



Tinsley House

Immigration Removal Centre

Independent Monitoring Board

2014 Annual Report

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On Behalf of the IMB Board - Tinsley House IRC

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Section 1

Statutory role of the Independent Monitoring Board (IMB)

The Immigration and Asylum Act 1999 requires every immigration removal centre to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the 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 the Secretary of State, or any delegated official, of any concerns the Board may have; and
- (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 the detainees held at the centre, the centre itself, and also to the centre's records.

IMB Diversity Statement

Tinsley House IMB is committed to an inclusive approach to diversity, which encompasses and promotes greater interaction and understanding between people of different backgrounds. This includes: race, religion, gender, nationality, sexuality, marital status, disability and age. We also recognise that the fully inclusive approach to diversity must respond to differences that cut across social and cultural categories such as: mental health, literacy and drug addiction.

The Board values this approach to diversity and endeavours to ensure it is reflected in its recruitment and Board development practices. All members of Tinsley House IMB aim to undertake their duties in a manner that is acceptable to everyone within the Centre, regardless of their background or social situation.

The Board will monitor to establish that the experience and interaction between staff, detainees and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities and individuals including the G4S Centre Director, Home Office Returns Director, and the IMB Secretariat.

Introduction

This report is presented by the Independent Monitoring Board for Tinsley House, ("the Board"). It is a consolidated report and covers the period from 1 January 2014 to 31 December 2014. The Board sees its primary role as ensuring that all who are detained at Tinsley House are cared for humanely and with dignity. As Board members we are committed to the task entrusted to us. The report is presented in the same format as the previous year's Annual Report in that our concerns are clearly expressed in the body of the report, and form the basis of the recommendations we make. For ease of reference our key findings are summarised in the Executive Summary of the report, on page 8.

The statistics quoted in our report are locally provided by the Home Office Immigration Enforcement Team and G4S, and have not been subject to independent audit.

Section 2

Tinsley House Immigration Removal Centre (IRC)

Tinsley House Immigration Removal Centre (“the Centre”) is a modern purpose built centre occupying a building on the south perimeter of Gatwick Airport. It holds detainees awaiting decisions on their immigration status and possible removal. The Centre was opened in 1996 and provides separate accommodation for male detainees. A dedicated secure family unit was refurbished in 2011 to accommodate high harm families resisting removal, or families encountered at the Border. A number of time-served foreign national offenders (TSFNOs) are also held at the Centre. At the end of the reporting period TSFNOs formed approximately 6% of the average population.

Tinsley House is managed and operated under contract by G4S on behalf of the Home Office in accordance with Detention Centre Rules (2001).

The Centre

Under the statutory provisions relating to the removal of unauthorised foreign nationals and those subject to immigration control, Tinsley House has an operational capacity of 154 detainees. The Centre is able to provide accommodation for 119 males, and is certified to hold 120 males in extremis. It has 34 family beds within 8 separate apartments.

Detainees have access to a range of facilities which include: a well-stocked library with a good supply of current reading material; controlled access to the internet, and regular English and Arts and Craft classes. A Mosque, chapel, and multi-faith rooms are located within the Centre, and the Chaplaincy team provides a strong pastoral role for those detainees seeking spiritual encouragement. There is a laundry room, several television and game rooms; and landscaped gardens. 24 hour medical care is available on site at all times.

The Centre is clean and well maintained, but due to the design of the building ventilation is poor. Most detainees generally report feeling safe although the percentage of those feeling safe has declined from 95% (HMIP figures) to 63%. Following the 2014 HMIP inspection G4S conducted a post inspection survey which reflected that 51-56.6% detainees felt very safe, 36-40% detainees felt safe, 2-2.2% detainees felt unsafe & only 1-1.1% of the population felt very unsafe whilst residing at Tinsley House. G4S now conduct safer community surveys three times a year. Appendix 1 shows the number of reported incidents of bullying and the number of incidents of a serious nature, both remained relatively low at 23. These were the same as in the previous year, and evidenced by the relatively low instances of self-harm.

The male residential units are based on two floors with detainees sharing two or three to a room. There are also four and five bedded rooms. The rooms are each fitted with Freeview TVs and a selection of Sky TV channels, and detainees have access to secure lockers. There is good access to toilet and shower facilities on each floor. Other facilities include: a central dining area, communal and visitors lounge, recreation rooms, a health care suite, and 24 hour access to a telephone interpreting service. A single Rule 40/42 room provides care for detainees removed from association with the rest of the detainee population. Discussions are ongoing between the Home Office and G4S to extend the operational capacity of the Centre within the

current footprint and reconfigure some association rooms. If funding for such changes is approved, it is anticipated work will be completed in 2016.

