

ANNUAL REPORT

1st January to 31st December 2015



Independent Monitoring Board

**MORTON HALL
IMMIGRATION REMOVAL CENTRE**

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

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 she 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 detainees, the centre and also 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 IRC Morton Hall is located south west of Lincoln and close to the border of Lincolnshire and Nottinghamshire. The private residence was commandeered by the RAF in 1942, purchased by the Air Ministry in 1949, and transferred to the prison service in 1958 when it opened as a Borstal for 150 youths. Morton Hall Borstal closed in 1975 and the Hall remained empty (excepting a brief period, 1979-1981, where a number of Vietnamese “boat people” were housed) until 1985 when Morton Hall was opened as a category D training prison for male prisoners.

3.2 October 2000 saw the male prison close and Morton Hall re-opening in January 2001 as a semi-open female prison. In 2004 an additional purpose built 39-bed Intermittent Custody Centre was opened: an alternative to custody where individuals reported to custody weekends or weekdays - this scheme closing in 2006.

3.3 In 2007 Morton Hall was the first prison within the East Midlands to achieve Investors in People accreditation, successfully gaining re-accreditation in 2010. In March 2009 Morton Hall’s status changed to ‘closed’ with a capacity for 392 prisoners. In 2009 Morton Hall achieved Level 4 High Performing Status, one of only six prisons at that time to have achieved this.

3.4 In March 2011 Morton Hall was closed as a prison and re-opened as an Immigration Removal Centre (IRC) for adult males under immigration legislation, with detainees arriving in May 2011. IRC Morton Hall is currently operated on behalf of the Home Office by Her Majesty’s Prison Service (HMPS).

3.5 Morton Hall IRC occupies a large geographic area encompassing purpose built residential units; workshops; healthcare centre; care and separation unit; library; multi-faith centre; education and learning centres; gymnasium; administration offices; dining hall & kitchens; reception; induction unit, and a visitors’ centre. The Home Office Immigration Manager and staff are also located within the IRC. The surrounding 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 certified operational capacity of 392.

3.6 The residential 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) all located within the inner fence of the IRC, and a two-storey unit (Seacole) which is located within the outer fence 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 (CSU) provides rooms for removal from association (RFA) under Rule 40, and for temporary detention under Rule 42.

3.7 Healthcare facilities and medical services are commissioned by NHS East Midlands and, as from April 2015, health and mental care services are provided by Nottinghamshire Healthcare NHS Foundation Trust – replacing the former provider G4S Medical.

3.8 Catering services are provided by HMPS, with all meals being eaten or collected from the main dining hall. There is provision for hot meals to be served in the reception area for late arrivals at the centre.

3.9 Education services are provided by Lincoln College, who have been the provider since the centre opened in 2011.

3.10 Facilities Management, which includes the responsibility for works, maintenance and stores, was contracted-out to Amey plc in June 2015, previously operated by HMPS.

Section 4

4.1 EXECUTIVE SUMMARY

4.1.1 The IMB believes that Morton Hall IRC is a very well-run establishment and provides a safe and secure environment for the detainees being held there.

4.1.2 The Board believes HMPS management at the Centre is committed to the highest levels of performance and best practice, and is supported by loyal, enthusiastic, hard-working and professional staff and work colleagues – in all disciplines and areas.

4.1.3 Following the comments made at the 2014 inquest into the death of a detainee the Board is confident that the Centre has addressed the matters raised by the coroner, and has reviewed and reinforced relevant policies and practices where feasible to alleviate these concerns. (See 5.6.2)

4.1.4 The Board acknowledges and highly commends the continuing work of Lincoln College in providing a wide range of varied, instructive, skill based, and high quality educational training for all detainees. (See 5.2)

4.1.5 The presence and involvement of the Children's Links organisation in providing welfare support to all detainees, both within and outside the Centre, has proved to be essential and invaluable; and the IMB is pleased to see that it is in the process of tendering to continue this contract in the forthcoming year. (See 5.1.5; 5.5.1; 5.6.2d; 5.10.1/3; 5.11.1)

4.1.6 The Board is concerned with the growing number of ex-foreign national offenders who are detained at Morton Hall and the effect they have on fellow detainees, staff and the smooth and safe running of the facility, and urge the Home Office to review how and where such detainees are held. (See 5.6.2a; 5.7.7/10/11/12; 5.9.2/5)

4.1.7 Similarly the Board raises ongoing concern regarding the number of detainees with substantial or severe mental health problems and asks whether the policies, protocols and processes in place are adequate to decide whether such detainees should be detained, and if so, the correct and most supportive facility for them to be held in. (See 5.3.2; 5.3.11; 5.6.6)

4.1.8 The Board has highlighted the increasing problem of drug use by detainees, faced by all IRCs, and asks whether sufficient resources are available to contain and manage this problem; and whether the Immigration Detention estate is provided with the range and level of sanctions it needs to appropriately challenge and punish those involved. (See 5.7.10)

4.1.9 The performance of Tascor with regard to the transportation and movement of detainees, and the provision of staff for hospital bed-watches, is severely criticised by the Board. The Board makes some suggestions as to how its performance could be improved and asks what is being done to monitor and audit its performance against the terms of its contract. (See 5.7.6; 5.11.2; 5.12.2)

4.1.10 The Board is very supportive and enthusiastic about the recent change of Healthcare provider, and believes this decision will drive and support additional changes and improvements to the quality of medical care provided to detainees. (See 5.3)

4.1.11 Members of the Board acknowledge and appreciate the support and encouragement they receive from all staff, in carrying out their monitoring duties.

4.2 PARTICULAR ISSUES REQUIRING A RESPONSE:

Questions for the Minister

4.2.1 The Board highlighted in last year's report a major concern regarding the number of detainees with mental health problems being held in Morton Hall. The IMB is aware of recent improvements and changes made to the (local) provision of mental health services (see 5.3.2) and the referral service for detainees with severe mental health problems (see 5.3.11) and is much encouraged by progress made. However the Board is aware that substantial numbers of detainees with mental health problems are still being sent to Morton Hall causing concern to fellow detainees (see 5.6.6) and substantial problems for Centre (see 5.7.7) and Healthcare staff.

Whilst the IMB acknowledges that all are given the best possible support available, it continues to question whether Morton Hall and the Immigration Detention Estate (IDE) in general is the most appropriate environment for detainees with mental health conditions. What assurances can be given that the best protocols are in place to ensure that vulnerable detainees are supported in the most 'appropriate' locations?

4.2.2 The number of ex-FNO's (foreign national offenders) held at Morton Hall as a percentage of the population has continued to grow, averaging over 55% during the past year. The IMB believes that having such a large proportion of ex-offenders within the population is detrimental to the safe-keeping and management of all detainees (see 5.6.2a; 5.7.7/10/11/12; 5.9.2/5).

The IMB asks a) what can and should be done to ensure the speedier deportation of ex-offenders, and b) is it right (and safe) that such large numbers of ex-FNO's are held within the 'general' immigration population? Where should they best be detained?

4.2.3 The past 12 months have seen the incidence of drug taking substantially increase (see 5.7.10); this increased usage and availability of drugs impacts on every part of the establishment and is reflected in increasing levels of violence, disturbance and self-harm.

The Board asks a) what measures are being looked at to ensure IRC management and staff are provided with the resources needed to manage this problem, and b) what sanctions can and should be provided, specifically within the IDE (Immigration Detention Estate), to effectively challenge and punish those detainees involved?

Questions for Home Office, Centre Manager and Healthcare provider

4.2.4 The Board has raised the suitability of the Reception building in previous reports and whilst appreciating that some positive changes have been made still has concerns regarding this facility (see 5.12.1).

The IMB asks what can be done to resolve many of the issues and concerns both the IMB and management share about this facility? What is the current management view, and what resources are available to affect the change required?

4.2.5 The IMB raised some concern regarding the initial interviewing procedure in Reception and a lack of use of Language Line (see 5.12.3) where a detainee has a limited comprehension of English.

The Board would like to see the time and resources allocated for an increased use of Language Line as and when required.

