



Annual Report
of the
Independent Monitoring Board
at
**Campsfield House Immigration
Removal Centre**
for the Reporting Year
2016

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LIST OF ACRONYMS

ACDT	Assessment Care in Detention and Teamwork
CSU	Care and Separation Unit
DCC	Detainee Consultative Committee
DCO	Detainee Custody Officer
DSO	Detention Service Order
FNO	Foreign National Offender
FFR	Fluid or Food Refusal
HMP	Her Majesty's Prison
HO	Home Office
IDE	Immigration Detention Estate
IE	Immigration Enforcement (Home Office)
IMB	Independent Monitoring Board
IRC	Immigration Removal Centre
LAA	Legal Aid Agency
Mitie	Mitie Care and Custody (Centre Managers)
NHS	National Health Service
NGO	Non-governmental Organisation
PSU	Professional Standards Unit (Home Office)
RFA	Removal from Association
TASCOR	Subsidiary company of Capita plc., holding the IDE escorting contract
TC	Temporary Confinement
UoF	Use of Force

SECTION 1: STATUTORY ROLE OF THE IMB AT CAMPSFIELD HOUSE IRC

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every Prison and Immigration Removal Centre (IRC) to be monitored by an Independent Board (IMB), appointed by the Secretary of State, from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- Satisfy itself as to the humane and just treatment of those held in Immigration Removal Centres.
- Inform promptly the Secretary of State or any official to whom s/he has delegated authority as it judges appropriate on any concerns it has.
- 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 the right of access to detainees, every part of the Centre and also to the Centre's records.

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

The IMB remit covers the detainees' experience of detention. It does not extend to the immigration status of the individual detainee.

The Board meets monthly, part of each meeting also involving staff of the management contract holders, Mitie Care and Custody, and resident staff of Immigration Enforcement (Home Office). Members of the Board undertake 'Rota Visits' on a weekly basis, where, *inter alia*, they check facilities, follow up on written applications lodged in IMB mail boxes, and respond to casual requests for help. They also visit the Centre within 24 hours of any detainee being taken into the Care and Separation Unit, to verify that the individual in question understands their situation and is being properly treated, and attend and witness emergencies and other incidents on a responsive basis, as appropriate.

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.

SECTION 2: EXECUTIVE SUMMARY & RECOMMENDATIONS

2.1 INTRODUCTION

2.1.1 This report presents the findings of the Independent Monitoring Board at Campsfield House Immigration Removal Centre (henceforth, 'The Board'), for the period 1 January – 31 December, 2016. Evidence comes from observations made on rota, single purpose and ad hoc visits, formal meetings with Mitie and Home Office staff, informal contacts with detainees and staff, scrutiny of official data and reports, sample surveys conducted by the Board and Centre Management, and detainee submissions and complaints.

2.2 ISSUES FROM THE ANNUAL REPORT FOR 2015

2.2.1 The Board has concerns with regard to four recommendations which were rejected:

- Time permitted for PSU to investigate complaints
- Use of Skype
- Time permitted for supplier to investigate complaints
- Detainees transferred without property

The Board has not accepted the rejections and has repeated the recommendations with further justifications (see paragraphs 2.3.6, 2.3.7, 2.3.8 and Section 2.4).

2.2.2 The situation with regard to three recommendations accepted still remains unsatisfactory, with no improvement:

- Conduct of legal firms visiting the Centre
- Recording of healthcare contacts
- Improvements to the Reception Area to improve confidentiality

The response to improvements to the Reception Area stated that the plans would be finalised in October 2016. The Board requests further progress on this issue. The other two recommendations have been repeated with further justification (see paragraph 2.3.5, 2.3.9 and Section 2.4).

2.2.3 The Board is pleased that the recommendation in respect of the laundry, which was accepted, has resulted in an excellent laundry service which is now working well. The Board is also pleased to be able to report that the recommendation in respect of showers and toilets in the residential blocks has resulted in programme of complete refurbishment which started in January 2017.

2.3 MAIN JUDGEMENTS

2.3.1 The Board judges Campsfield House to be a well-run Centre, providing a safe and secure environment for detainees, and operating in a manner which demonstrates adherence to humane and just principles. Detainees are treated fairly and with respect, and generally with considerable care and consideration. Most staff are committed and

empathetic in their attitudes, and have an agreeable sense of personal responsibility for the individuals in their charge. The atmosphere is mostly good-natured and relaxed. When problems arise, most can be resolved informally and on site. The Centre scores highly in areas such as education, arts and crafts, and religious faith provision, and its Catering Department provides culturally relevant and nutritious food. The Welfare Officers also work hard to help detainees whilst at Campsfield House and resolve any problems they may have.

2.3.2 The Board also commends the resident team of Home Office Immigration Enforcement, which operates efficiently, maintains a high level of contact with detainees and is responsive to their interests as well as to the needs of Centre Management.

2.3.3 Campsfield House was not purpose-built and the facilities, while less forbidding than IRCs built to Category B Prison Standards, are not ideal. The residential facilities are cramped, and the quality of buildings and plumbing is poor. The Board is pleased to note that work has now started on upgrading the WCs and showers in the residential units, work which is long overdue. A refurbishment programme was started in January, 2017, and is scheduled to take six months to complete, with a full complement of detainees being maintained throughout the renovation. It will thus require very careful monitoring.