The grounds and outdoor leisure areas are spacious and well maintained. The Centre has a well-equipped gym, sports hall and open space where popular ball games are played. There is a cafeteria and shop where detainees and users of the Centre can purchase a wide range of general provisions. Profit from the shop is used to add to the range of educational and recreational activities available to detainees.

Detainees are given a good degree of freedom with free association throughout the Centre between 06.00 hours and 23.00 hours. At night there is no lock down as such, but each corridor is secured to restrict movement between individual corridors between 23.00 hours and 06.00 hours. We believe detainees find the regime at Tinsley House relaxed compared to other immigration removal centres.

Key agencies and management teams at Tinsley House

The Home Office Immigration Enforcement Team maintain a permanent presence at Tinsley House and are responsible for face to face contact with detainees as well as ensuring contractual requirements are met from its sub-contractors. G4S have operational responsibility, including detainees' welfare, and the security of the estate. Another G4S subsidiary is responsible for the provision of healthcare on behalf of NHS England. Aramark provides cleaning and catering services; and Tascor deliver escort and transportation services.

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

Population Profile

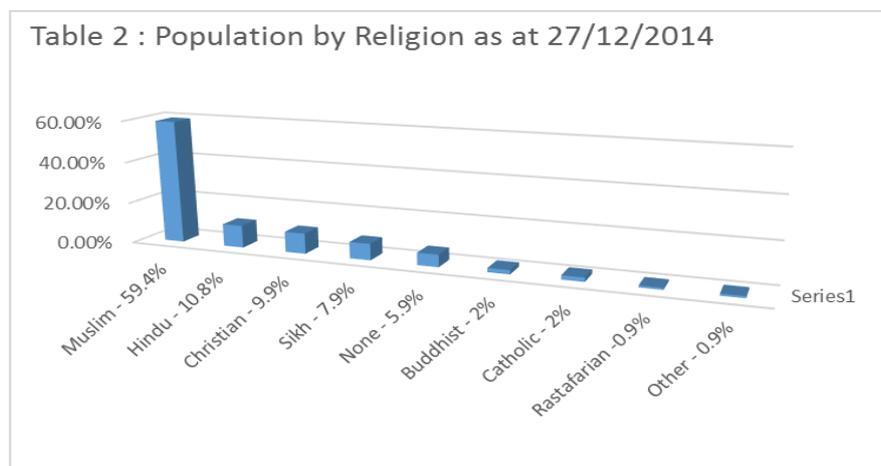
A profile of the detainee population during the reporting period is provided below. The profile varied throughout the year and as many as 30 different nationalities were represented at one time. A snapshot of the top ten nationalities is shown as at the end of 2014.

Table 1

2014	
Indian	17
Bangladesh	15
Pakistan	15
Albanian	8
Afghanistan	7
Nigeria	4
Ghana	3
Sri Lanka	2
Jamaica	2
China Peoples Republic	2

Population by Religion, as at year end 2014

The table below provides a snapshot of the religions represented as at the end 2014.



Detainee Arrivals

The table below shows the total number of detainee arrivals during 2014, with previous years' totals for comparison:

Table 3

Tinsley House Arrivals	2014	2013	2012	2011	2010
Male Detainees	2,755	2,312	2,339	2,211	3,531
Transgender	3	2	1	2	N/A
Family Suite :					
Families	45	64	57	72	N/A
Single Women	235	112	23	N/A	N/A
Children	55	91	75	N/A	N/A

The median length of time that detainees were detained in Tinsley House, was 41.04 days for 31 December 2014. There was a monthly snapshot in 2014 of the median length of stay which ranged from 19.03 days to 41.04 days. The average for 2014 of these snapshot figures for the median length of stay was 30.72 days.

A typical breakdown of length of stay of detainees is set out below

Length of stay at Tinsley House IRC: (As of 8 Jan 2015 – population total **102**)

Table 4

Less than one week	11
One week to one month	41
One to two months	30
Two to six months	18
Six to twelve months	1
Twelve to twenty four months	1
Twenty four months +	0

If you add the length of stay at the Centre to stays at other IRC's then there was 1 detainee who had experienced between 12 and 24 months total detention.