4.2.6 The IMB considers that detainees are generally well satisfied with the standard of healthcare treatment they receive, however the Board has concern with regard to the distinction now being made with Healthcare complaints defining them as either a 'complaint' or a 'concern' (see 5.3.14) and the confusion this can cause; and also the process in place for the monitoring and auditing of these 'complaints' – which appears now to be a wholly in-house reporting loop between the provider and the commissioner, with little information available for external scrutiny.

The IMB asks (a) what assurances there are regarding Healthcare responses to detainee issues and (b) whether there is true independent oversight into this aspect of service delivery?

4.2.7 The introduction of the access/drop-in system to replace booked GP appointments (see 5.3.8) was introduced to reduce a high DNA (did not attend) rate and to make the GP clinic more flexible; however the IMB believes that some individuals could be disadvantaged if they turn up more than once to find that bookings were full, and are then reliant on the discretion of the receptionist.

The IMB recommends that clear guidelines and criteria are provided to staff to ensure that detainees with urgent medical needs are attended to as soon as is appropriate and necessary.

4.2.8 The IMB commends the quality of the Language Line used as part of the initial healthcare assessment (see 5.3.9) and subsequent medical appointments, however the decision to use it is discretionary and the Board has concern that the service is not used in all situations where it is warranted – which could lead to inconsistencies and inequality in healthcare provision for detainees.

The IMB would ask that thought is given to how this process can become less formulaic, and be better able to assess the individual needs of the detainee who may only have a limited command or understanding of the English language.

4.2.9 The IMB has closely monitored the operation of Tascor within the Centre during the past 12 months and has raised major concerns regarding the quality of service provided (see 5.6.7; 5.11.2; 5.12.2) and has made some recommendations regarding how this service could be improved.

What is the position with regard to the current contract with Tascor? What processes are in place to check, inspect, monitor and audit its performance? What is being done to improve its performance?

4.3 PREVIOUS YEAR'S CONCERNS

4.3.1 The Board raised concern regarding the unnecessary movement of detainees between the hours of 23.00 and 06.00. The concern was rejected: the HO commenting that they ...“seek to avoid routine night time transfers however this is occasionally unavoidable all proposed moves should consider the impact on the care and welfare of individual detainees so that unreasonable night moves are avoided the nature of our business (e.g. early morning removal directions) means that there will always be some requirement for night time moves”.

The Board continues to have concerns regarding the transportation and movement of detainees (see 4.2.9)

4.3.2 The Board raised concern regarding the number of detainees being held with severe mental health problems. The concern was rejected: the HO commenting ... “mental health conditions cover a wide spectrum” and that “individuals suffering from serious mental health conditions which cannot be satisfactorily managed in detention are only detained in exceptional circumstances” and that (detainees) “suffering from a mental disorder of a nature or degree that

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makes it appropriate ... may be transferred in custody to hospital under section 48 of the Mental Health Act 1983”.

The Board continues to raise concerns regarding the detention of individuals with mental health problems (see 4.2.1).

4.3.3 The Board raised a concern regarding the quality of food as supplied by the contractor, 3663. HMPS replied that the national contract it had for the provision of food (to all publicly run prisons, and IRCs managed by HMPS) was due to be re-tendered in 2016. It also recommended that the log of complaints sent by themselves directly to the supplier should be shared with the IMB. This was actioned and the IMB now do have sight of these reports.

The Board is pleased to observe that the quality of food provided and prepared during the past year has improved although there are still some concerns regarding the quality and efficiency of service provided by the contractor 3663 (see 5.8.13).

Section 5**SPECIFIC AREAS OF MONITORING****5.1 Equality and Inclusion**

5.1.1 By the very nature of the establishment the detainee population at Morton Hall is continually changing, although Asian detainees, in particular those from India and Pakistan, invariably comprise the largest ethnic group consistently accounting for between 25% and 30% of the total residents. However in the spring of 2015 the quarantine period during the Chicken Pox outbreak had a temporary impact on the ethnic breakdown of the Centre with an increase in movement amongst the Asian groups whilst the longer-term residents, mainly Black African detainees, remained at Morton Hall throughout. Muslim detainees have continued to be the largest religious group, although there was closer parity between Muslim and Christian numbers towards the end of the year when the Centre housed an increased number of detainees from Eastern Europe. Population breakdown by age is more variable with, for example, an unexplained increase in the proportion of detainees aged 50 and over in July.

5.1.2 Consistent and ongoing monitoring and evaluation, combined with formal opportunities for communication between detainees and staff as well as daily informal contact, have continued to ensure that potential issues are identified and addressed at an early stage. Detainees are represented at a number of regularly held forums where they have an opportunity to raise and discuss any concerns with senior staff from all the functional areas of the Centre. These include the monthly Safer Detention and Detainee Representative Group meetings in addition to the quarterly convened DEAT (Detainee and Staff Diversity and Equality Action Team) to which detainee peer supporters are invited.

5.1.3 Formed to ensure the Centre's compliance with the 2010 Equality Act, and staff awareness of their responsibilities under this legislation for the protected characteristics, the DEAT meetings are chaired by the Centre Manager:

a) The peer supporters join all the functional heads, including staff from Healthcare, Education, Religious Affairs and Catering in reviewing, discussing and evaluating relevant policies, procedures and practices. An IMB member attends DEAT meetings as an observer whenever possible and the Board closely monitors data, reports and minutes recorded. Prior to the meeting the detainee representatives have an opportunity to discuss issues with one of the functional heads directly responsible for detainee liaison on matters of diversity and equality; the Board notes that no major concerns have been raised regarding equal treatment or access to facilities during this year.

b) DEAT members are extremely active in gathering and analysing statistics relating to the protected characteristics in all areas of activity in the Centre. Data collected is scrutinised and evaluated at DEAT meetings with impressive thoroughness. Included in this is detailed analysis of ACDTs, violent incidents and those detained in CSU under R40 or R42, to determine if there is evidence of any trends for example in respect of age, ethnicity, nationality or religion; or events which act as a trigger such as an arranged charter flight, or the issue of removal directions – all of this done in order to anticipate and avoid such actions in the future.

c) Similar analysis is conducted in respect of detainees operating in different work areas, accessing education and using the Gymnasium – with matters for further investigation such as Gymnasium use by the over 50 age group – identified and swiftly addressed, often through direct consultation with detainees, organisation of focus groups or individual interviews so comments and opinions can be aired.

d) Another focus has been 18-25 year old detainees, with a course developed to address the particular needs of this age-group. Investigation is rigorous and ongoing whenever a potential trend is identified, such as a recent concern about the limited ethnic spread of detainees on some landings in the residential units, with steps taken to effect a wider range of ethnicity whilst also

taking into consideration individual preferences, including the desire to reside in the non-smoking unit.

e) In spite of the constantly changing population the IMB believes these measures are highly effective, enhancing understanding of issues and concerns, and enabling staff to introduce strategies to address them.

5.1.4 Statistics show an extremely low number of formal complaints relating to Equality, with only one recorded during 2015 which was subsequently judged to be unsubstantiated. Detainees were consulted earlier in the year to confirm their understanding of the complaints procedure if an issue arose. To augment this any detainee wishing to make a complaint has the opportunity to go through the process with a manager. Feedback from detainees attending the consultation indicated satisfaction with the way in which the Centre listened and acted on any concerns. It is also established practice that irrespective of a formal complaint being lodged, senior staff observing any evidence of inappropriate behaviour on the part of colleagues will routinely pursue the matter.

5.1.5 The organisation Children's Links continues to provide the invaluable Welfare assistance for all detainees and their families detailed in last year's report whilst Morton Hall's strong record of Community Engagement has continued in 2015, the good relationship forged between the Centre and external organisations enabling further support for residents. At the most recent Community Engagement Event detainees had the opportunity to consult solicitors, Home Office and Immigration staff as well as representatives of the British Red Cross, Alcoholics Anonymous and other charities. In a new initiative, arrangements have been made for 'Just Lincolnshire', one of the groups at the event and the county organisation dedicated to championing equality and tackling discrimination, to present regular training topics, starting with a drama based on hate crime followed by combined workshops involving both detainees and staff.

