



**INDEPENDENT MONITORING BOARD**

**for**

**THE GLASGOW, EDINBURGH AND LARNE SHORT TERM HOLDING  
FACILITIES**

**ANNUAL REPORT**

**for the sixth operational year**

**1<sup>ST</sup> FEBRUARY 2015 to 31 JANUARY 2016**

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## **1. The Role of the IMB**

1.1 The Independent Monitoring Board (IMB) for the Glasgow, Edinburgh & Larne Short Term Holding Facilities (STHFs), although based in Scotland, is appointed by and has a duty to report to the UK Home Office Immigration Minister, immigration being reserved to Westminster.

1.2 The duties of IMBs appointed to monitor STHFs (commonly known as holding rooms) are not yet laid down in statute but the general principles of independent monitoring apply as they have been developed in Immigration Removal Centres (IRCs) and prisons.

1.3 Fundamentally, the role of the IMB is to monitor the welfare of those in detention by observing their treatment and the environment in which they are detained. Members have unrestricted access to all detainees and to all designated Immigration Facilities. They are free to make unannounced visits and to speak in private to any detainee in detention (where it is deemed safe to do so). They do not become involved in the immigration status of those in detention unless there are reasons to doubt the legal continued detention of individuals.

1.4 The IMB has throughout the period of this Report monitored the non-residential Holding Facilities (commonly known as holding rooms) at Glasgow Airport, Edinburgh Airport, the Festival Court Reporting Centre in Glasgow and the residential holding facility at Larne House, Larne, Northern Ireland.

1.5 A visits rota of the 11 members of the IMB in post during part of the reporting period until December and an amended rota for the remaining 9 members from 1 January until the end of the reporting period was established for each of the four Facilities and intimated to each of the United Kingdom Border Force (UKBF), Home Office and Tascor which operates the Facilities under contract from the Home Office. Currently five members visit Glasgow Airport and the Reporting Centre and the other four Edinburgh Airport. . All members may visit Larne House although only 7 of the 9 board members are currently rostered to do so. One unannounced visit a week is made to each of

Glasgow and Edinburgh Airports and Festival Court Reporting Centre, with a visit being made to Larne House. twice a month.

1.6 During visits members pay attention to the interaction between staff and detainees, the environment in which detainees are held, the manner in which staff handle situations, the maintenance of satisfactory records about the detention and the provision of services such and food and healthcare available to detainees. They also monitor removals from the Facilities at airports, through the boarding gates and across the apron to the steps of an aircraft, and the manner in which they are conducted. They may also monitor custody vehicles and are empowered to accompany detainees to the IRC at Dungavel or to police custody suites , for purpose of monitoring escorting, if they consider that to be necessary or desirable.

1.7 Members will respond to serious incidents arising at the Facilities.

1.8 Members will attend Family Removals in accordance with a protocol agreed with the Home Office and Tascor Attendance at Family Removals is in addition to the Secretariat-determined visits referred to in Paragraph 1.5.

## 2. Glasgow Airport

### 2.1 Overview:

2.1.1 The Holding Room area is situated airside adjacent to the Immigration Control desks at International Arrivals, on the floor below the Immigration Officers' suite. It consists of a small office area staffed by two Detainee Custody Officers (DCOs), the Holding Room, and a single male and female (shared) toilet of generous size with adjacent washroom facilities. The Holding Room is operated by Tascor. One of the DCOs was on long-term sick leave during the reporting period and since his condition did not improve enough for him to return to work he took retirement. This of course meant that for most of the year one of the DCOs was there on a very temporary basis but the staff coped well. It is good to note though that at the end of the reporting period a new permanent DCO was appointed to Glasgow Airport. DCOs are on duty daily from 08.00 until 20.00 hrs. Detainees are not kept in the Holding Room overnight. If they are not landed (conditionally or unconditionally) they will be transferred to Dungavel IRC or to a police custody suite or may be removed on a return flight the same day.

2.1.2 There is a drinks machine (hot and cold drinks) and microwave oven in the area and a land telephone is available for use by detainees. Mobile phones may be used by detainees if they do not contain a camera. If they do, the DCOs can provide a "house" mobile into which the detainee can insert his or her own sim card.