Night Moves

In 2014 there were 1090 arrivals and 494 departures between the hours of 23.00 and 06.00.

Section 3

Executive Summary

The Board is pleased to report that the operational arrangements at Tinsley House continue to be managed to a good standard. The Tinsley building achieved an average “E” rating for energy conservation. The Centre is well organised, and although generally clean, is looking somewhat tired, and some areas and facilities are in need of replacement or refurbishment. Staff consistently maintain a calm and co-operative atmosphere and there is good freedom of movement for detainees. The family suite is friendly and welcoming and security is generally proportionate. G4S Senior Management demonstrate a good level of commitment, and the Detainee Custody Officers (DCOs) engage well with the detainees.

The framework for securing the safe welfare of detainees is well established, and detainees are encouraged to feedback through a number of fora on issues such as safety and their treatment by staff. The general feedback from the monthly Detainee Consultative Meeting supports the high level of respect accorded to staff.

Key Issues including those requiring response

- The movement of detainees late at night and/or during the early hours of the morning is a continued concern not only to this Board but across the IRC estates. During the reporting period there were 1090 detainee arrivals and 494 detainee departures during the hours of 23.00 hrs to 06.00 hrs.
- Two incidents occurred in 2014 where the IMB asked to be involved in the de-brief reviews but were not given the chance to participate. As a result we were denied the opportunity to monitor the de-brief and learning review processes, or contribute to the improvement outcomes. (See page 12).
- Room 12 is the room set aside for Rule 40/42 detention. To our knowledge during 2014 this room was used on 2 occasions to accommodate detainees who had been diagnosed with an infectious medical condition. Whilst it was acknowledged that the detainees needed to be segregated from the general population because of their illness, we find this arrangement unacceptable since the same room is also used for those needing constant supervision; for example whilst under an ACDT plan, or after self-harming (See pages 14 and 15).
- A detainee with Tuberculosis was transferred to Tinsley by the escort team, Tascor. Neither the escorting driver or Tinsley staff were notified of the detainees condition on his arrival at the Centre. This removed their chance to take protective measures. (See page 15).
- We are equally concerned that single women and families, including those with small children, continue to be brought to the Family Suite during the night (23.00 to 0600), and are required to leave with less than 8 hours overnight rest, i.e ‘quick turnarounds’. (See page 16)

- The Board has raised its concern about the frequent incidents of bed bugs throughout the reporting period. We are told that this is a consequence of the age, design, and fixtures and fittings of the furniture. It is hoped that future building alterations will resolve this problem. (See page 11)

Recommendations

- R1 G4S and/or the Home Office should always give the IMB the chance to participate in the review of any incident at the Centre, particularly when an incident is serious. The IMB recommend that we are given sufficient advance notice of all serious incident reviews (de-briefs), to enable the Board to effectively monitor the actions taken and lessons learned from serious incidents.
- R2 The Board is concerned about the practice of placing detainees with infectious medical conditions, requiring segregation from the general population, in Room 12 - the Care and Separation Unit (CSU), under Rule 40. We recommend this arrangement should cease. Alternative appropriate arrangements should be made for isolating detainees with medical conditions, and for vulnerable individuals requiring constant supervision under ACDT plans.
- R3 The Board recommend that where a person with a known infectious medical condition is to be transferred to Tinsley House, then the sending agency should give adequate advance notification of the person's full medical condition to Tinsley staff so appropriate protective measures can be taken.
- R4 The issue of 'quick turnaround' families is of concern to the Board and we recommend that this practice is urgently reviewed to ensure vulnerable individuals, including families with children, receive at least 8 hours rest at the Centre before their removal.

Section 4

Equality Diversity and Inclusivity (EDI)

Tinsley House is host to a diverse range of individuals and in our opinion the cultural needs of all detainees have generally been well catered for. G4S senior management took an active role in promoting the strong ethos of inclusivity, and the monthly Diversity & Equality meetings provided a non-challenging space for detainees' to communicate any concerns relating to their stay.

Pastoral support from the various religious leaders contributed to the peaceful atmosphere that prevailed at Tinsley House. The major cultural and religious festivals were celebrated throughout the year. Monthly statistics reveal that hundreds of pastoral conversations were held every month between the pastoral team and detainees. This helped to ensure their spiritual needs were catered for. The Mosque was a well-used facility with between 50-60% of the detainee population observing Islam. During the year, due to insufficient space, alternative arrangements had to be made because the Mosque was not big enough for the numbers wishing to use it. Concerns were heightened when the absence of an Imam for the Friday prayers during two consecutive weeks resulted in 19 detainees submitting a formal complaint to the IMB. This was quickly resolved to the satisfaction of everyone involved.