5.1.6 Such activities, and other events including a staff and detainee football competition and focus on a chosen 'Country of the Month', demonstrate Morton Hall's success in not just addressing Diversity, but celebrating Equality and Inclusion. The Cultural Kitchen is another important contributor along with events such as the extension of the celebratory meal at the end of the Eid al-Adha festival to all detainees.

5.1.7 The IMB congratulates the management and staff for the continuing importance placed on Equality and Inclusion through policies and practices which ensure that everyone has equal access to the services provided. Recognition of the importance placed on Diversity is immediately apparent in notices and formal written correspondence which display the Centre's key qualities: 'Diversity, Decency, Delivery, Development', but most importantly it is without doubt one of the fundamental principles embedded in all aspects of the operation of the IRC at Morton Hall.

5.2 Education, Learning and Skills

5.2.1 Lincoln College has continued to provide education services during 2015. The IMB is pleased to report that the team of enthusiastic, energetic and experienced tutors, together with the wide range of courses available, ensure that although there is inevitably some variation in monthly figures interaction with education consistently far exceeds the original target of 23% of the Centre's population. Statistics for the last three months of the year show that this figure had risen to 60% with just under 300 new starters across the range of courses offered. However a number of difficulties impinge on the provision: above all, tutors face the challenge of organising courses which satisfy the differing needs of participants whose length of stay in the centre is uncertain. Furthermore immigration detainees, unlike prisoners, do not receive remuneration for their attendance at Education sessions, whilst competing opportunities for paid work are readily available. To address this issue tutors from the department have become increasingly involved in workplace training.

5.2.2 The underlying aim of all the courses is to raise participants' skills. Although ESOL classes, IT including web design, Business Studies, crafts and music are amongst the mainstay of the provision, a range of other short courses is available when there is sufficient interest, many of these relevant to specific working situations or aimed at increasing an individual's employment potential. These include Barista Skills, CV Writing, Team Working and Confidence-Building, and Workplace Safety. Training and assessment in barbering skills have been provided for those working in the Barber's Shop for some years and detainees in the Kitchen attend a food hygiene course run by Education tutors. Most recently, becoming a BICS registered establishment has enabled the introduction of training to BICS standards for detainees employed as cleaners. The commendable philosophy underlying education and training provision at the Centre is that wherever there is a work opportunity for detainees, a training course designed in short modules will be developed around it, focussing on the relevant knowledge and skills required.

5.2.3 A continuing success has been the Outreach programme whereby tutors help detainees within the workshop environment to improve their English writing skills or learn about using money and numbers in everyday situations.

5.2.4 Facilities are convenient and well suited to the range of provision: most training activities are held in the Education Suite or the room adjacent to the Barber's Shop close by, where the focus is on craft skills. Craft and keyboard courses run in the Library Block which is also the location for induction sessions, easily accessed in the central compound close to the residential units.

5.2.5 In English and Maths suitable candidates are entered for OCR external examinations, for which they are allocated extra tutorial time. However uncertainty over an individual's length of stay at Morton Hall makes it impractical for even these courses routinely to lead to formal assessment for nationally recognised certification. Instead provision is carefully structured in modules lasting for only a few weeks which include assessments to provide an indication of achievement, based on standards for NVQ Levels 1 or 2 as appropriate, and rewarded with a Lincoln College certificate.

5.2.6 Education and training courses are promoted to detainees of all nationalities and religions in the Centre, with a well-proportioned ethnic split in the take up. Notices are widely displayed and routinely tutors visit the main residential units to advertise the range of courses offered, reiterating the importance of a grasp of basic English to enable further learning. The Education Manager or her representative visits Seacole unit every day to inform new arrivals about education opportunities, inviting those interested to a one-to-one discussion. A comprehensive induction programme for individual courses is in place and further information and encouragement is provided by a peer support worker. Certificates awarded for achievement, course information and celebration of the 'Student of the Month' are all included in seasonal Morton Hall newsletters printed and circulated by the Education Department. A number of new initiatives and training opportunities, including painting and decorating skills, sign writing and tiling are planned for the coming year when the contract for education provision is also due to come up for renewal.

5.3 Healthcare and Mental Health

5.3.1 Healthcare facilities and medical services at Morton Hall are commissioned by NHS East Midlands Health & Justice Commissioning. As of April 2015 a new provider, Nottinghamshire Healthcare NHS Foundation Trust (NHFT), was commissioned to provide health and mental care services, replacing the former provider G4S.

5.3.2 The most significant changes following the implementation of the new contract were to the staffing and delivery model. This involved an organisational restructuring, shifting focus away from a business model to a pyramid structure with clinical leads (including nurse led clinics) allowing for

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the implementation and development of, for example, a Mental Health pathway to include a properly staffed mental health team and visits by both a psychiatrist and the area clinical psychologist, a welcome and long overdue development. A Substance Misuse pathway is also being developed as is a Physical Healthcare model with enhanced care of long term conditions. In addition, a new IT system was introduced requiring changes to equipment and hardware as well as staff training. The current staff recruitment programme is well under way and is expected to be completed by February 2016. Priority has been given to staffing a mental health team to be followed by recruitment of 13 general nurses across 3 grades.

5.3.3 There are currently 3 GPs and 6 nurses employed full time by the Trust. General Practice walk-in clinics are held daily, between 0900-1130 and 1400–1600 (Mon-Fri) and 0900-1130 (Sat & Sun). There are 9 GP consultations in the morning and 10 in the afternoon. Consultation sessions may be less in number on occasions when language line is used as this potentially lengthens the time taken in any one session. A nurse drop-in triage system operates Mon to Sat 0930-1130. Nurse cover is 24 hours a day, every day; when fully staffed this will consist of 4 nurses at different grades (2 at night).

5.3.4 A detainee will be seen by a nurse for an initial health assessment within 2 hours of admission and by a GP within 24 hours of admission if required. Arriving detainees who are on prescribed medication or who have ongoing medical issues are always booked for screening appointments with the doctor, otherwise it is up to the detainee to decide whether he wishes to see the doctor or not.

5.3.5 Detainees are able to access a number of specialist clinics/expertise on site either by self-referral or through triage. One aspect of this service that has been developed is to identify nurse leads to pick up on their own specialities which at the moment of writing are:

Asthma	Palliative Care
Blood Borne Viruses	Safeguarding
Cardiovascular Disease	Sexual Health
Continence	Smoking Cessation
Diabetes	TB
Infection Control	Tissue Viability (Wound care)
Older Person	Well Man

Other services include the maintenance of a Chronic Disease Register and a Blood Pressure Checks Diary. Taken together all of these services contribute significantly to the process of identifying clinical need.

5.3.6 Sub-Contracted Services include

- a) Pharmacy: services operate daily 0830-0900; 1300-1400 and 1800-18.30. There is cover by a Pharmacy Technician 5 days a week supplemented by nurses at the weekend.
- b) Dentistry: a full dental service is offered 1 day per week (Saturdays) and has an average of 12 consultations. All dental treatment is by planned appointment in the morning. Check-ups and a triage system operate in the afternoon with those needing emergency treatment given priority. A random check confirmed that 24 individuals were seen in one day across these two sessions.
- c) Optician Service: Eye care is offered 1 day per month. A random check confirmed that 23 detainees had been seen in the one day.
- d) Podiatry: This ½ day monthly service is currently in between contracts, awaiting clearance.

5.3.7 A particular challenge facing all healthcare services in IRCs is the relatively high DNA (Did Not Attend) rate. Two measures were introduced to tackle this problem: a nurse triage service and a drop-in system to replace booked appointments. However, appointments still have to be booked for specialist clinics and follow-up visits for treatment. Trust data of appointments to all clinics (GP

and specialist) for the 5 months July to November 2015 show a total of 4,125 appointments made with a DNA rate of 9.8%, i.e. approximately 1 in 10 appointments were not kept.

5.3.8 The new access/drop-in system which replaced booked appointments to see the GP was introduced to reduce the DNA rate and to make the GP clinic more flexible. However there may be a risk that some individuals seeking medical attention could be disadvantaged if they turned up more than once, possibly several times, only to find that bookings for the period were full. While in these circumstances the receptionist has the discretion to exercise judgement about allotting appointments, and including where there may be an urgent need, the IMB has some concerns that there is a lack of clarity about the guidelines and criteria employed.