2.1.3 There is no natural light in the Holding Room area and detainees have no access to fresh air. They are not permitted to smoke. There are no showers or beds although blankets and pillows can be provided and the upholstered bench seating can be used to lie down. Home Office has been investigating the possibility of installing showers and although this matter was no further forward at the end of the reporting period Home Office is still actively pursuing this and we will hope for an outcome in our next report.

There was an ongoing problem with the temperature in the holding room as detailed in last year's report and this was still a problem in the Spring of this year. Tascor continued to monitor the temperature in the holding room which just complied with the UK legal standard but in the opinion of members this was still far too cold for UK citizens to work in

far less for detainees from warm countries to be placed in following a long flight when they are tired, cold and anxious. Our members have noted in more recent visits that the holding room seemed to be at a more acceptable temperature however they would like to see enquiries about a suitable auxiliary heater for this area continuing as there should be back up if the holding room becomes too cold.

2.1.4 Seating is reasonably comfortable and a large bean bag has been added which is popular with some detainees. There is reading material in various languages for both adults and children, including The Bible and the Koran. A prayer mat can be provided on request.

2.1.5 The area is covered by CCTV cameras and monitor screens are in the DCOs' control room.

## **2.2 Operational experience & detainee numbers:**

2.2.1 As we have noted in previous Reports the IMB is pleased to record that detainees are respectfully and efficiently looked after by both UKBF and Tascor staff. The DCOs are professional and friendly, an attitude which helps generate a relaxed atmosphere, albeit some detainees are naturally anxious and distressed. Whenever members have raised issues with UKBF and Tascor at the Holding Room the staff have invariably responded quickly and positively. There have been no complaints from detainees against any UKBF staff or Tascor DCOs.

2.2.2 Members of the IMB speak to detainees to explain their role and the feedback has invariably been positive so far as detainees' treatment and welfare is concerned.

2.2.3 The number of detainees held in the Holding Room in the period covered by this Report is shown in the Statistics (Section 8).

**2.3 Issues:** See Section 6.

### **3. Edinburgh Airport**

#### **3.1 Overview:**

3.1.1 The present Holding Room which was opened in about 2009, replacing one which was not fit for purpose, is located adjacent to International Arrivals in a suite below the Immigration Officers' office. It is staffed by two Tascor DCOs from midday until midnight daily. As Edinburgh Airport is constantly developing and expanding there was a need for a new holding facility to cater for passengers arriving from certain flights who would require interview. This very large and basic facility can hold detainees for up to 2 hours before they are taken to the existing holding room for interview and a decision as to whether they would be landed or detained. Four of our members were taken to see this new facility in November, but their duties as IMB members are still centred on the existing holding room. Like the one at Glasgow Airport (2.1.1) it is a non-residential facility.

3.1.2 The Holding Room area consists of a spacious control room occupied by the DCOs with an observation window into the main Holding Room. An unlocked door from that room leads into a second, smaller, room which is used as a family room for adults with children. Both rooms are provided with a TV and extensive reading material in various languages, including the Bible and Koran. The smaller room has a baby-changing table which folds against the wall and toys and books for children. Tascor have provided information booklets currently in all of the 16 designated languages at the facility.

3.1.3 There are two cubicles adjacent to the Holding Room where detainees are searched and there is a lockable cupboard for their property.

3.1.4 There are separate male and female toilets both accessed from within the main Holding Room. The toilets themselves are very modern and up to date. Disabled detainees in wheelchairs can access the staff toilet in the control room. Home Office are in process of arranging for showers to be installed at Edinburgh.

3.1.5 Neither of the two Rooms has a bed although it is possible to lie along the bench seating beside the tables. A large bean bag has now

been provided and this seems to be quite popular with detainees. Blankets and pillows are available if requested.

3.1.6 There is a drinks machine and microwave cooker. Hot and cold food is provided in the form of dry packs and meal packs. If a detainee wants food of a type which is not stocked the DCOs will go landside and purchase it at Tascor expense. Members regularly check that all meal packs are in date.

3.1.7 Although the Rooms are bright there is no natural light. Detainees have no access to fresh air and they are not permitted to smoke. The whole area is well ventilated, artificially, with trunked heating and air conditioning.