Learning, Skills and Work

Tinsley House provides a range of social and learning activities for its male population. The Arts and Craft classes remained popular throughout the year, and continued to be well attended. Regular competitions were held for a variety of artistic schemes ranging from landscape painting, jewellery making, bead looming, and animal clay sculpture. Over the years the Centre has entered a range of detainees' work at the Koestler Trust. These have been returned with certificate awards or were highly commended, and some have even been sold through Koestler. Detainees are encouraged to participate, and the 2014 entries included an Albanian flag made from woven beads, three landscape pictures and a delicately ornate carnival mask.

The Centre's library is stocked with books and newspapers in many languages, and a wide supply of reference material. Classes in English for speakers of other languages (ESOL) was available throughout the year, however, opportunities to take accredited courses were limited due to the transitory nature of detainees' stay. Detainees can continue their learning through self-tuition or internet learning in order to gain accredited qualifications, although none have done so during their stay at Tinsley. The dedicated music room, originally intended to actively promote the musical skills of detainees, saw relatively little use during the reporting period.

A range of voluntary paid activities exist for detainees who meet the vetting requirements. Acceptance of paid work is entirely voluntary and is not intended to substitute the work of trained staff. The work provides a distraction from the daily routine and assists the running of the Centre. Detainees can work as barbers or as a gym and fitness orderly, or in the new position of laundry orderly. They can also engage in library work, give assistance with translation, and perform tasks as a multi-faith orderly, safer detention orderly, or diversity

orderly as well as other roles. Such work is paid at a rate of £1.00 per hour. Specified projects are authorised by the Home Office Immigration Manager, and is paid at £1.25 per hour.

Age Disputes

The IMB receives monthly reports of detainees who declare themselves to be below the age of 18. The report lists the age-disputed cases together with a summary of their outcomes. Where a detainee claims to be younger than his recorded age, a Merton Age Assessment is completed by the Local Authority. The decision to keep or remove the age-disputed detainee from the adult population is subject to a multi-agency risk assessment, and assessed on a case by case basis.

A total of 16 age dispute cases were dealt with in 2014.

Table 5

	2014	2013	2012
Detainees assessed as an adult	11	8	14
Detainees assessed as a minor	5	2	7
Detainees transferred to another IRC following an age assessment	0	1	2
Detainees accommodated by Children's Services following an age assessment	5	2	7

Safer Community and Detainee Welfare

The monthly Safer Community Meeting is an effective forum for monitoring the facilities available to detainees. The meetings are well organised and attended by senior management and representatives from the detainee population. There are detailed discussions on residential and diversity issues, including ACDT (Assessment Care in Detention and Teamwork) plans, perceptions of safety, bullying, immigration issues, access to the Centre's activities and facilities, and the provision of adequate washing facilities.

In December 2014 the Centre was the subject of an unannounced inspection by Her Majesty's Inspectorate of Prisons (HMIP). The inspectors' findings were generally positive and concluded that Tinsley House operated a safe environment. Conflict between detainees was of a low level, and serious injuries were rare. However, there was disappointing evidence about bullying and violence. The inspection noted a significant decline in detainees' perceptions of safety, with only 63% of detainees admitting that they felt safe. The findings were similar to other comparable establishments.

Bed bugs have continued to be a concern at Tinsley House. Efforts to eliminate the problem by fumigation and intensive cleaning have been unsuccessful since the carpets provide a natural habitation for the bugs. The problem is likely to persist unless a decision is made to refurbish all the rooms and replace the carpets and other similar breeding areas.

There have been no reports of illegal substances within the Centre. There are no facilities to address those dependent on drugs and/or alcohol, and detainees with identified substance dependency are transferred to other centres where appropriate resources for dealing with substance abuse issues exist.

Security

During the reporting period the IMB was notified of 75 incidents of concerns. We expressed disquiet over two quite serious incidents, one of which is set out below.

Between October and November 2014 detainee H made several visits to Tinsley's Healthcare suite for his health concerns including pains in his chest. On the day of the incident H's chest pains were so acute his roommate found him biting himself and banging his head against a wall. His concerned roommate alerted staff who applied force to restrain H from further self-harm. The IMB believe the force used by staff was necessary to prevent H from further harm to himself. H's pains were later diagnosed as a gastric condition. However, the Board was greatly concerned that his condition was not identified or treated earlier; and that H was reduced to harming himself because of the severity of his pains. Indeed, he had to be restrained from inflicting further harm to himself.