2.3.4 The Board does have some concerns about the treatment of detainees, though most of these are in areas outside the direct control of Centre Management. The main concerns are as follows:

2.3.5 **Access to Legal Advice.** The Board is particularly concerned about the functioning of the Duty Solicitor Scheme, which has been the subject of frequent complaints. Most of these relate to only one of the three contracted providers (94% of all cases referred by Welfare to the Board, in one seven-month survey period). There are evident issues around the performance of a particular firm, though there are also some underlying weaknesses in contractual arrangements and the system of supervision. The current complaints procedures are unsatisfactory, and barely accessible to detainees. Two recommendations have been made (see and Sections 2.4 and 4.4).

2.3.6 **Formal Complaints Procedure.** The number of formal complaints lodged by detainees was encouragingly small in 2016 (only 42 over the whole year). However, the Board is not satisfied with the time taken to handle such formal complaints as do arise, and reiterates the recommendation made in 2015 (and previously) for a reduction in target dates for responses to both service/minor misuse complaints and serious complaints (to be investigated by PSU). Only about 14% of detainees making a complaint received a response before leaving the Centre. The Board puts on record its dissatisfaction with previous responses from the Home Office, which merely repeat time frames that are already well-known and represent the very problem which needs to be addressed. Two recommendations have been made (see Sections 2.4 and 4.8).

2.3.7 **Property.** A total of 178 complaints relating to missing property on arrival were received by the Welfare Office in 2016, more than 3 cases per week. Two-thirds of cases concerned FNOs arriving from prisons. This is excessive by any standards. Frequent transfers and other factors inhibit proper resolution of such complaints. A review of the Centre Welfare Log suggests that barely a third of cases were satisfactorily resolved. A recommendation has been made (see Sections 2.4 and 4.9).

2.3.8 **Communications.** The Board views access to mobile phones as an important factor in ensuring the generally pleasant and relaxed atmosphere in the Centre, and feels

that use of Skype would further encourage this. A recommendation has been made (see Sections 2.4 and 5.2).

2.3.9 Health Care Provision. This is a pressure point in any IRC, and is not aided by the open-ended nature of the confinement and the stresses that this generates. Detainees' experiences of health care provide them with a very personal measure of their just and humanitarian treatment. Since April, 2016, health care at Campsfield House IRC has been provided by Care UK, under a joint NHS contract with two rather different institutions (HMPs Bullingdon and Huntercombe), over which Campsfield Management has no control and limited influence. The Unit operates under great pressure, due to the high numbers, the churn of detainees, heavy load of paperwork and the stresses of the job. Its position is made more difficult by the withdrawal of the arrangement whereby detainees could obtain non-prescription medications under close supervision from non-medical staff, and the fact that the Unit has to operate with a stand-alone records system, despite an agreement by NHS England to bring it onto the national database. The Health Care Complaints procedure is outside the purview of Centre Management and IMB, which makes it difficult for the Board to provide feedback on its functioning. Six recommendations have been made (Sections 2.4 and 6).

2.4 RECOMMENDATIONS

The Board makes the following recommendations:

For the attention of The Minister

- To discuss with the Legal Aid Agency the introduction of an agreement of appraisal and reward for the duty solicitor scheme, so that well regarded lawyers are rewarded with more surgeries/instructions, and poor performers are weeded out.
- To discuss with the Legal Aid Agency the introduction of an improved complaints procedure for the duty solicitor scheme, which allows statements to be taken from detainees and responded to within a shorter time scale (Repeat Recommendation).
- A reduction in the current period to respond to complaints from 20 days to 10 days for complaints investigated by the Centre and Contractors (Repeat Recommendation).
- A reduction in the current period to respond to complaints from 12 weeks to 40 days when investigated by PSU (Repeat Recommendation).
- A procedure to be agreed between Immigration Enforcement, the Prison Service and Police Authority, and other authorities where necessary, whereby all property travels with the detainee on transfer. Failing this, a clear receipt should be given to the detainee for any property not transferred, which is signed and agreed by the dispatching authority and the detainee. Such measures are especially important for small items such as phones and valuables (Repeat Recommendation).
- To consider relaxing the rules on access to Skype, as an individual communications medium (Repeat Recommendation).

- To discuss with NHS England introduction of a policy to allow Block Officers to provide paracetamol under controlled conditions.
- To discuss with NHS England action to link Campsfield House health care into the national medical records system (Repeat Recommendation).
- To discuss with NHS England the shortening of the time frame for dealing with health care complaints.
- To discuss with NHS England review of the complaints procedure to allow the Board to monitor complaints which are not clinical or otherwise in confidence.

For the attention of The Supplier, Mitie Care and Custody and Care UK

1. Revisions to be made to the guidelines for the Mitie Welfare Log to record a 'positive resolution' only when a clear resolution has been reached. Log should record 'open' where a detainee leaves the Centre either before resolution or where the item is still retained by police or other authority.
2. Mitie to carry out a risk assessment with a view to selling non-prescription medicines in the Centre shop.
3. Care UK to simplify the recording of appointments, to separate out primary appointments from the issuing of routine prescriptions (Repeat Recommendation).