5.3.9 During the initial assessment with a detainee, the nurse will determine whether a Vulnerable Care Plan should be opened and she will also use discretion as to whether a translation service is needed. On occasions the IMB has observed this process taking place in a formulaic way and there is a real concern that the detainee, who may have a limited command of the English language, may not have understood much of the conversation. The IMB considers it crucial that detainees have access to an interpreting service, where necessary, especially should they need to undertake a full medical assessment with a doctor. While the IMB commends the quality and use of the Language Line there is a real concern that this service may not be used in all situations where it is warranted, and this could give rise to inconsistencies and, ultimately, inequality in health care provision for detainees.

5.3.10 The first Healthcare Contract Review meeting for the new contract was held in July 2015; agencies represented are: NHS England East Midlands Health & Justice Commissioning Unit, NHFT, Morton Hall Centre Management and the Immigration Manager, Home Office. The agenda includes strategic and operational themes and strategic partners (of which the IMB counts as one) are invited to attend the first part of the meeting. For the IMB this forum constitutes a unique opportunity to share insight, to influence change and to gain a better appreciation of developmental direction as well as constraints.

5.3.11 During 2015 the IMB was aware of a detainee whose mental health had significantly deteriorated and was not helped by a delay in transferring to an appropriate establishment for treatment as an apparent result of an uncoordinated response from the different agencies involved. This unacceptable delay was acknowledged by the Healthcare Manager and the NHFT who have accordingly identified the securing of a better co-ordinated referral service for detainees as a priority. As the Trust is a major provider of mental health services including a number of specialist hospitals, the IMB is very encouraged by progress being made in this area and looks forward to reviewing the better management of such cases in the future.

5.3.12 As previously mentioned, a mental health pathway has been introduced which incorporates visits by a psychiatrist and a clinical psychologist. It is anticipated that the full team, led by a Clinical Matron, will be operational by February 2016. The IMB regards this as a very welcome development.

5.3.13 The IMB is pleased to note that Healthcare is effectively represented at many regularly held scheduled meetings including: Substance Misuse (monthly), Security, Detainee Representative Meeting (monthly), Diversity & Equality Action Team (DEAT). The IMB also attends these meetings. Healthcare staff take a proactive approach to working with detainees and encourage contact, discussion and feedback through 'Well Being Days' and 'Resident Consultation group' meetings. Regular health awareness training programmes for Staff are also available, and are responsive to trends in health issues prevalent in Morton Hall, as well as those of national significance occurring across the detention and prison estate, such as the rise in the use of legal highs.

5.3.14 During the past year IMB members have monitored the significant changes to delivery of healthcare services and have listened closely to feedback from detainees regarding the standard of care and treatment received – and consider that detainees are generally well satisfied with the quality of care they receive. Reviewing the Home Office data available to the Board, it appears that for the period April-June 2015, 3 healthcare complaints were received; July-September 2015, 9 complaints received; and data for October-December 2015 showed 4 formal ‘complaints’ and 6 ‘concerns’. With regard to this data the IMB has some concerns:

a) The distinction between a ‘complaint’ and a ‘concern’ is not sufficiently clear, and detainees might not always understand which route to follow. Moreover, the IMB doubts that detainees appreciate the different ways in which ‘complaints’ and ‘concerns’ are processed.

b) The IMB has a concern regarding the change in the way in which complaints are logged and monitored. Formerly, complaints were logged by the Home Office and formed part of their reporting data which was distributed to the IMB. At present the logging, monitoring and analysis of this material is conducted wholly in-house by means of a reporting loop between the provider and commissioner, although some information is shared if asked for.

The IMB is concerned about this process believing it raises questions about the independent monitoring of complaints, namely (a) what assurances there are over Healthcare responses to detainee issues and (b) whether there is independent oversight into this aspect of service delivery.

5.3.15 The IMB is pleased to observe the changes that have and are taking place with Healthcare provision at Morton Hall, and is confident that these changes will bring about continued improvement to the quality of care and range of services available to detainees being held.

5.4 Purposeful activity (includes work)

5.4.1 Paid activity (work) is made available for ‘enhanced’ status’ detainees (only) and information regarding such opportunities is widely available. Job Fairs are held once each month, usually in the Dining Hall, where members of staff, education and specialist workshops are on hand to talk with detainees about what is available.

5.4.2 A detainee can fill out an application form, with the help of unit officers if required, and these forms are submitted to the Activities Clerk for entering on to the system. An automatic security check is then made to ensure the detainee is a) of enhanced status, b) not non-compliant with the Home Office and c) that no other security risks exist, such as ‘risk to females etc.’, which could affect their application. Job vacancies are collated on an activities spreadsheet from this information – matching up applicants and vacancies – and interview slips are sent out. Detainees are then interviewed by the department concerned and will automatically be offered the job, although detainees (who are not obliged to work) can change their mind at any time.

5.4.3 Detainees can work up to 30 hours per week earning £1 per hour. There are (paid) job opportunities available in areas including: cleaners (units and functional areas); workshops (recycling, textile, industrial cleaning etc.); kitchen and servery; library; gym; laundry; barber; garden maintenance; peer support (unit and function); stores etc.

5.4.4 Supervisors update attendance on the NOMIS system daily, with (any) monies earned credited to detainees’ accounts overnight by the finance department.

5.4.5 On a sample day in October there were 302 part-time vacancies which roughly equated to 150 available jobs. At that time approx. 65% of available positions were filled, with some 30% of the total detainee population working. This percentage was expected to improve but it illustrates how involvement and engagement with paid work and other activities can be influenced and affected by other factors such as minor and serious incidents which take place. In October and November a number of detainees in separate incidents were involved in large scale passive

protests. In November a serious incident led to the involvement of Tornado teams brought in to support the staff in re-establishing order. Events such as these can severely affect the interest of detainees in engaging with education, work and other activities; for example, the incident in November led to a large number of detainees being transferred out of Morton Hall and a large number being reduced to standard regime (making them ineligible to obtain work). The effects of such incidents can have a lasting effect on the motivation and levels of engagement of detainees for work.

5.4.6 With a transient workforce it is very difficult to predict how much work is required and, as a detainee is not obliged to work, the numbers of detainees available and wanting to work at any one time cannot be guaranteed. The previously very successful textile workshops, manufacturing anything from t-shirts to curtains, have not always been able to find the workers it needs as and when required, and there is currently a proposal being looked at to close one of the two textile workshops and to replace it with a painting and decorating workshop (managed by Lincoln College) which will teach and train these skills; skills which could be employed around the Centre. This proposal has been developed as a response to the great success of the BICS (British Institute of Cleaning Sciences) industrial cleaning workshop providing detainees with 'specialist' cleaning training, which can be employed within the Centre and also lead to potential job opportunities once released or repatriated.

5.4.8 The IMB would like to recognise and congratulate all staff associated with workshops (and education) who work tirelessly to ensure that detainees are provided with fulfilling, challenging, instructive and worthwhile work opportunities.

5.5. Resettlement

5.5.1 The provision of resettlement support can be difficult due to the fact that detainees can spend as little as a day, a week or a month here before being transferred, released or deported. However, the Board considers that the education and work programmes offered by the Centre together with welfare support, and services provided by Children's Links, can and do provide skills and knowledge which benefit the detainees on their repatriation or release.

5.6 Safer Detention

5.6.1 The Safer Detention team performs a vital role in its aim to provide a safe environment for all detainees and staff at Morton Hall. Safer Detention Meetings, chaired by the Head of Residence and Safety, are held monthly. An IMB member attends whenever possible and the Board scrutinises the minutes. Detainee Peer Supporters are also invited to attend and to raise any issues of concern. They are consistent in stating that Morton Hall is considered to be a safe place and detainees are able to talk freely to officers. Detainees feel fully supported and believe that any issues are dealt with fairly.