The IMB asked to be involved in the full incident review, but was not invited to participate in any subsequent briefings, given copies of the de-brief report, or informed of the incident outcome. We raised our concern with the Centre management about our exclusion from the review process, and stressed the importance of our monitoring role and contribution to any lessons learned outcome. The IMB's concerns were taken on board and it is expected that our independent role will be fully included in future incident review and reporting processes.

R1 The IMB recommend that we are given sufficient advance notice of all incident reviews to enable the Board to effectively monitor the actions taken and lessons learned from serious incidents.

Food

Board members regularly eat with detainees and report on the food and its presentation. This is helpful when detainees express an opinion about the meals served at the Centre. A new system for ordering food was put in place at the start of the reporting period, and detainees are now able to choose in advance from a varied menu. The new system is working well as complaints about people not getting what they wanted were reduced considerably during 2014. The menu is varied and well balanced and generally includes a selection of fresh fruit and vegetables. Soup and sauces usually accompany the main dishes. Typical complaints were about the size of food portions or the level of spiciness. However, these were counter-balanced by an equal number of compliments about the quality of the meals provided. The canteen and café are used by detainees, staff, official visitors, the chaplaincy, and volunteers including IMB members.

During the reporting period some detainees expressed a desire to prepare their own meals and this was agreed in principle. However, as the Centre only has facilities for one main kitchen this is considerably restricting. No detainee or group have so far pursued this offer.

Complaints

The IMB responded to 11 written Applications highlighting detainee's concerns during 2014. One such Application was made on behalf of 19 detainees about the availability of the Imam. The IMB also received and acted on a range of informal complaints during our weekly unannounced visits to the Centre. The majority of these were resolved quickly and without invoking the Application process.

The total number of complaints handled by the Centre, (excluding IMB Applications) was 28. Most of these related to services provided for the detainees, for example: catering, mistreatment, missing items, and alleged assault by either an officer or detainee. We feel the complaints were promptly investigated and the decisions made in 2014 were generally reasonable, and communicated to the detainees in sufficient detail.

None of the complaints were appealed to the Prisons and Probation Ombudsmen.

Table 6

Type of IMB Application	2014	2013	2012	2011
Food	2	2	2	25
Missing property	0	4	9	15
Medical	2	5	2	9
Staff Conduct	1	9	9	4
Fellow Detainees	0	0	1	8
Other -				25
Poor communication		3		
Complaint handling		-	3	
Availability of Service		2	2	
Damaged / missing property		1	3	
Physical environment	2	1		
Casework Issues		3	1	
No Imam for Muslim services – (19 signatures)	1			
Wanted CCTV records and compensation for treatment	1			
Immigration status (outside the IMB's remit)	2			
Total	11 issues (29 Applicants)	30	32	86

G4S Staff Survey and Visitor Feedback

G4S conducted a staff survey in 2014 across its Custodial and Detention Services. The main findings show staff engagement and participation levels have improved at Tinsley House when compared to previous years. For example, staff are actively encouraged to contribute to the various schemes for improving the Centre, and are openly acknowledged for their contributions. Visitor feedback was equally positive and those invited to comment on their experience stated they were generally satisfied with their interaction with staff, and the treatment received when attending the Centre.

Section 5 – Areas of Specific Concern

Healthcare and Mental Health

On 1st September 2014 the responsibility for healthcare and mental health provision at Tinsley House was transferred to NHS England. The day to day running of the service was subcontracted to G4S Healthcare, and not to the general G4S management. The service covers the three Gatwick immigration removal sites of Tinsley House, Brook House and Cedars PDA. In practice the service appeared to have changed little by the end of 2014 in terms of staffing and levels of care.

We found the healthcare service during the reporting period to be well organised. The arrangements ensured that new detainees were seen by a nurse within two hours, and a GP within 24 hours so that their physical and mental health needs could be assessed and any vulnerable/at risk individuals identified. Nursing staff are on site 24 hours a day and a GP visits every day. They can be called on at other times, as can other health professionals, as required. Detainees may also be taken to Brook House, which has enhanced healthcare facilities, or to local NHS hospitals where their condition warrants it. However, maintaining a full complement of healthcare staffing has been a problem. There were 12 permanent RGN nurses and 4 permanent RMN nurses during 2014, and 21 agency nurses were relied upon during the reporting period across the three sites. As a result, there are frequent vacancies, partly because of the time taken for successful candidates to complete the security process. Inevitably some candidates take positions elsewhere because of the delays in appointing staff.