2.5 THE REPORT

2.5.1 The report which follows documents these concerns, and provides detailed evidence to support them (per the paragraphs indicated).

SECTION 3: DESCRIPTION OF ESTABLISHMENT

3.1 Campsfield House Immigration Removal Centre is located near the village of Kidlington, five miles north of Oxford and adjacent to the 'HMP Prison Service Control & Restraint Training College' and Oxford Airport. It was acquired by the Immigration Service (now Immigration Enforcement) in 1993, having previously been a Youth Offender's Institution.

3.2 Since 2011, the Centre has been managed by 'Mitie Care + Custody' (henceforth, 'Mitie') on behalf of Immigration Enforcement, a Department of the Home Office. Mitie's contract commenced in May, 2011, initially for five years, and subsequently extended till June, 2019. All facilities in the Centre are run by Mitie, with the exception of Health Care which is provided by Care UK on contract to NHS England. The resident Immigration Enforcement team is responsible for the monitoring of contract service delivery and contact management, and acts as the conduit between case owners and detainees.

3.3 Campsfield House is a relatively small facility. The Centre is intended only for adult males, and the maximum capacity is 282.

3.4 The configuration of Campsfield House is low-rise and unlike a penitentiary, allowing for a degree of informality. The Centre consists of 3 interconnected two-storey buildings, with some additional single story units (including the reception, command suite, visitors' Centre and CSU).

3.5 Accommodation is varied, with a range of units:

- 13 x 1 bed
- 6 x 2 beds
- 25 x 3 beds
- 38 x 4 beds
- 1 x 5 beds
- 3 x 6 beds
- 1 x 7 beds

TOTAL: 282 persons in 87 rooms

Blue Block: 176 beds (96 upper/80 lower); *Yellow Block:* 62 beds; *Short-stay Unit:* 39 beds. In addition, there are three cells in the Care & Separation Unit and a one-bed crisis suite.

3.6 The detainee blocks of the Centre are normally open and unrestricted. The three dormitory blocks are closed off overnight, although free movement is permitted within them. The Short-stay Unit is used to house new arrivals, imminent departures and individuals under close supervision.

3.7 During 2016, the monthly average was 261 detainees (range: 246-271), of whom about a quarter were Foreign National Offenders (average 73; range: 50-101).

3.8 The average length of stay during the year was 37 days. Regarding long stays, an average of 3 individuals were present in the Centre at any one time whose stays were in the range 6-12 months (between 1-5 individuals at different times, over the year), and one other individual had spent more than 12 months at the Centre, though he left in February, 2016.

3.9 Facilities of Campsfield House include:

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

SECTION 4: OPERATIONAL MANAGEMENT

This section reviews those areas of the operational management of Campsfield House which are central to the welfare of detainees, and to their fair and humane treatment.

4.1 SAFETY OF THE ESTABLISHMENT

4.1.1 The Board gives a positive assessment of the performance of Centre Management with regard to the just and humane treatment of detainees, and the ways in which it addresses issues of equality and diversity. Campsfield House is generally a safe establishment, from the perspectives of both safety of detainees and safety of staff.

4.1.2 Serious attempts are made to provide an acceptable living and working environment for detainees. Incidents are carefully managed, and (where possible) recorded on video equipment. There were four 'Serious Incidents' in the Centre in the year, three involving detainees climbing onto outside roof space, and the other involving a detainee who barricaded himself into the CSU. The latter required intervention by National C&R instructors, and the detainee was transferred to hospital due to self-inflicted injuries. Measures have been taken by Mitie to prevent recurrences in both areas.

4.1.3 The Board has no evidence of a culture of fear within the Centre, as regards either detainee-staff relations or intra-detainee relations. In addition to Immigration Enforcement and the IMB, a variety of other bodies are granted access to the Centre and its detainees. On arrival, detainees are issued with mobile phones and basic credit, and have the opportunity to buy further airtime at low cost, through the paid work scheme, thus allowing them to maintain quite high levels of external contact.

4.1.4 There is a weekly Detainee Consultative Committee (DCC) where a representative group of detainees (about ten) meets with the Centre Manager, Immigration, IMB and Heads of departments. The DCC reviews any issues of concern and is able to make suggestions to improve life in the Centre.

4.1.5 Given the above considerations, and the Board's experience of its regular weekly monitoring visits, it views the risk of any serious cases of abuse going unnoticed as low.

4.1.6 The Centre is vulnerable to the same dangers as other such institutions, particularly to the use of illicit drugs and NPS (although at fairly low levels, it would seem, compared to many prisons). Centre management is actively addressing these problems.

4.2 WELFARE

4.2.1 The Welfare Department is an important point of contact for detainees, as can be seen below.

Year	Initial Contact	Request for Welfare Advice				Bail Hearings	Preparation for Release
		Total	Logs for more complicated issues				
			Opened	Resolved	Success		
2016	3855	12107	178	142	80%	1041	1115
2015	3430	10885	159	114	72%	747	1514
2014	2305	7729	187	78	42%	487	1098

(Source: Mitie, Centre Management)

Note: Reduced occupancy in 2014 due to refurbishment of Blue Block, hence reduced number of initial contact and total requests.