5.6.2 The IMB is confident that the Centre has addressed the five matters raised by the coroner at the inquest into the death of a detainee in 2014, and has reviewed and reinforced relevant policies and practices where feasible to alleviate these concerns:

a) The Locking of Some Detainees in their Rooms at Night. The IMB recognises that the centre has made every effort to address the coroner's concern that detainees in two residential units, Windsor and Fry, are locked in their rooms overnight. However extensive investigation has concluded that in order to operate a new regime in which rooms remain unlocked, major changes to fire safety measures will be necessary, and at a prohibitive cost. Moreover during 2015 there was a significant and ongoing change in the profile of the detainee population at Morton Hall, with a large increase in the proportion of ex foreign national offenders (ex-FNO's), whose risk

assessments often suggest they are unsuitable for more open accommodation. In consequence the regime in these two units remains unchanged.

b) Detention Awareness Training. There is a shared commitment to the principle that all staff working at the centre should have a broad understanding of the needs of detainees. The comprehensive Detention Awareness training package already in place has been enhanced by the introduction of a programme of regular refresher training.

c) Staff Awareness of Changes in Detainees' Circumstances including Removal Directions. ACDT awareness and assessor training is staged on a regular basis with a schedule in place to ensure all staff attend a refresher course every 3 years. Staff understand that the majority of detainees who are monitored on an ACDT are assessed as vulnerable, and at risk of self-harm or suicide as a result of their concerns about being deported, particularly following receipt of removal directions or because of a change in circumstances. Individual support is provided if there is any suspicion that a detainee may be at risk.

As well as a daily review of each detainee on an ACDT and careful monitoring of records by the Head of Residence and Safety to ensure they are correctly and adequately completed, this year has seen the introduction of a weekly meeting to discuss the ongoing care of every detainee currently on an ACDT, and any other individuals deemed vulnerable. This meeting is minuted and attended by the detainee's personal officer together with representatives from the Home Office and Healthcare. The IMB is invited to observe the meeting and a member attends whenever possible. The Board feels these meetings have proved to be a valuable initiative, with all aspects of an individual detainee's care discussed.

In 2015 the number of ACDTs opened averaged 22 per month. Current statistics show no pattern of ethnicity in any groups of detainees who self-harmed or were involved in violent incidents.

d) Personal Officer Detail. Morton Hall's philosophy is that every interaction between a member of staff and a detainee contributes to his effective management and care. In a further initiative introduced in 2015 in response to the coroner's concern, a welfare booklet for each detainee is opened during his induction; this is reviewed and updated following regular meetings with his personal officer throughout his stay at Morton Hall. Additional welfare support is provided by specialist staff from Children's Links who hold morning and afternoon surgeries to which all detainees have access.

e) Use of Electrical Items in Rooms. All electrical items in rooms at Morton Hall are standard issue for use in custodial settings. Centre policy is to manage and monitor on an ACDT any detainee who presents a risk of self-harm or suicide, if necessary reducing risk by limiting access to items that could be used in acts of self-harm.

5.6.3 Notwithstanding the positive views conveyed by their peer supporters, it has been observed by the IMB that some detainees are becoming distressed by the growing number of those displaying mental health issues. Whilst the IMB acknowledges that all are given adequate support, it questions whether Morton Hall and detention in general is the most appropriate environment for detainees with mental health conditions.

5.6.4 The Board is also concerned about the seemingly conscious lack of communication from other centres, Tascor and DEPMU resulting in a large number of problematic detainees arriving at Morton Hall without prior warning or notification, some of whom pose a risk to the safe running of the centre.

5.7 Segregation, Care and Separation, Close Supervision

5.7.1 Morton Hall has a single-floor Care and Separation Unit (CSU) which is attached and adjacent to the Healthcare facility. Detainees are segregated and retained in the CSU either under Rule 40 (Removal from Association) or Rule 42 (Temporary Confinement). The purpose of segregating detainees in this way is, a) for their own safety (and often at their own request), b) for the safety of others and c) for the security and safer running of the establishment.

5.7.2 There are six secure detention rooms: four are designated as being for R40 use, one designated for R42 use, and one is a purpose-designed Constant Watch room. There is a small but adequate outdoor exercise area with fixed gym equipment provided. There is also a good-sized association room available which detainees are encouraged to use – to sit, read, watch TV, engage in conversation with officers and other visitors, and generally relax.

5.7.3 Detainees are kept in this unit for the minimum length of time needed – sometimes for periods of less than an hour – often for the purpose of allowing officers to talk with the detainee in a safe and secure environment and to calm down an inflamed situation. If a detainee is held for a period in excess of 24 hours a formal review must take place attended by the Duty Manager and a member of Healthcare. In practice representatives of Home Office, Chaplaincy, unit officers and the IMB (if available) will also attend. The review decides whether the detainee remains separated or returned to his residential unit.

5.7.4 IMB weekly rota members are automatically contacted (as soon as practicable) by the Centre whenever a detainee is segregated and retained in the CSU, for whatever reason or purpose. If necessary the IMB will attend the Centre immediately or arrange for a rota member to speak with the detainee when they next visit. Although there have been some occasions during the year when this information has not been passed on to the rota member, generally contact is made very quickly and efficiently.

5.7.5 The IMB has observed and monitored many examples throughout the year of officers working tirelessly, patiently and with great sensitivity with detainees being held, and has the utmost respect for the work being carried out by all staff operating in this area.

5.7.6 One concern we do have, however, for detainees held in this area is the poor service provided by Tascor when arranging to collect and remove detainees from Morton Hall. The IMB is aware of numerous occasions where detainees have been located in the CSU prior to transfer – only to be informed at the last moment that arrangements have had to be changed due to Tascor failing to arrive on time (or at all). This delay can have serious effects on already vulnerable men, leading to extreme frustration, health issues, and a mistrust of the system and the officers involved. The Board recognises and accepts the many logistical difficulties that can (reasonably) occur but often there appears to be no logical reason at all as to why Tascor failed to turn up on time, in the correct vehicle, with the required staff etc. The IMB's concern regarding Tascor is also reflected in other areas of the report notably 5.11 Facilities management, and 5.12 Reception.

5.7.7 During 2015 there were 201 recorded uses of Rule 40, compared to 143 from the previous year – an increase of some 40%; the number of detentions held on R42 has remained much the same at 11 (12 in 2014). This data can of course be affected by many factors such as: the number of detainees who are repeatedly segregated for their own safety and protection; those detainees being located there due to substantial concerns regarding mental health issues, and there being no other safe environment for them to be cared in; the segregation of those detainees involved in serious incidents and disturbances ... and even the occasional overnight holding of prisoners passing through the Centre as they are transferred to another prison establishment.

However, the Board is concerned that the R40/R42 data may reflect a more general trend of increasingly poor and difficult to manage behaviour exhibited by a substantial number of those

detainees being transferred to Morton Hall. These concerns are also reflected in other areas of the report in comments made (5.3 Healthcare) with regard to the numbers of detainees being received with severe mental health issues – which is an ongoing and increasing concern to the Centre; and (5.9 Detainees Complaints) the large number ex-foreign national prisoners (ex-FNO's) being held.

5.7.8 During 2015 there were 259 new ACDT (Assessment, Care in Detention and Teamwork) files opened on detainees; and some 134 recorded incidents of self-harm, which on a least 26 occasions required the detainee to receive external (off-site) medical treatment. Although the total number of ACDT's opened is similar to the previous year (245 in 2014), the number of recorded incidents of self-harm has increased enormously (from 83 in 2014).

5.7.9 In 2015 there were 296 incidents reported by staff, with a number of high profile large scale organised disturbances taking place – one such disturbance in November was a large passive protest by detainees (orchestrated by three individuals) lasting from mid-morning until late in the evening. This 'serious' incident was managed very effectively by staff although a Tornado team was involved at the end. The result of this was that 15 detainees were transferred to other establishments and some 30 detainees reduced to standard regime.

5.7.10 During the past 12 months the incidence of drug taking has substantially increased, as has the Centre's awareness of the number of detainees with organised crime contacts. This group of detainees cause very specific problems with regard to drug use and distribution, bullying, intimidation, and the creating and coordinating of unrest, disobedience and disruption. Morton Hall in common with many establishments is recording increasing numbers of detainees found using (and distributing) drugs. Substance misuse is largely NPS (new psychoactive substances) commonly referred to as 'Spice' and Cannabis, although drugs such as amphetamines, MDMA (Ecstasy) and occasionally Heroin, are also found as well. Although still 'relatively' low as compared to usage in Prisons, this increased usage and availability of drugs impacts on every part of the establishment and is reflected in increasing levels of violence and self-harm. Morton Hall staff are extremely vigilant and have a robust and proactive approach to the finding and recovery of illicit substances using intelligence led operations, checks of mail, regular and specific area and detainee searches, use of the trained 'sniffer' dogs etc. However, their resources are limited and ultimately there is a lack of sanctions available to staff to adequately deal with difficult and challenging detainees.