Only one official complaint was logged by the healthcare service (10/6/2014) relating to Tinsley House. It concerned 'staff attitude'. It was not upheld although 'Staff [were] reminded on (sic) respect and the use of the translation service'. However, it is the IMB's view that this complaint masks a general unease felt by a number of detainees in their dealings with healthcare staff. This is based on the comments we receive from detainees, and from anonymous complaints sent to the IMB and also, we reluctantly have to say, occasionally from our own dealings with healthcare staff. The incident described on page 12 in the Security Section is possible indication that there may be problems with the service offered. However, this is unclear since the IMB were not involved in the subsequent serious incident de-brief, nor had sight of the reported outcome.

In 2014 the Healthcare Forum was re-established to discuss healthcare concerns and enable detainees to attend. No meetings were ever held during the reporting period and the forum was discontinued apparently due to lack of interest from, and non-attendance by, detainees. A healthcare agenda item was created to enable health issues to be raised at the regular Detainee Consultative meeting. However no issues were brought up. We are told G4S Healthcare is working on plans to improve patient input, and that the long awaited detainee healthcare survey is planned. We look forward to developments in this area.

The Board is concerned about the practice of placing detainees with infectious medical conditions requiring segregation from the general population in Room 12 under Rule 40. Room 12 is the designated area for detainee care and separation. We recommend this arrangement should cease. The 2014 statistics, (reported in Section 7), include two such

cases where the reason for a Rule 40, (Removal From Association), was to prevent infection spreading to other detainees, staff and other users of the Centre. We do not query the use of Rule 40 as we recognise that someone with an infectious condition must be separated from the general population in the Centre. At the time of reporting, Rule 40 is the only means that this can be done. It is the Board's view that Room 12 is not appropriate for such medical use. We have discussed this matter with the on-site Immigration Team and G4S who say, any medical use would only be for very short periods as they would always intend to move someone with an infectious condition to Brook House which has enhanced facilities for medical segregation. However, the fact remains that Room 12 is used for this purpose. Since there is no guarantee that space will always be available at Brook House, we do not think Room 12 should be used for medical cases.

It is the Board's view that another room should be made available where people could be detained to prevent spread of infection pending transfer to somewhere more appropriate.

R2 The Board recommend that the practice of placing detainees with infectious medical conditions requiring segregation from the general population in Room 12, under Rule 40 should cease. Alternative appropriate arrangements should be made for isolating detainees with medical conditions, and for vulnerable individuals requiring constant supervision under ACDT plans.

In 2014 a detainee known to have Tuberculosis was transferred to the Centre by the Escort Team (Tascor). Neither the escorting staff nor the Centre had been warned of the detainees' medical condition, and an IMB member was present just after his arrival at the Centre. The IMB member felt warning should have been given so that the driver and Centre staff could have taken precautions against infection.

R3 The Board recommend that where a person with a known infectious medical condition is to be transferred to Tinsley House, then the sending agency should give adequate advance notification of the person's medical condition so appropriate protective measures can be taken.

Children and Families

The self-contained Family Unit at Tinsley House (the 'Unit'), provides accommodation for eight families, and includes provisions that meet the requirements of The Equality Act 2010 for those with a disability. All apartments have en-suite shower facility and the Unit includes a communal lounge area with a kitchen where families can prepare their own meals if required. There are two child-centric rooms, one for younger children and another for older children; a medical room; multi-faith room; a laundry, and external courtyard with outdoor play equipment. All the facilities are of a high standard.

The Unit is predominantly used for Border cases, those refused entry at a port, and for high harm families pending removal from the UK. The Unit increasingly provides accommodation for single females, and has also accommodated transgender individuals and age-dispute male detainees.

In 2014, the highest entry of families was from Nigeria. The top three countries for single females accommodated in the Unit were from USA, Ukraine and Canada. The largest accommodated family in 2014 had 5 members.

Families with children can be held for up to 72 hours, and this can only be extended with Ministerial authorisation. During 2014 the Unit was also used to assist with the accommodating of 12 single females for about a week; and on another occasion to accommodate a single disabled female because a more suitable arrangement could not be found. Although the Unit is not fully equipped to meet the needs of disabled detainees requiring high level nursing or help with mobility, her detention at the Unit was extended, with the agreement of the Secretary of State. The detainee later expressed her appreciation to staff, for their compassion and care throughout her stay.