The Board views the department's performance as satisfactory, though with some room for improvement. The detainee experience is uneven, in terms of staff attitudes (some very good, some less so), and the record on resolution of property issues is not particularly good (see Para 4.9). The Board is also concerned at the large reduction in the number of 'preparation for release' interviews (the reasons for which are unclear), and the increasing frequency of block office closures in recent months.

4.2.2 NGOs

A number of NGOs visit the Centre on a regular basis, the main of which are:

- Asylum Welcome.
- Bail in Detention (BID).
- Oxford Samaritans.
- Medical Justice.
- The Red Cross.
- HIS Church.

Other organisations and individuals supporting detainees include: Music in Detention; The Ashmolean Museum of Art and Archaeology, University of Oxford; 'Al's Owls'; and others. ('Waving Hello', a six months project of the Oxford Concert Party, started in January, 2017, and eight visits are planned in the period.)

4.3 SAFER DETENTION

4.3.1 'Safer Detention' provides a means to promote the safety of detainees and feedback is sought from detainees and staff to improve their safety. Meetings take place monthly with departmental management, IMB and Oxford Samaritans. Detainee representatives ('Buddies') are also invited to attend. Various departments give verbal reports, such as Immigration, Chaplaincy, Healthcare, Post Incident Care Team (PICT), Human Resources/Training, IMB and Samaritans. There is an important input from the Welfare Department. Towards the end of each meeting, detainees are requested to leave and detailed consideration is then given to examples of ACDTs from the preceding month.

4.3.2 The Board commends this forum, though feels that more should be done to ensure detainee participation. Buddies only attended one of the twelve monthly meetings in the year.

4.3.3 ACDTs

The Numbers of ACDT Booklets opened and closed, detainees arriving and leaving on an open ACDT, records of self-harm, cases of constant supervision, food and fluid refusal and the Raised Awareness Register are shown below:

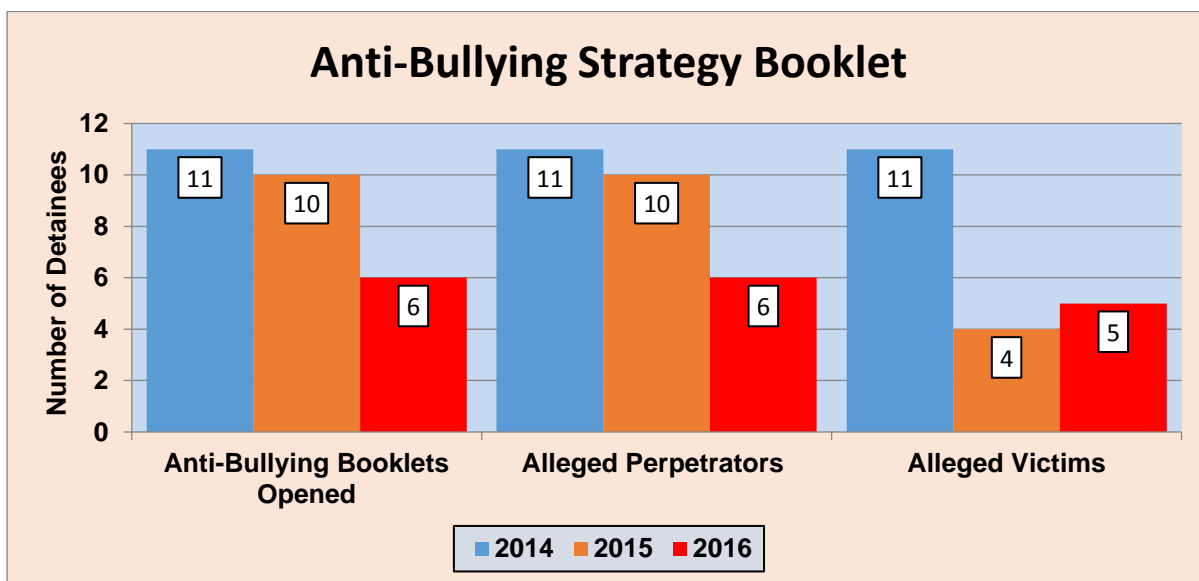
Year	Arrived CFH with Open Booklet	ACDTs Opened at CFH	Left CFH on Open Booklet	ACDT Support Package Closed
2016	11	216	33	183
2015	10	142	37	115
2014	2	126	25	103

Year	Recorded Self Harm	Constant Supervision	Food or Fluid Refusal	Raised Awareness Register
2016	19	65	21	191
2015	16	45	44	249
2014	14	37	16	173

Note: Reduced occupancy in 2014 due to refurbishment of Blue Block, hence reduced numbers

ACDTs are monitored by the Board during the course of weekly Rota Visits. The Board is satisfied that ACDTs are satisfactorily supervised by Centre Management.

