists 2% of the population.

**5.13.2** There are two full time members of Staff, 1 Free Church Chaplain and one Muslim Imam; Other part time members of staff include Anglican, Greek Orthodox, Sikh, Hindu, Catholic who visit the Centre once per week and a Buddhist who visits one day per fortnight.

**5.13.3** There have been some problems with staff during the year, the Free Church Chaplain had a long-term health problem from July to December 2014 but the Board is happy to report that she has now fully recovered from her illness. During her absence, the Anglican part time Chaplain covered the position. In addition, the original Sikh Chaplain had to be removed from office having broken the code of conduct required of chaplains, but again a replacement chaplain was found and is now making his regular visits.

**5.13.4** The Multi-Faith room consists of a large area, nominally divided into two separate areas allowing more than one religion to pray at the same time, however the two sides of the room can easily be brought together whenever a large area is required. In addition, there are two small quiet rooms available at all times. The Multi-Faith rooms are kept spotlessly clean by detainee cleaners but the Board feels that the toilet facilities are overdue for repair.

**5.13.5** One particular problem concerns the issue of prayer mats for those of the Muslim Faith. At one stage these were kept freely available for detainees to use at will but following several thefts the decision was made to keep these locked up in the Multi-Faith room unless a member of staff is present. That said, prayer mats are available on the Centre Wings and can be purchased from the shop.

**5.13.6** The Board is impressed by the dedication of the Chaplaincy Team who strive to bring comfort to all detainees regardless of their individual faiths.

**5.14 Home Office**

**5.14.1** The Board continues to work very well with the on-site Home Office manager and his team, especially as the IMB Clerk is a member of this team and completes IMB duties in addition to her own, in a very professional manner. The Home Office Immigration Manager is invited to address the Board at its Monthly Meeting and keeps IMB members fully informed and updated as to any and all changes that are introduced affecting the processes and procedures within this department. Monthly statistics and an annual summary are provided to assist in the production of the annual report. The Board wishes to acknowledge and thank all members of the Immigration Staff for their support and assistance throughout the past year.

**Section 6****The Work of the Independent Monitoring Board****1 January to 31 December 2014**

<b>BOARD STATISTICS</b>	<b>2014</b>
Recommended Complement of Board Members. It should be noted that this number was set for a Women's Prison IMB which attracted an extra 25% of members under the staffing plan agreed prior to 2011. It is thought that the current level for an IRC should be set at no more than 12	12
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	7
Number of new members joining within the reporting period	0
Number of members leaving within the reporting period One death and one end of tenure	2
Total number of Board meetings within the reporting period	12
Average number of attendees at Board meetings during reporting period	7.75
Number of attendances at meetings other than Board meetings	8
Total number of visits to the IRC (including meetings)	324
Total number of applications/complaints received	59
Total number of segregation reviews held	N/A
Total number of segregation reviews attended	N/A

## OFFICIAL

**APPLICATIONS BY SUBJECT**

Year ending 31 December 2014

Code	Subject	2014	2013	2012
A	Accommodation	1	Nil	3
B	Access to/quality of legal advice	Nil	Nil	0
C	Diversity related	Nil	1	1
D	Education/employment/training/activities	1	4	3
E	Family/visits	1	Nil	2
F	Food/kitchen related	1	15	5
G	Health related	9	3	9
H	Property	10	9	16
I	Related to detainee's immigration case	8	10	15
J	Staff/offender/detainee related	7	4	2
K	Transfers/escorts	8	1	7
L	Miscellaneous	10	11	4
P	Immigration Cases including travel documentation, FSR, identity and asylum	3	2	15
	<b>Total</b>	<b>59</b>	<b>60</b>	<b>82</b>

The number of applications in 2014 remained very much the same as in 2013. The reduction in applications on food matters however was very much reduced: 15 to 1, which reflects the general higher standards of food meals being served throughout. There was an increase in health related items from 3 to 9, which the Board thinks may be partially due to the detainees expecting a quicker access to healthcare services than that are available to the general public.

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The Board carried out its Annual Team Performance Review in April 2014 which revealed a 92.9% satisfaction with its performance, a very slight increase of 0.9% over that achieved in 2014. However, the same two questions in the ATPR remain on the questionnaire, which are not readily applicable to an IRC due to its different working practices from a prison. Whereas in a prison establishment the reviews of prisoners held in the Care and Separation Unit are carried out at specific times, those carried out on detainees are not and may at times occur as soon as 45 minutes after a detainee has been taken there. This means that unless a Board Member happens to be at the Centre when a review is announced that Member is unable to monitor that review. Likewise, detainees arrive at the centre at any time of day or night and therefore inductions are carried out on a daily basis, well outside the scope for Board Members to attend.