The Family Unit is described as a calm and friendly place by both staff and detainees alike. Detainees invariably report that they receive a high standard of care and that staff are polite and friendly. However, the IMB are aware that an increasing number of families were brought to Tinsley House during the night (23.00 to 06.00) and removed the following morning with little opportunity for sufficient rest, (referred to as “quick turnarounds”). In 2014 there were 22 “quick turnaround” families.

Families, and single females, including those with small children, if refused entry to the UK may invariably be detained overnight at the airport. The option to transfer them to the Family Unit at Tinsley House is considered more humane, as this would allow them use of a proper bedroom for a few hours, a shower and breakfast before returning them to the airport. Although a better alternative, the IMB question whether this length of stay is good enough

The principle that the welfare of children is of paramount importance is embedded in several pieces of UK legislation and in International Conventions on child welfare to which the UK is a party. In other UK legislation, such as the Police and Criminal Evidence (PACE) Act 1984 (which we recognise does not specifically apply to the detention of immigration offenders), prisoners must have at least 8 hours rest overnight so they are not prejudiced by sleep deprivation. In cases of child welfare it seems as important to ensure a parent/carer receives adequate overnight rest so they can properly care for their child, and properly make decisions that may affect the child, without being affected by sleep deprivation. We regard the PACE provisions as setting a benchmark for a necessary period of overnight rest, even though they do not formally apply in immigration cases. It therefore seems to the Board that a child’s welfare can be indirectly affected if the parent/carer does not have at least 8 hours rest overnight which is often not given in ‘quick turnaround’ situations. We are also concerned that the children themselves may not have adequate unbroken rest.

R4 The issue of ‘quick turnaround’ families is of concern to the Board and we recommend that this practice is urgently reviewed to ensure vulnerable individuals, especially families with children, receive at least 8 hours rest at the Centre before removing them.

Section 6

Review of 2013 IMB Action Points and Recommendations

Table 7

Ref	Recommendation	Accept / Reject	Progress
1	In the interest of hygiene and consideration to other users of the Centre, appropriate foot washing facilities be made available	Accept	Completed
2	Non-compliance with the Home Office should not be used as a reason for blocking work in the Centre.	Reject	Rejected
3	Data should be collected of failed appointments to NHS hospitals to ensure the reasons for failure and any lessons learned is used to inform and improve the service.	Accept	Ongoing
4	The healthcare forum should be more widely advertised. (repeated recommendation from our 2011 Annual report) *	Accept	Ongoing

* A Healthcare forum was set up in 2014 but discontinued due to lack of detainee interest.

Her Majesty's Inspectorate of Prisons (HMIP) 2014 Inspection

HMIP conducted a full unannounced inspection of Tinsley House in December 2014 and found most outcomes for detainees were good. The IMB agree with the inspectors overall findings and support their recommendations, in particular that:

- The standard of accommodation was reasonably good, however ventilation in some areas was very poor.
- The relationship between staff and detainees was good, and the Centre provided an overall safe environment. However, the decline in detainees' perception of safety was a concern and required investigation.
- Methods of restraint used by outside escorts were proportionate, but too many detainees continued to be transferred overnight, and some journeys in escort vehicles were too long, circuitous, and poorly planned.

The Main concerns were:

- Room 12, the CSU room, was inappropriate to hold detainees at risk of self-harm or suicide, and a suitable care suite should be provided.
- Border Force should consider alternatives to detention before holding families with children at Tinsley House
- The Home Office should reassess the role of the "Family Unit" and it should be renamed to reflect its more varied functions. The mix of detainees deemed suitable for the unit should be robustly governed to manage risks safely for all those held in the unit.

2014 Service Improvement Plan – Progress Update

As at January 2014 the IMB identified eleven areas of concern which we presented to the Centre’s senior management team as areas for improvement. Of these seven were rejected, two have since been complete, and two are outstanding.