5.7.11 Population figures for 2015 show that the proportion of ex-FNO's has steadily increased from below 50% at the end of 2014 to an average of 56% throughout the past 12 months – and for at least three months of the year this proportion was in excess of 60%. Having such a large proportion of ex-offenders within the population of the Centre is, the IMB believes, detrimental to the safe keeping and management of all detainees, and creates unnecessary and potentially dangerous conflicts between detainees being held.

5.7.12 The IMB questions whether the Home Office, and DEPMU, appreciate the difficulties concerned with managing the extreme and diverse groups of detainees being sent to Morton Hall, and are doing enough to ensure that mechanisms and processes are in place to ensure that all detainees are being held in the most suitable environment and/or establishment.

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

5.8.1 Detainees reside in six accommodation units: three single-storey units with shared facilities, two double-storey units with ensuite facilities, and one reception unit in a separate but adjacent compound. All units have shared areas including laundry, kitchen equipped with fridge, microwave, toaster, kettle and grill, and common rooms. The units are cleaned and inspected regularly and are generally well maintained.

5.8.2 Detainees are usually kept on the reception unit for no more than forty eight hours. Meals are delivered from the main Centre in insulated containers. Inductions are held twice a day for new arrivals, as required, and are carried out thoroughly and efficiently and with interpreters where necessary. The inductees have the opportunity to ask questions during these sessions. There are a full range of activities available within the compound where the Reception Unit is located.

5.8.3 The residential units are managed and supervised by two Staff Residential Managers, one of whom has specific responsibility for 'services' and the other for 'safety'. On all units there is an open regime with detainees able to associate freely during the day, only being 'locked-down' for roll call prior to lunch and evening meals, and again during the night.

5.8.4 Every month a Detainee Representative Group (DRG) meeting takes place chaired by a Residential Manager and attended by staff representatives from across the estate, which may include Healthcare, Gym, Catering, Education, Children's Links (welfare), Home Office etc. together with detainee 'Peer Supporters' from the different units. These meetings are well attended, with a wide ranging agenda, and are a very important forum for detainees to raise issues, make complaints or suggestions, and discuss current issues and concerns. In order to improve the effectiveness of DRG meetings, detainee peer supporters are encouraged to hold preliminary (DRG) meetings to identify and submit items/questions for the DRG agenda. In this way efforts can be made to secure attendance of the staff member best placed to respond. The IMB attends the main meeting on a regular basis and is pleased to note and comment on the ongoing effectiveness of this process.

5.8.5 There is a plethora of notice boards throughout the units which are well utilised by all departments, e.g. Welfare, Education, Stores etc.; these are not always kept tidy or updated which can lead to confusion and misinformation especially as the majority are only in English, whereas there is a high proportion of detainees who speak little or no English. Similarly there are racks of application forms which suffer from the same problems as the notices. The IMB endeavours to keep a high profile on these boards, some of which were put up for its specific use, but in many instances they have been taken down requiring the IMB to replace them.

5.8.6 Facsimile machines are provided on each unit for (unsupervised) detainee use, but they are often out of order – partly down to misuse and partly because they are only designed for domestic use. The IMB has raised this concern with management on many occasions and although individual machines have been replaced or repaired there is still an ongoing concern regarding the quality and reliability of the machines provided. There are two fax machines available in the Library which although of the same type are far more reliable and effective, due it is suspected in some part to the fact that they are used in a 'supervised' environment.

5.8.7 The Centre was quarantined for a period during March and April 2015 due to a suspected outbreak of Chicken Pox and all movements were curtailed. Few detainees were infected and the virus contained without detriment to the regime. Centre staff managed this situation extremely well to ensure minimal disruption and all required healthcare procedures and protocols were carried out correctly and effectively.

5.8.8 In August one unit was closed due to a bed bug infestation reducing the Centre capacity by 73 (down to 319). After initial internal arrangements to contain and eradicate proved unsuccessful, external contractors were brought in, the unit was fumigated and declared clear and reopened after three weeks.

5.8.9 Morton Hall has a no-smoking policy in force throughout the Centre, except in the open air and detainee's rooms. In April management introduced a voluntary no-smoking landing on one unit, which has proved very successful. It is anticipated that this initiative will be expanded in 2016 to include the whole of this unit, and possibly an additional unit, as part of the Centre's move to

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incorporate a National No-Smoking policy being gradually introduced into all detention establishments.

5.8.10 With such a transient population as exists, the Board recognises the difficulty in maintaining levels of hygiene and cleanliness within the residential units, and has during the year brought this concern to the attention of management. Management has responded by employing external agencies to 'deep clean' at regular intervals, and with more training and (the better) supervision of cleaning by 'employed' detainees it is hoped this situation will continue to improve.

5.8.11 The Board is pleased to report that the standard of food provided by the kitchens continues to be of an excellent standard which is reflected in the fact that there were no applications from detainees (to the IMB) throughout the whole of 2015 about the standard or choice of food served in the dining area. Minor complaints are sometimes received by Board Members in the Dining Hall but these are usually from individual ethnic or religious groups all of whom have their own ideas about the level of spices being used in the food - what appears to be perfectly in order for one group is not acceptable to another. To resolve this the Kitchen Manager holds regular meetings with detainees' representatives which help to resolve cultural difference but this is not made easy as the average detainee spends only a short time at the Centre and there is no continuity in their representation. The Kitchen Staff try to alleviate this problem by providing special nationalistic and religious food ideas to mark the many cultural and religious festivals held throughout the year. In addition there is a "Cultural Kitchen" where groups from one particular ethnic background are able to present food that is particular to their own tastes. Guests may be invited to these meals which have proved very popular throughout the year.

5.8.12 Given the large numbers of Muslim detainees, the Kitchen Staff take great care during the Fasting period of Ramadan. The Imam is consulted as to the best choice of meals to serve in the "hot lock" system and once again these proved to be most acceptable and this festival period passed with few concerns.

5.8.13 There have been fewer complaints (made to staff) in 2015 about the standard of food provided by the 3663 food contracting company. Meat continues to be delivered with hairs on the skin but to a lesser extent than in 2014. However the problem of delivery times continues to be a concern as any delay results in kitchen staff having to prepare a (completely) different menu when the food ordered for that day fails to arrive on time.

5.8.14 In conclusion, the Board would like to congratulate the Kitchen Manager and his staff for their exemplary work in providing ample quantities of high quality food throughout the year and doing that within the constraints of a very limited budget.

5.9 Detainees' Complaints

5.9.1 During the past year the IMB Chair has developed a good working relationship with the Complaints Clerk and receives copies of all general complaints received by the Centre (copied to the Chair via secure email), in full. This allows the IMB to monitor and follow up individual cases and or areas of general concern and interest. The Board also receives quarterly reports as provided to the Senior Management Team (SMT) from which the data below has been taken.

5.9.2 Previously in the Report the Board has referred to the number of ex-FNO's (foreign national offenders) within the population, and the complaints data (below) shows that 66% of all complaints received are from this group - higher than the population average for ex-FNO'S which averaged at 56% during this period. The substantiated percentage for both groups was however almost the same at 20% and 22%. The total number of complaints received has fallen slightly which may well reflect the Informal Resolution procedures which are in place in all areas, and are well used and effective at addressing lower level complaints.

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	2015	2014	2013
Total Complaints (ex-FNO's)	105 (69)	111	116
Withdrawn	16	14	7
Unsubstantiated	60	76	86
Partially Substantiated	7	10	7
Fully Substantiated (ex-FNO'S)	22 (14)	11	14

5.9.3 Of the 105 complaints received 23 were categorised as being staff related and 9 of these complaints were substantiated. All complaints against staff are closely monitored by the IMB and such complaints can range from procedural and paperwork errors (incorrect or negative entries on NOMIS for example), the accidental disposal or damage of detainee property, to inappropriate or unacceptable behaviour etc. In all cases where staff complaints have been upheld the IMB has been satisfied that the correct action has been taken, with regard to the individual concerned or by the changing or introduction of new procedures.