3.1.8 A CCTV system covers the whole area and monitor screens are located in the DCOs' control room.

3.1.9 The Rooms are cleaned daily by contractors and are kept clean and tidy.

3.1.10 A corridor separates the Holding Room from two UKBF interview rooms and a fingerprint room. One of the interview rooms contains a phone from which access to interpreters can be obtained using translation services.

3.1.11 Tascor has been moving away from keeping paper records. It is steadily progressing towards keeping all its records on computer. The IMB has access to all records, whether on paper or on computer.

3.2.1 The members' general experience at Edinburgh Airport is similar to that at Glasgow Airport (Section 2.2.1 and 2.2.2 above) and need not be repeated here.

3.2.2 The number of detainees held in the Holding Room in the period covered by this Report is shown in the Statistics (Section 8).

**3.3 Issues:** See Section 6.

## **4. The Reporting Centre, Festival Court, Glasgow**

### **4.1 Overview:**

4.1.1 The Holding Room is located in Building No 2 of a complex of three modern buildings occupied by Home Office/UKBF at Festival Court, Brand Street, Ibrox, Glasgow. The Reporting Centre is where persons who have been temporarily admitted to the UK and are resident in Scotland are required to report periodically. Some of them are asylum seekers awaiting decisions about their status. The Holding Room is used by people, in the main, detained on reporting, detained during an operational enforcement visit or who are required for interview from an Immigration Removal Centre (IRC). Members of the IMB have been issued with Home Office passes which allows them to pass freely through the building as do staff. This has made a great difference to IMB members.

4.1.2 The Holding Room area consists of a control room occupied by two Tascor DCOs on one side of which there is an observation window overlooking the Holding Room itself. The Holding Room is staffed from 09.00 until 17.00 Monday to Friday. It is a non-residential Facility.

4.1.3 There is no drinks machine but hot drinks can be provided using a kettle and there are cartons of cold water in the fridge. There is stock of snacks and meals. A microwave oven enables meals to be heated. The TV set in the Holding Room is controlled by the DCOs from outside the Holding Room.

4.1.4 The Holding Room itself is quite small. It contains 6 hard individual plastic seats fixed to the floor close to a table. The room contains two toilets which are cubicles in each corner of the back of the Room, one male and one female. As noted in our first Annual Report HOIE undertook substantial improvements to the accommodation, including toilets, during the period covered by our second Report. Whereas formerly there was nowhere for a detainee to lie down a soft bench was placed at the rear of the room, making it possible for one detainee to lie down but, as noted in last year's Report it is too short for anyone who is of even medium height. This request is still outstanding

and IMB members reject the suggestion that there is no room for a longer bench since the adjacent baby changer is at a different height and there is little chance of a detainee trying to sleep and another changing a baby happening at the same time. In our view the bench length could be extended by up to 2 feet. This observation appeared in last year's report but has been left in this year because it is still the opinion of the board that it this should be worthy of consideration.

The toilet situation is still a concern and IMB members feel that if there is no hope of changing the existing stainless steel suites, then as agreed in last year's HOIE Action Plan, every effort should be made to obtain seats of plastic or similar material which would greatly improve matters. We have been told that due to an incident at another holding room which had been fitted with such toilet seats these could no longer be considered. The board regrets this decision and asks that some research should be done into some suitable alternative particularly in the ladies' toilet as a stainless steel WC without a seat only adds to the general lack of dignity for people using these toilets. We consider that the location of the toilets in the actual holding room is unsuitable and with the stainless steel suites providing no noise insulation and the toilets in full view of whoever happens to be in the adjacent office, members are of the opinion that detainees are being deprived of dignity.

Magazines in various languages are available and a prayer mat can be provided on request.

4.1.5 Like the two other non-residential Holding Rooms which the IMB monitors there is no fresh air and smoking is not permitted. There is no natural light.

## **4.2 Operational experience & detainee numbers:**

4.2.1 The members' general experience at Festival Court is similar to that at Glasgow Airport (Section 2.2.1 and 2.2.2) and need not be repeated here.