Table 8

Owner	Themes	Recommendation	Accept/Reject	Progress
Home Office	Length of Detention	Length of detention of ex Foreign National Offenders (FNOs).	Accept	Ongoing
Home Office & Supplier	Transfers	Detainees are given more than one hours’ notice of impending transfer from Tinsley House.	Reject	Rejected
Home Office & Supplier	Information Management	Data be made available to the IMB in regard to inter-centre transfers during night hours (2300 – 0600).	Accept	Completed
Home Office	Charter Flights	Charter flight reserves should be more robustly monitored with data being made available to justify the operational costs and financial benefits arising from the practice.	Reject	Rejected
Home Office	Transfers	That the time taken for families with young children from initial hold up at the Border and transfer is reduced.	Accept	Ongoing
Supplier	Training	Appropriately trained/qualified individuals should oversee detainees in the weights room.	Reject	Rejected
Supplier	Dentistry	Improved dental care provision.	Reject	Rejected
Supplier	Healthcare	The Healthcare forum should be more widely advertised.	Accept	Completed
Supplier	Mental Health	Provision of qualified mental health staff be increased.	Reject	Rejected
Home Office	Complaints	Service delivery complaints to be responded to within 13 weeks.	Reject	Rejected
Home Office	Complaints	Reduce the 12 week time limit for dealing with complaints that are dealt with by the Professional Standards Unit (PSU).	Reject	Rejected

IMB Board Activity during 2014

During the reporting period IMB members made weekly scheduled and unannounced visits to the Centre. We attended meetings held within Tinsley House as observers, and witnessed arrivals and removals of detainees and families. We have continued to build professional relationships with the Home Office Immigration Enforcement Team and G4S to ensure constructive monitoring of the facility.

Table 9

Tinsley IMB Statistics	Board Numbers	
	2014	2013
Recommended complement of Board Members	12	12
Actual number at start of year	6	8
Actual number at end of year	8	7
New members joining during year	6	3
Members leaving during year	5	4
Total attendances at Board Meetings	82	72
Attendances for other than Board meetings	187	189
Applications received by the IMB	11	16
Major incidents attended by IMB	0	0

The Board would like to thank our IMB Clerk for his continued support and assistance during the reporting period.

Incidents of self-harm and bullying

Table 10

	2014	2013	2012	2011	2010
Total number of Incidents of self- harm	20	15	30	20	11
ACDT* documents opened	119	139	126	85	63
Total number of reported incidents of bullying	23	23	52	14	11

*Assessment Care in Detention & Teamwork (ACDT) – a care plan used to monitor vulnerable detainees

Rule 40 – Removal from Association (RFA)

Details of the use of Rule 40 in 2014 with previous years for comparison.

Table 11

Rule 40	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2014	0	2	3	3	4	3	2	1	1	5	2	2	28
2013	3	1	3	5	1	2	1	2	1	0	1	2	21
2012	3	1	1	3	3	5	3	4	4	3	1	1	32
2011	2	1	4	2	2	1	4	3	2	8	7	5	41
2010	5	2	7	1	7	1	2	7	0	2	0	3	37

The use of Rule 40, Removal From Association (RFA) is only used as a last resort. The IMB is advised of any detainee placed on Rule 40 or the much rarer Rule 42, Temporary Confinement (TC). Detainees are almost always held for a minimal period in Room 12 and, following a satisfactory review, allowed full association with the detainee population unless they are transferred to Brook House which has more extensive CSU facilities. An RFA's usual purpose is to ensure the safety of Centre users, and to protect a detainee intent on self-harm. It was also used to ensure the safety of all others in the Centre, for example to segregate detainees with TB or complaining of symptoms consistent with Norovirus.

Rule 41 – Use of Force (UoF)

Details of the use of Rule 41 in 2014 together with previous years for comparison

Table 12

Rule 41	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2014	0	6	2	1	0	1	3	0	1	3	0	0	17
2013	1	0	3	4	4	1	0	0	0	0	0	1	14
2012	4	0	1	2	1	0	2	1	1	1	1	2	16
2011	2	0	2	1	3	1	2	0	1	3	2	0	16
2010	1	1	3	1	5	1	0	5	0	0	0	0	17

All incidents of use of force are investigated, and the reason explained in monthly reports to the IMB. The use of force was occasionally planned.

Rule 42 Temporary Confinement

Details of the use of Rule 42 in 2014 with previous years for comparison.

Table 13

Rule 42	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2014	0	0	0	0	0	0	0	0	0	0	0	0	0
2013	0	0	1	2	1	0	0	0	0	0	0	0	4
2012	2	0	0	1	0	0	0	0	0	0	0	0	3
2011	2	0	0	0	0	0	0	0	0	0	0	2	4
2010	0	1	1	0	2	0	1	4	0	0	0	0	9

All Charter flights took place without incident.