4.3.4 **Bullying.** According to data provided by Centre Management, there were six 'Anti-Bullying Booklets' (*aka* 'Violence Reduction' booklets) opened in the year, a small but significant reduction on previous years, in terms of absolute numbers of cases.



NOTE: actual figures, not % of total detainees; thus, comparisons between years to be treated with caution.

4.4 LEGAL SERVICES

4.4.1 Effective access to professional legal advice is an important indicator of just and humane treatment of detainees. The Board is not satisfied with the existing operation of the Duty Solicitor Scheme, and has concerns about both the performance of individual firms and the supervision of the scheme.

4.4.2 As regards advice by solicitors under the scheme, detainee satisfaction levels vary widely between the three contracted providers. Over a 7-month period, 35 complaints were registered by Welfare and passed to the IMB; 94% of these related to one firm (33 cases), with a second firm being the subject of two complaints (6%). None at all were registered against the third.

4.4.3 The performance of one firm is clearly a concern, as is the overall monitoring of the provision by the Legal Aid Agency (LAA). Such measures as do exist to make firms accountable are not delivering an even service.

4.4.4 Complaints procedures are unsatisfactory. Complaints to the Solicitors Regulation Authority or to the Ombudsman demand skills which many detainees, whose first language is not English, are most unlikely to possess. The time limit for response (generally several months in aggregate) also far exceeds the length of stay of the average detainee, who may not have the resources or the will to pursue a justified complaint after departure from the UK.

4.4.5 Where appropriate, the Board accepts written authorities from detainees to intercede with the relevant duty solicitors on their behalf. Though useful, this is of limited value as a monitoring tool. There is need for action at higher levels.

The Board recommends:

- i. To discuss with LAA the introduction of an agreement of appraisal and reward for the duty solicitor scheme, so that well regarded lawyers are rewarded with more surgeries/instructions, and poor performers are weeded out.
- ii. To discuss with LAA the introduction of an improved complaints procedure for the duty solicitor scheme, which allows statements to be taken from detainees and responded to within a shorter time scale (Repeat Recommendation).

4.5 Diversity and Equality

4.5.1 Campsfield House is a male-only facility, but houses a changeable population of detainees of diverse origins in terms of race, religion, nationality, age and sexual orientation. This diversity poses some management challenges, including communication.

4.5.2 The Board does not view diversity and equality as problematic at Campsfield House, although it is noted that, during 2016, use of the CSU and the issuance of strikes did not reflect the average nationality breakdown (see paragraph 4.6.4 & 4.6.5, and 4.7.5).

4.5.3 Composition of the Detainee Community

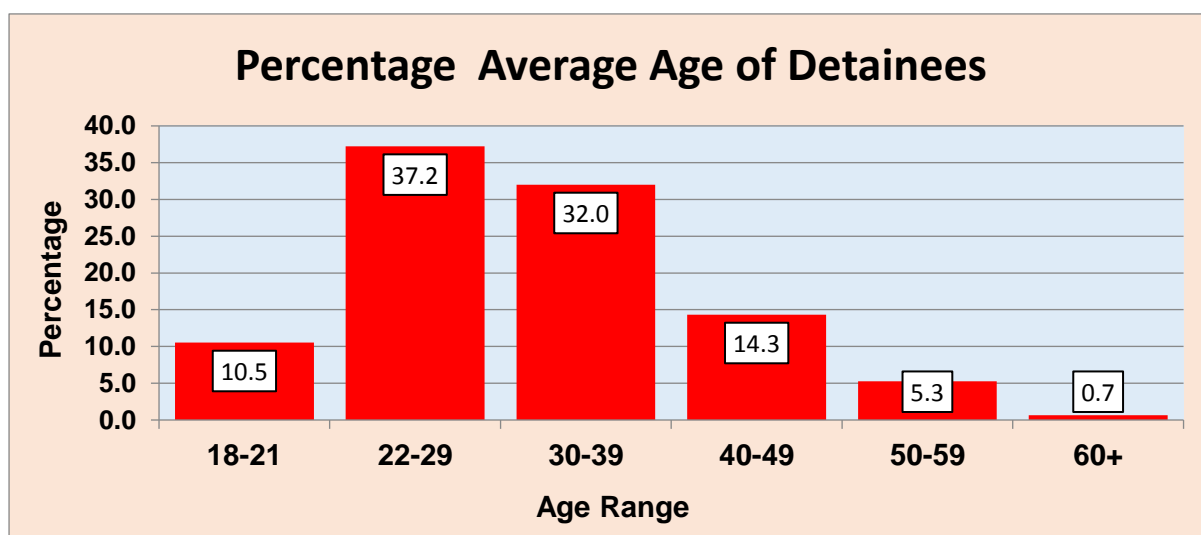
During the reporting period, a total of nearly 100 different nationalities passed through the Centre. The top sixteen nationalities are shown below. These accounted for about 80% of the population.

Nationality	Average Population
INDIA	19.0
PAKISTAN	10.1
BANGLADESH	6.7
AFGHANISTAN	6.2
ALBANIA	5.4
IRAQ	5.5
IRAN	4.6
VIETNAM	3.8
POLAND	3.1
NIGERIA	2.8
JAMAICA	2.5
CHINA	2.4
ROMANIA	2.3
SOMALIA	1.9
ALGERIA	1.8
SRI LANKA	1.8

The remaining 80 nationalities accounted for only about 20% of the population. Typically, on any one day, there are about 45 different nationalities at Campsfield House.