5.9.4 The quarterly SMT report reviews all complaints (requiring a response) with reference to the following categories: disability; race; belief or religion; sexual orientation; marriage or civil partnership; age; gender reassignment; subject; and residential unit. The data produced supports and informs management and allows them to very quickly respond to any issue or concern raised and/or any trend identified. Analysis of data from the past 12 months does not appear to highlight any ongoing specific need, concern or trend.

5.9.5 The Centre – in contrast to the IMB report - produces its yearly figures on an April to March (year) format, and it is interesting to note that although the overall number of complaints received in these two overlapping reporting periods are the same, the total number of substantiated claims, and those claims reported against staff, have considerably increased within the past 12 months.

	2015 (Jan – Dec)	2014-15 (April- March)
Total Complaints (Staff)	105 (23)	105 (8)
Withdrawn	16	15
Unsubstantiated	60	73
Partially Substantiated	7	8
Fully Substantiated (Staff)	22 (9)	9 (2)

It is not yet clear (to the IMB) as to what is driving these increases: factors that may have influenced this data are the increasing number of ex-FNO's; a significant number of high profile incidents (passive protests) that have taken place in the past 12 months; and the ongoing concerns raised by management regarding the (general) suitability of many detainees being sent to Morton Hall. The IMB will continue to monitor this data very closely.

5.10 Visits

5.10.1 Detainees are able to receive visitors seven days a week. The Visitors' Centre is open from 1.30pm to 4.15pm each day, extended until 8.15pm on Thursday, and Sunday 1.30pm to 4.15pm and then 5.30pm to 8.15pm. Visitors are met at a Reception building located outside the Centre perimeter and run by Children's Links, a local charity, which has during the past year continued to provide and operate Welfare Services for detainees within the Centre.

5.10.2 Up to fourteen pre-booked visits a day are available, although visitors can turn up without reservation and are admitted if space is available. Detainees are allowed a maximum of three adult visitors at one time but if a greater number of adults arrive, they can be rotated; there is no limit on the number of children accompanying adult visitors. Visitors are searched within the Centre prior to being escorted to the Visits Hall and lockers are available for prohibited items. The occasional use of specialist dogs for detecting drugs and other banned substances has very successfully complemented the work of staff in preventing prohibited items from being passed to detainees. During the visit period there is no segregation with visitors and detainees free to sit together.

5.10.3 Facilities within the Visitors' centre are excellent with particular provision made to address the needs of children, including access to an outside play area in better weather. There are two rooms available to facilitate closed visits (when required), with separate rooms available for detainees to consult with solicitors – legal visits take place Monday to Friday in the morning and afternoon. Also within this area are two video conferencing rooms which are regularly used for video-linked attendances at court etc. Children's Links operates a coffee shop within Visits, and visitors are permitted to take in a maximum of £30 to spend on drinks and confectionary.

5.10.4 The IMB had some concerns earlier in the year with regard to (safe) staffing levels in Visits, as we believed with the competing interests of detainees, visitors, duty solicitors, and video links with court, there were not enough staff on duty at any one time. Since then the staffing profile for this area has changed and the IMB believes this facility operates very successfully.

5.11 Facilities Management

5.11.1 During the past few years there has been a seemingly unstoppable (but in some cases, necessary) trend to outsource and contract-out the provision of essential services (away from HMPS, and direct local management) – some, such as Lincoln College and Children's Links, have established themselves as an essential and important partner; time will tell whether others prove to be as successful or indispensable.

5.11.2 Some of the concerns the IMB has with regard to Tascor are commented on, and detailed, with reference to the CSU (5.7.6) and Reception (5.12.2): a further concern the IMB is aware of is Tascor's unreliability when it comes to providing staff for bed-watches. Tascor is contracted to provide staff to relieve Morton Hall (HMPS) staff after 4 hours attending a detainee in hospital. The IMB is aware that on many occasions this support is not provided – often this can mean Tascor staff do not turn up until the following morning. Any failure by Tascor to relieve the HMPS staff means that additional members of HMPS staff have to be found, brought in or transferred from other duties, to ensure the detainee is correctly supervised and monitored. This can and does impact severely on the provision and allocation of HMP staff within the establishment, potentially resulting in the loss or restriction of service in another area. Although there is financial compensation made by Tascor for failing to provide this service – it appears that it may be cheaper to pay compensation than fulfil its commitment. The IMB would ask that measures are put in place to ensure that all contract terms are fulfilled, as is required.

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It is reasonable and fair to state that the local working relationship with (individual) Tascor staff appears, generally, to be very good; the decisions made by their national and regional management are the cause for concern.

5.11.3 In June (2015) the contract to provide and manage Stores and Works, was awarded to Amey: services previously provided by HMPS. Additionally the Waste Disposal contract was also awarded to Amey, from Biffa Waste. The Stores and Works (maintenance) provision is a very important function and service, essential for the smooth and efficient running of the establishment and it was assumed that the transition to an experienced national provider would be smooth and seamless. It did not turn out to be as smooth as expected with a number of HR and employment contract concerns taking a long time to be resolved. The main impact within the Centre was the loss of any day to day (hands on) direct senior management, a reduction in staffing levels (particularly evident within the Stores function) with a substantial number of voluntary redundancies being agreed (including the newly appointed Service Manager), and difficulties in appreciating and agreeing what was now seen as 'covered' costs within the contract and what was an 'extra or additional cost', falling outside the contract. The IMB notes that in the past months many of these concerns have been resolved and new staff resourced but the contract does reflect an increasing trend to remove 'real' decision making away from where it is needed, relying instead on external regional and national processes and procedures.

5.11.4 The IMB understands that as part of Amey's introduction into the contract, no specific performance measures were put in place for the first 6 months. As from January 2016 measures will be in place and provision assessed against monthly targets. The IMB will be interested to observe how well these changes have delivered against expectation.

5.11.5 Children's Links and the services it provides have been commented on in other areas of this report, specifically, Welfare, 5.1 and Visits 5.10, and the IMB understands that a contract to provide services under Welfare provision, and support to Visitors, is up for open tender as from April 2016. The IMB would look forward to monitoring Children's Links continued provision of these services within IRC Morton Hall.

5.12 Reception

5.12.1 It has been well documented in previous annual reports the Board's concern regarding the suitability for purpose of the current Reception building. The Board notes that the administrative area is still cramped, does not afford adequate privacy, nor is it an ideal work place as confidentiality and levels of staff concentration can be compromised. Also, whilst the building being located very close to the main gates provides excellent security surveillance and space the constant flow of traffic can cause congestion, security risks and frustrations. Management shares a number of these concerns and the Board is encouraged by a decision in December to review this facility looking at a) a possibility for relocation, and incorporation into the Induction facility sited in and around the Seacole Unit, and b) a redesigning of the current facility. Both options present individual pros and cons in terms of cost and efficiency but it is hoped that an answer can be found to improve the speed of detainee movement, working conditions and harmony in the workplace. This will ease the frustrations and stress created and felt by staff and detainees alike.

5.12.2 The Board has closely monitored the operation of Tascor, the logistics company contracted to facilitate the movement of detainees, and has observed many examples of where Tascor has been responsible for situations which are detrimental to the efficient and smooth running of the department. Examples are:-

- a) Providing inadequate notice of vehicles' arrival.
- b) Arriving either earlier or later than expected.
- c) Showing a lack of comprehension of the time needed to prepare a detainee for departure.

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- d) Poor route and itinerary planning. A detainee may have been waiting in Reception for a considerable time only to be informed Tascor is now refusing to take him. This can lead to problems caused by the reallocation of his room.
- e) Changed transportation arrangements at short notice, whereby detainees are required to move with little or no advance notification.