4.2.2 One fairly long serving DCO retired during the reporting period and after a long process of interview an experienced officer was chosen to replace him.

4.2.3 The number of detainees held in the Holding Room in the period covered by this Report is shown in the Statistics (Section 8).

**4.3 Issues:** See Section 6.

## **5. Larne House, Larne, Northern Ireland**

### **5.1 Overview:**

5.1.1 The RSTHF is a modern residential Facility which opened in July 2011. It is located within the Police Station compound. It is a residential Facility and the only designated Facility in Northern Ireland where immigration detainees may be held. Persons may be detained there for a maximum of 7 days only where Removal Directions (RDs) have been served. Where RDs have not been served the maximum period of detention within a Residential Short Term Holding Facility is 5 days. Thereafter they must either be released (unconditionally or temporarily), removed from NI or transferred to an IRC on the UK mainland, there being no IRC in the Province. Prior to the Facility being opened detainees were kept in PSNI Custody Suites where monitoring was carried out by NI Independent Custody Visitors. The Home Office Immigration Minister appointed the IMB to monitor the Facility towards the end of 2012.

5.1.2 The Facility is managed by Tascor staff, usually a team (shift) of 6 DCOs working under a Duty Operation Manager (DOM). There is a mix of male and female officers. A total of 24 DCOs work (4 days on and 4 days off) in 4 shifts on a 24 hours, seven days a week, 365 days a year basis. There is no HOIE presence in the Facility. If there is a detainee who can not be managed after already being accepted at Larne House then there are contingencies and plans in place to ensure that the individual is moved to a more suitable location. In the first instance this would always be to the mainland and a long term IRC. Only in exceptional circumstances would police stations be used. There have been no such cases since the Facility was opened. Families with young children will not be detained but given Temporary Admission with a direction to report to Drumkeen Reporting Centre in Belfast.

5.1.3 The Facility can accommodate up to 19 detainees in 10 bedrooms, some single and some shared. Male and female bedrooms are located apart. The bedrooms are spartan, containing only a bed and wardrobe, with no wall decoration or reading lamp. The wooden edge of the bed is raised above the mattress making it very uncomfortable to sit there. There being no seat or table the detainee has no option but to be out of

his or her room most of the time (if not sleeping or resting) and sit in the Recreation Room. In previous reports this had been a problem raised by IMB members who had requested that some form of seating be placed in the bedrooms. This had been deemed to be unsuitable since the rooms are small and any seating would have to be secured. IMB has not contested this since the success of the new seating arrangements in the recreation room and the provision of headphones has to a great extent resolved the problem.

5.1.4 The Facility is fresh, clean, well decorated and bright. It is cleaned by contractors daily and given a deep clean every few months. Although there is no natural light throughout, the eco-lighting system is very effective and efficient. There are no light switches and when areas are not in use the lighting reduces to a low lux level.

5.1.6 The Recreation Room, which is quite small, offers a TV with 4 channels, a selection of DVDs, books newspapers and magazines in various languages. English language newspapers are provided daily, those in other languages tending to be older and not changed so frequently. There are 2 computers with limited access to the internet. Headphones have now been provided which has proved beneficial in reducing noise interference for people watching TV or listening to music. Staff confirm that the improved seating arrangements continue to encourage association amongst detainees.

5.1.7 Other facilities include –

- Reception, offices and Staff Room (adjacent to but outwith the residential part of the Facility)
- Interview Rooms
- A Custody Office for use by a Tascor manager, containing a small “shop” selling basic things like soap, cigarettes etc, and being the bedding store
- An outside Exercise Area where detainees, under DCO supervision, may smoke at limited times and generally have access to fresh air
- Showers and toilets
- A multi-faith Prayer Room (with various prayer mats and Korans),
- A Dining Room/Kitchen Area which has a number of tables each having four fixed seats

- A hot and cold drinks machine
- All day supply of cereals, milk and fruit: with the provision of hot meals prepared by DCOs from frozen/chilled packs using microwave and other ovens
- A washing machine and drier

5.1.8 When a detainee is admitted he or she will be assessed for suitability to be detained. The nurse on duty would also undertake a review of any medications taken in with the individual. Subsequent assessments might identify any further medication required. There is a fully qualified nurse on duty all the time.