4.5.4 Disabled and elderly detainees.

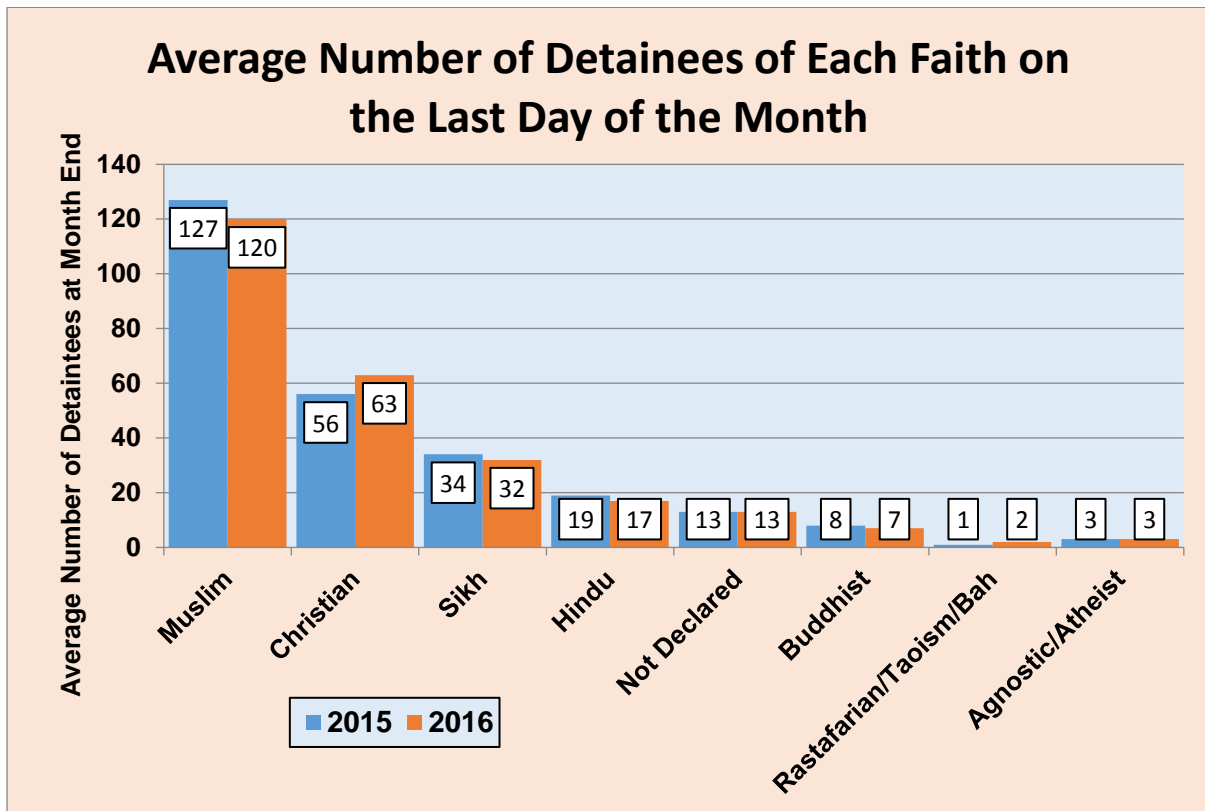
The range of ages of detainees held at Campsfield House showed little variation through the year. The average percentage age range for the whole of the reporting period is shown below:



It will be noted that detainees over the age of 60 years (classed as 'elderly') accounted for less than one percent of the total population. Three of these were over the age of 70. The Board notes that all detainees over the age of 60 were placed on a multidisciplinary care plan and assigned a specific nurse on arrival. They were encouraged to take part in activities.

4.5.5 Religion

The average presence of religious faiths is shown below:



The Centre has a full time pastor and an imam. Representatives of other faiths come to the Centre periodically to provide services/support to detainees. The pastoral care unit works hard to find faith leaders to cater for all religious groups though in some cases (e.g. Hindu and Sikh) with limited success. The pastor also plays a valuable role as one of the trained ACDT assessors in the Centre. There is a regular programme involving pastoral care, education, art and catering to celebrate religious festivals, including providing for detainees who are observing the Ramadan fast.