With regard to these concerns the IMB suggests/proposes the following:

- 1) That Tascor should be given (adequate) on-site training into the operational pressures of the Reception department by placing (representatives of) Tascor in the Reception area for a period of time sufficient to observe at first-hand the needs, demands and problems associated with the transport and removal of detainees within an IRC.
- 2) That DEPMU look more closely at the strategic route and itinerary planning regarding the movement of detainees, with particular regard to the distance and timing of journeys undertaken.

If both the above suggestions are acted upon the IMB believes this would lead to a much improved, more humane, and reliable transport system.

5.12.3 The IMB has raised some concerns regarding the initial interviewing procedure and a lack of use of Language Line where a detainee has a limited comprehension of the English language – a responsive ‘nod of the head’ may not always indicate a full understanding of the question posed. The IMB would like to see an increased usage of Language Line, or adequate alternative support, in all cases where detainees show a limited or complete lack of comprehension of English.

5.12.4 Due to limitations of space within the Reception building the IMB is aware that during very busy periods the administrative area becomes crowded and security can be compromised, for example: detainees’ properties (often containing valuables) are deposited in the administrative office area prior to departure and subsequent loading onto the transport vehicle; transparent bags of detainees’ cash are also left visible; confidential movement files may be left on surfaces in the busy administrative room awaiting final processing. These problems are brought about due the limitations of the building (design) and as previously commented, the IMB believes the location of the holding rooms and the general layout of the facility are not ideal.

The IMB would like consideration be given to:

- a) A review and revision of the internal layout to include (possibly) a separate central administrative area affording direct observation onto the holding rooms.
- b) The provision of property lockers in the arrival and departure area.
- c) The creation of separate sterile property in/out sections.

Additionally, in the interests of security, there may be merit in considering the installation of additional metal detecting software to the X-Ray machine.

5.12.5 With the normal movement of staff around the different areas of the Centre, the Board is aware that new staff, joining Reception, may have little or limited training or experience within this department. The Board is aware that the staff rota ensures a balance of experienced and less-experienced staff on duty at all times, but that specific ‘Reception’ training has to be done in situ as the official ‘Reception Officers’ training programme has now stopped. Consequently there can be situations where ‘untrained’ staff train ‘untrained’ staff – potentially leading to problems occurring. For example: Reception staff are required to email any concerns regarding the movement of detainees to the (internal) Home Office department; these comments are then forwarded to DEPMU. Observations by the IMB show that these emails are infrequently sent owing to an apparent oversight by staff, sometimes (it is believed) owing to a lack of training. The IMB takes a view that better and consistent feedback to DEPMU is essential if the service they provide is to be improved.

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Some aspects of Reception do require specialist expertise, such as the X-ray machine, and the IMB believes more staff should be trained in this use, thereby doubling up on their skills and saving more time. The IMB is aware that under 'fair and sustainable' guidelines, staff need to be competent to do every and all jobs within the Centre - but do wonder whether there is a case for developing certain specialist and 'stand-alone' groups, such as Reception, which would assist and facilitate the highest possible levels of expertise and efficiency.

5.12.6 The IMB believes that allowing for the inherent difficulties associated with the location of this facility all Reception staff perform their duties with great endeavour and professionalism at all times.

5.13 Chaplaincy

5.13.1 The Chaplaincy team is led by two full-time members of staff: an Imam of the Muslim Faith and a Free Church Chaplain. In addition, there are part-time members of staff including Anglican, Roman Catholic, Greek Orthodox, Jewish, Sikh, Hindu and Buddhist Ministers who visit the Centre on a regular basis to hold their appropriate services and prayers. This diverse approach supports and represents the religious groups held within the centre, almost 50% of which (generally) are of the Muslim Faith; Christians account for about 18%, with Sikhs 5%, Hindus 4% and Buddhist 4%.

5.13.2 In addition to their primary duties as Ministers of a specific Religion both members of the Chaplaincy team take a full part in many other activities within the centre. These activities include visiting those detainees held in the Care and Separation Unit (CSU), or under constant observation, together with attending the appropriate reviews that regularly take place. The Imam is also able and willing to provide interpreter skills, to those members of his faith who have little command of the English Language, which can assist the telephone translation services available.

5.13.3 The Multi-Faith building consists of a number of small offices and a large area for worship, which is normally divided into two separate areas: one side nominally set out for Christian Worship and the other for Muslim Worship, with side altars for other faiths. The Altar and Signs of the Cross area within the Christian side of the Multi-Faith room can be curtained off and the two portions of the room can be conjoined to provide a larger area of prayer whenever required. In addition, there are two small quiet rooms available at all times.

5.13.4 The Board remains highly impressed by the dedication and professionalism of the Chaplaincy Team who strive to bring comfort and support to all detainees regardless of their individual faiths.

5.14 Home Office / HMPS

5.14.1 The Board continues to work very well with the on-site Immigration Manager and his Home Office team; the IMB Clerk and her deputy are both members of this team and complete their IMB duties in addition to their own in a very professional manner. The Immigration team keep IMB members informed and updated as to any and all changes that are introduced affecting the processes and procedures within this department – a monthly report is provided to support and inform the Board's activities - and the Board wishes to thank all members of the Immigration staff for their ongoing assistance and support.

5.14.2 The HMPS Centre Manager, and her staff, have always been and continue to be extremely supportive of the role and function of the IMB, actively encouraging Board involvement in, and the monitoring of, all areas of the establishment. This support is both welcome and essential for the Board to perform its duties and the IMB wishes to thank all members of the establishment for their continuing support, assistance and encouragement.

Section 6**THE WORK OF THE INDEPENDENT MONITORING BOARD**

6.1 The Board meets each month on the 4th Tuesday to discuss and review all relevant matters; the Home Office Manager and the Centre Manager are invited to attend for part of the meeting to present their reports and to respond to questions from members.

6.2 Two Board members are on call each week (a four weekly rota) and provide a rota report of that week's monitoring activities.

6.3 Detainees can make an application to the IMB by completing a form (available on all units) and depositing it in one of the three IMB application boxes within the centre – located in the Library building, Dining Hall and Induction Residential unit. Access to these boxes is restricted to IMB colleagues ensuring total confidentiality. Detainees held in the Care and Separation Unit (CSU) can complete a form which is returned to the IMB in a sealed envelope. Boxes are checked on each rota visit.

6.4 Members are given individual areas of interest and responsibility and throughout the year will monitor specific areas and aspects of the Centre, attending (as an observer) regular meetings as part of this remit. Rota members will also attend other meetings that take place during their rota week, as and when time permits. The Board would like to acknowledge the encouragement given by all staff and management for IMB colleagues to attend these meetings.

6.5 The Board carried out its Annual Team Performance Review in 2015 which revealed a 92.3% member satisfaction with its performance, a very slight decrease to that reported in the previous year. The Board continually monitors and discusses its processes, procedures and protocols to ensure they remain current and effective.

6.6 Statistics - 1 January to 31 December 2015**6.6.1 Board Statistics**

BOARD STATISTICS	2015
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	8
Number of new members joining within the reporting period	1
Number of members leaving within the reporting period	Nil
Total number of Board meetings within the reporting period	12
Total number of visits to the IRC	244
Total number of CSU and ACDT reviews attended	62
Date of Annual Team Performance review	23/06/15

6.6.2 Applications by subject

The number of written applications received in 2015 showed a 27% reduction from those investigated in the two previous years, in part due to a reduction in applications regarding Staff/Detainees conflicts, and those referring to Transfer and Escort problems. The Board was pleased to note that there were no applications regarding the quality of food provided in 2015 which reflects well on the kitchen management and staff.

Code	Subject	2015	2014	2013
A	Accommodation	1	1	Nil
B	Access to/quality of legal advice	Nil	Nil	Nil
C	Diversity related	Nil	Nil	1
D	Education/employment/training/activities	Nil	1	4
E	Family/visits	Nil	1	Nil
F	Food/kitchen related	Nil	1	15
G	Health related	11	9	3
H	Property	8	10	9
I	Related to detainee's immigration case	11	8	10
J	Staff/offender/detainee related	1	7	4
K	Transfers/escorts	1	8	1
L	Miscellaneous	8	10	11
P	Immigration Cases including travel documentation, FSR, identity and asylum	2	3	2
	Total	43	59	60