5.1.9 After being admitted to the secure residential part of the Facility detainees have freedom of movement and association within all areas except for the Custody Office which is locked. As noted above access to the Exercise Area is subject to supervision.

5.1.10 Should any detainee be admitted without adequate clothing he/she can be issued with a pack containing basic underwear and tracksuit-type outer garments.

5.1.11 Detainees may use their own mobile phones so long as they are not fitted with a camera or have internet access. Otherwise they can be issued with a simple phone without a camera which will be returned when the detainee leaves

## **5.2. Operational experience & detainee numbers:**

5.2.1 This is the only residential Facility monitored by this IMB. Whereas persons held at the non-residential Facilities at the airports and Glasgow Reporting Centre will typically be detained for only a few hours those detained at Larne House can be there for up to a week if removal directions are set. Thus there is a greater opportunity for interaction between the DCOs and detainees. As the facility is operational 24/7 and able to accommodate up to 19 persons there is clearly a need to have more staff on duty than in the other, non-residential, STHFs. (see 5.1.2). Our experience is that the DCOs demonstrate an extremely professional, caring and friendly attitude towards the detainees and go out of their way to make the detainees' stay as comfortable and stress-free as possible. During our visits we have spoken to as many English-speaking detainees as possible. We are generally pleased to find that the relationship between detainees and

staff continues to be positive and, as observed before, whilst obviously none of them wants to be there it is encouraging to find a generally relaxed and unapprehensive environment. From our observation this is in great part down to the positive way in which they are treated by the DCOs. There was no record of any complaint having been made to or against any of the DCOs and the detainees themselves confirmed that they were content with the manner in which they were treated. Indeed many detainees have written letters expressing thanks for the care they have received and DCOs have kept these in a book which is available in the recreation room for detainees and visitors to read. The Tascor staff maintain a balance between a caring and a “no nonsense” approach to detainees which is very much to their credit.

5.2.2 The most disturbing matter identified by a member of our Board related to the non-completion of IS91s – not by Immigration staff but by prisons holding detainees serving a criminal sentence who, on completion of that sentence, are passed over to Tascor for transportation to Larne House to await removal. Our member found that one detainee who caused problems while she was visiting Larne House, had in fact ongoing mental health issues.. There was nothing in the risk assessment section of the iS91 to indicate this which meant that neither the escorting Tascor staff nor the DCOs at Larne House were properly prepared or advised. We took this up with Home Office who absolutely shared our concerns and we understand that they are now speaking to prison staff in an attempt to improve communication.

5.2.3 The number of detainees held in the Holding Room in the period covered by this Report (1 February 2014-31 January 2015) is shown in the Statistics (Section 8).

5.2.4 Stephen Shaw was asked to report on Immigration Removal Centres and Short Term Holding Facilities and as this Board monitors Larne House STHF, the Chair was asked to attend during his visit. His report was published just at the end of this reporting period and his views on Larne House were quite positive although he did have one or two suggestions for change: (1) that the number of detainees be

reduced from 19 which he thought was unnecessary; and (2) That the Minister should consider the appointment of a local IMB so that night visits could be carried out.

**5.3 Issues:** See Section 6

## 6. Issues

### **6.1 Persistent failure by Border Force Immigration Officers**

**properly to complete Forms IS 91:** In previous Annual Reports we have raised the issue of Immigration Officers (IOs) not completing an important part of the Form. The IS 91 is the authority to detain issued by IOs to Tascor DCOs authorising them to detain a person in the Holding Room. It is thus a fundamentally important document. Part 3 of the Form, headed "Risk Factors", contains a warning/notice from the IOs who sign the forms to the Tascor DCOs regarding any special conditions or risk factors for the information of the DCOs who will have the detainee in their care. Over some years these forms have been inadequately completed and HOIE has attempted to remedy this, including the redesigning of the IS91 forms.

They also introduced a quarterly IS91 analysis in an attempt to tighten up the completion of the risk assessment section. Unfortunately although there has been a very marked improvement we reported last year that there is still the tendency for slippage to creep in. Home Office is confident that by identifying the officers who are failing to complete the risk assessment correctly they can take retraining to the right areas and thus resolve the problem. A year further down the line nothing has really changed although both Home Office and IMB are closely monitoring in an effort to find a solution to this problem.