4.5.6 Diversity Committee

A Diversity Committee meets on a monthly basis and members include:

- | | |
|----------------------------------|------------------------------|
| Centre Manager | Welfare Officers |
| Manager of Residence and Regimes | Detainee buddy |
| Manager of Religious Affairs | Gender and Sexuality Officer |
| Healthcare Manager | HOIE |
| Race Equality Officer | IMB |
| HR Administrator | Bishop of Dorchester |
| DCO Representative | |

Statistical information is provided for the meeting; this includes:

- Incentives and privileges by national and ethnic backgrounds
- Strikes to detainees by national and ethnic backgrounds
- ACDT books opened by national and ethnic backgrounds
- Enhanced Observation Booklets opened by national and ethnic backgrounds
- Raised Awareness opened by national and ethnic backgrounds

- Care Plans for Elderly or other Special Needs & PEEPS
- Removal from Association by national and ethnic backgrounds
- Temporary confinement by national and ethnic background
- Use of force by nationality and ethnic background
- Paid work by nationality and ethnic background
- The use of activities by nationality and ethnicity (including education)
- Number and type of complaints of a race related nature and their outcome
- Statistics on Religious matters
- Statistics on Disability issues
- Statistics on Staff

4.5.7 A total of twenty-two nationality meetings was held during the year. Feedback from these meetings was generally positive with very few concerns raised; the latter were usually of a minor nature, such as a request for films in a specific language or an opportunity for cultural cooking, which were easily and quickly resolved.

4.5.8 Only two formal racial complaints were made by detainees during 2016. One was investigated by the Centre and found to be unsubstantiated. The second was referred to the Professional Standards Unit (PSU). The detainee subsequently withdrew the complaint, though the PSU completed its investigation and found that complaint also to be unsubstantiated.

4.5.9 Health care screening during reception identifies any detainees who are disabled. Action is taken to transfer a detainee if it is considered that the facilities in the Centre are unsuitable. A total of six registered disabled detainees were accommodated in the Centre during the year. Some detainees, although not considered to be disabled, would require assistance in the event of evacuation of the Centre. These detainees are placed on the Personnel Emergency Evacuation Plan (PEEP) and highlighted by name and photograph on the daily briefing sheet. The total number placed on the PEEPs register during 2016 was 21.

4.6 RULE 40, RULE 41 AND RULE 42.

4.6.1 This concerns Removal from Association (RFA, 'Rule 40'), Use of Force (UoF, 'Rule 41') and Temporary Confinement (TC, 'Rule 42').

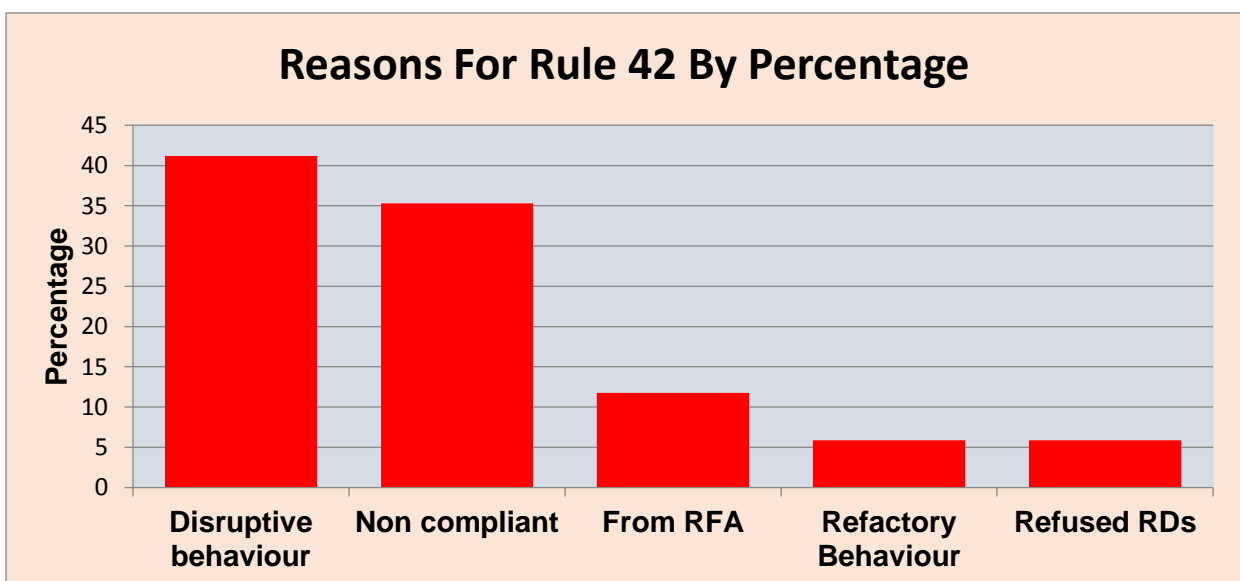
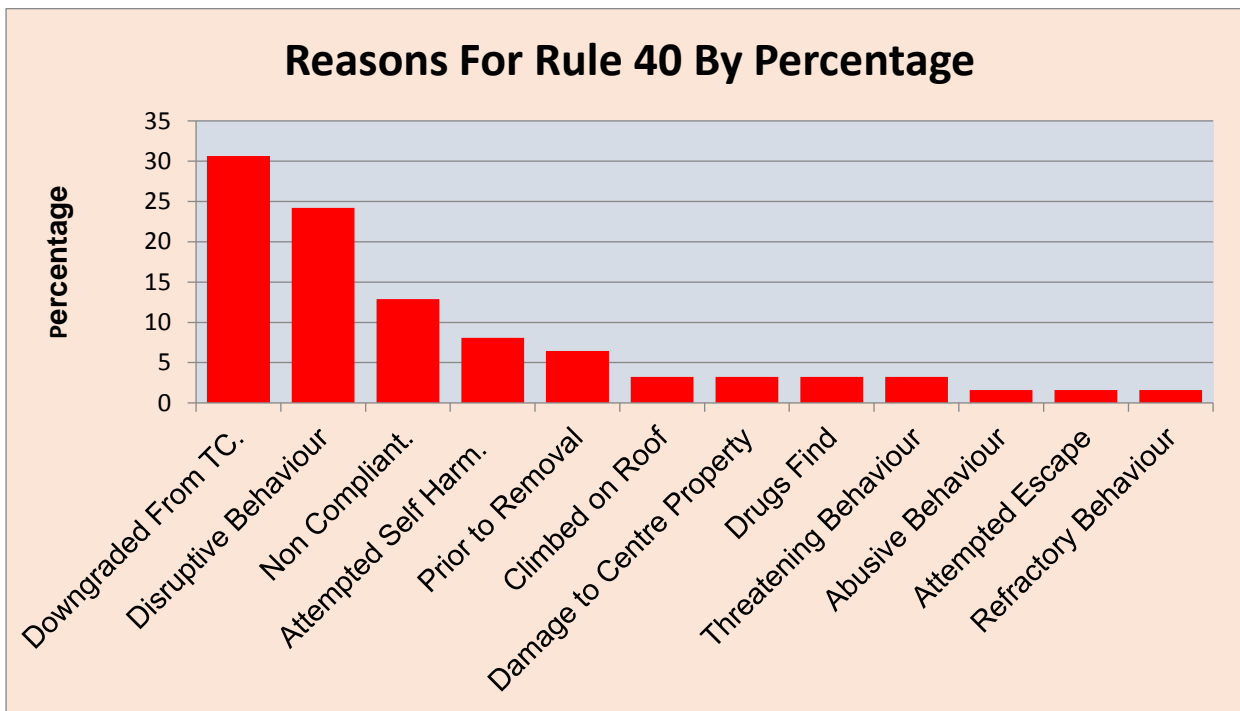
4.6.2 In relation to these rules, there are some notable variations in behaviour in the Centre by different categories of detainee, in terms of both national origins and previous experience of detention (particularly Foreign National Offenders). The Board sees no reason to view these as Centre-specific, though they merit continued monitoring.