In paragraph 5.2.2 a serious problem with non-completion of IS91 risk assessments by prison staff was highlighted and as stated there, Home Office staff are meeting with senior prison staff to try to improve communication between the two services.

IMB will continue to monitor accurate completion of forms and provide feedback where necessary.

**6.2 Family Removals:** IMB had agreed a protocol with Home Office and Tascor that we would be given prior notice of a family removal, especially where this would follow an enforcement visit. During this reporting period an improved notification method was started, whereby a spreadsheet detailing all removals and details of time and airport is

sent to Home Office and the IMB Clerk is asked to distribute to all STHF members via the Chair.

**6.3 Mixed gender of DCOs:** In last year's Annual Report we noted that on several occasions there had been no female DCO on duty: and that this could result in delay in processing a female detainee as male DCOs were not permitted to carry out a full body search of a female. A series of recruitment programmes resulted in many new female DCOs being recruited and while not yet infallible the situation is certainly greatly improved.

**6.4 Escorts with no airside passes:..** This has been a major problem over the past few reporting periods. Tascor has been working hard on this and they are now hopeful that the pass situation is now up to date .

### **6.5 The toilets at Festival Court**

The toilet situation at Festival Court is still a matter of concern and IMB members feel that if there is no hope of changing the existing stainless steel suites, then as agreed in last year's HOIE Action Plan, every effort should be made to obtain seats of plastic or similar material which would greatly improve matters. We have now been told that due to an incident at another holding room which had been fitted with such toilet seats these could no longer be considered. The board regrets this decision and asks that some research should be done into some suitable alternative particularly in the ladies' toilet as a stainless steel WC without a seat only adds to the general lack of dignity for people using these toilets. We consider that the location of the toilets in the actual holding room is unsuitable and with the stainless steel suites providing no noise insulation and the toilets in full view of whoever happens to be in the adjacent office, members are of the opinion that detainees are being deprived of dignity.

**6.6 Seating at Larne House:** The Board is content that the changes to the seating plan in the recreation room at Larne House have had a positive effect on detainees' willingness to associate with each other. It has also meant that when IMB members are visiting they have a chance

to sit down with a group of detainees to chat and hear their views on many things.

**6.7 The soft sofa in Festival Court:** See 4.1.4. We recommend that a more suitable – longer – sofa be provided in place of the current one which is too short. Our views on this were stated in last year’s report and copied below:

“Whereas formerly there was nowhere for a detainee to lie down a soft bench was placed at the rear of the room, making it possible for one detainee to lie down but, as noted in last year’s Report it is too short for anyone who is of even medium height. This request is still outstanding and IMB members reject the suggestion that there is no room for a longer bench since the adjacent baby changer is at a different height and there is little chance of a detainee trying to sleep and another changing a baby happening at the same time. In our view the bench length could be extended by up to 2 feet.”

The Board would still wish this request to be considered as extra length is necessary to make it fit for purpose.

**6.8 Smoking, access to fresh air and showers:** As we have noted in previous Reports detainees in the Airports and Festival Court Holding Rooms are not permitted to smoke, they have no access to fresh air and no showers are provided.

Whilst we are only too well aware of the difficulties of providing a place for detainees to smoke, we are pleased to report that Home Office have been working hard on the installation of showers at Glasgow and Edinburgh Airports. It is hoped that in our next report we can say that this has been achieved.

## **7. Other matters**

**7.1 The Short Term Holding Facilities Rules:** There are presently no Rules governing the operational requirements, standards and duties to which the IMB should adhere. After many years of promises it seemed that this reporting period would see provision of the Rules but once again they were put on hold, possibly to take account of the Shaw Report when it was published. That happened too late for anything to be done in this reporting period but it is sincerely hoped that priority will be given to finalising these Rules and giving STHF Board members a solid base to work on and to put their work at last on a statutory basis.

### **7.2 Clerk to the IMB**

Home Office did appoint a dedicated IMB Clerk to cover the meetings of all STHF Boards. This was welcomed by this Board (and I am sure the others) as it has brought consistency into much of our work and gives us a base where we can address enquiries. The appointment was for a 9 month period only initially, as a trial, and the Board was pleased to learn, just at the end of the reporting period that our clerk had been successful in her application for the permanent post which followed.

### **7.3 Detention Overnight**

Overnight detentions in the holding rooms have been rather less of a problem this year but the potential for these situations arising is ever present and to date there has been no satisfactory answer to the question of which organisation should have responsibility for arranging overnight accommodation in these circumstances. Border Force Glasgow has appointed one of its Higher Officers to liaise with Social Services in an attempt to iron out these problems. We look forward to hearing the result of their meetings.

## **7.4 Issues with Detainees' Property**

Last year's Annual Report highlighted this Board's concerns regarding the fate of a detainee's personal property, particularly duty free items, perfumes, spirits etc which had been bought and paid for quite legitimately at the airport of departure. On being detained, the luggage goes with the detainee to, say, Dungavel. As soon as it leaves the holding room it is 'landside' and so on return to the airport for the removal flight, it has to go through security again and these duty free items would be confiscated. Board members thought this unfair and a considerable amount of work was carried out with the co-operation of Border Force and Tascor at Glasgow Airport. Edinburgh Airport was not affected because they had somewhere suitable (and more space) to be able to store such items to await a detainee's return. A suitable locking cabinet was provided at GLA and the Board is pleased to be able to report that this problem has been satisfactorily settled.

## **7.5 IMB Board Meetings**

It was reported last year that the then Border Force Senior Officer at Glasgow Airport who had always been very happy to liaise and co-operate with IMB had suggested that Border Force should be represented at our meetings as are Home Office and Tascor. Edinburgh Airport followed suit and it was a very satisfactory change. However as reported this rather quickly degenerated as attendances became less and less regular. The Board understood the difficulties which can arise through pressure of work, frequent shortage of staff and in the case of Edinburgh, distance and time. The Border Force Senior Officer now in post at Glasgow is equally keen for this arrangement to continue and understands that the Board considers Border Force representation to be a valuable contribution to our meetings. Every effort is being made to ensure that this happens concerning both Glasgow and Edinburgh staff.

## 8. Statistics

(last year in brackets)

8.1	Members at the start of the reporting period	11	(12)
8.2	Members at the close of the reporting period	9	(11)
8.3	Board meetings held	12	(12)
8.4	Member attendance at Board Meetings (Feb-Dec: 11 members, Jan: 9 members)	99	(115)
8.5	Visits to Glasgow Airport	51	(56)
8.6	Visits to Edinburgh Airport)	54	(60)
8.7	Visits to Festival Court	49	(34)
8.8	Visits to Larne House	26	(24)
8.9	Detainee movements at Glasgow Airport	383	(432)
8.10	Detainee movements at Edinburgh Airport	472	(307)
8.11	Detainee movements at Festival Court (	321	(214)
8.12	Detainee movements at Larne House	2658	(2363)

## 9. Summary

- a. We have now been operational for over six years and this is our Sixth Annual Report. We have highlighted some issues and made some recommendations but we continue to find both UKBF and Tascor to be committed to the welfare of the detainees held in custody in the Holding Rooms. As we noted in our previous four Annual Reports the Rooms are well and professionally managed by caring DCOs: and we continue to have full co-operation from UKBF and Tascor at all levels.

Although of course we would not interfere in any matters of immigration policy or decisions, Border Force Officers are always approachable and willing to assist with any query we may have. This is appreciated.

Nevertheless, some issues, particularly the ongoing problem of IS91s being improperly completed, continue to concern the Board. There has again been significant improvement but then again slippage starts to recur. This has been less than last year so there is still an improving situation but we would like to see a situation where full and proper completion of IS91s becomes automatic in all ports and offices. The Board is aware that Home Office is still monitoring this and taking steps to keep it on track.

Our members are appreciative of the ongoing good relations with our colleagues in Border Force, Tascor and DEPMU North. This has allowed us to talk over any problems with them at first hand and to resolve issues promptly. Good relations and direct communications have been at the heart of the work of this Board from the outset and we trust this will continue in the future.