4.6.2 The Board is satisfied that correct procedures are followed in the use of the Care and Separation Unit (CSU), which is well monitored by Mitie management. Recourse to CSU and UoF has increased during the reporting year compared to 2015 (for reasons that are unclear to the Board). Total Usage of CSU and UoF is shown below:

Year		Total [Rules 40/41/42]	Rule 40 RFA	Rule 41 U of F	Rule 42 TC
2016	Usage	131	64	39	28
2015	Usage	76	48	18	10
2014*	Usage	48	26	17	5

* *Note:* Total occupancy of the Centre was reduced for the beginning of 2014 due to refurbishment of the largest dormitory block.

4.6.3 The broad reasons for use of the CSU (Rules 40 and 42) as a percentage of use are shown below:



4.6.4 Usage of Rule 40, 41 and 42 by Country of Origin

RFA: Detainees from 25 nationalities were placed in RFA during the year, though for the vast majority of the nations there were only one or two detainees. However, four nations contributed to almost 50% of the use of RFA against an average occupancy of the same nationalities in the Centre of 16%, as is shown below:

Country	Percentage Average Centre Occupancy throughout the year.	Percentage of the Category in RFA
AFGHANISTAN	6	16
POLAND	3	18
ROMANIA	2	8
ALBANIA	5	6
TOTAL %	16	48

This contrasts significantly with countries such as India, Bangladesh and Pakistan, which comprised about 36% of the population in the Centre, but contributed only 6% of the use of RFA, as is shown below:

Country	Percentage Average Centre Occupancy throughout the year.	Percentage of the Category in RFA
INDIA	19	2
BANGLADESH	7	2
PAKISTAN	10	2
TOTAL %	36	6

TC: Although the numbers placed in TC were relatively small, some analysis is possible. Detainees from 13 nationalities were placed in TC during the year. Of these, three countries accounted for 42% of cases (see below), while 10 others accounted for one detainee each.

Country	Percentage Average Centre Occupancy throughout the year.	Percentage of the Category in RFA
AFGHANISTAN	6	18
ALGERIA	2	12
ROMANIA	2	12
TOTAL %	10	42

UoF: Force was used on detainees of 20 nationalities. Again, this was very uneven, by nationality. Two countries, Afghanistan and Romania, accounted for 24% of the usage, as shown below.

Country		Percentage Average Centre Occupancy throughout the year.	Percentage of the Category in RFA
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AFG		6	14
ROU		2	10
TOTAL %		10	24

The remaining countries each accounted for only one or two individuals.

4.6.5 Usage of Rule 40, 41 and 42 related to FNOs

FNOs were disproportionately represented among those placed in CSU. The percentage of detainees placed in CSU who were FNOs was almost twice the average percentage occupancy of FNOs in the Centre, and the percentage of detainees subject to UoF who were FNOs was 73% higher than the percentage occupancy of FNOs, as shown below:

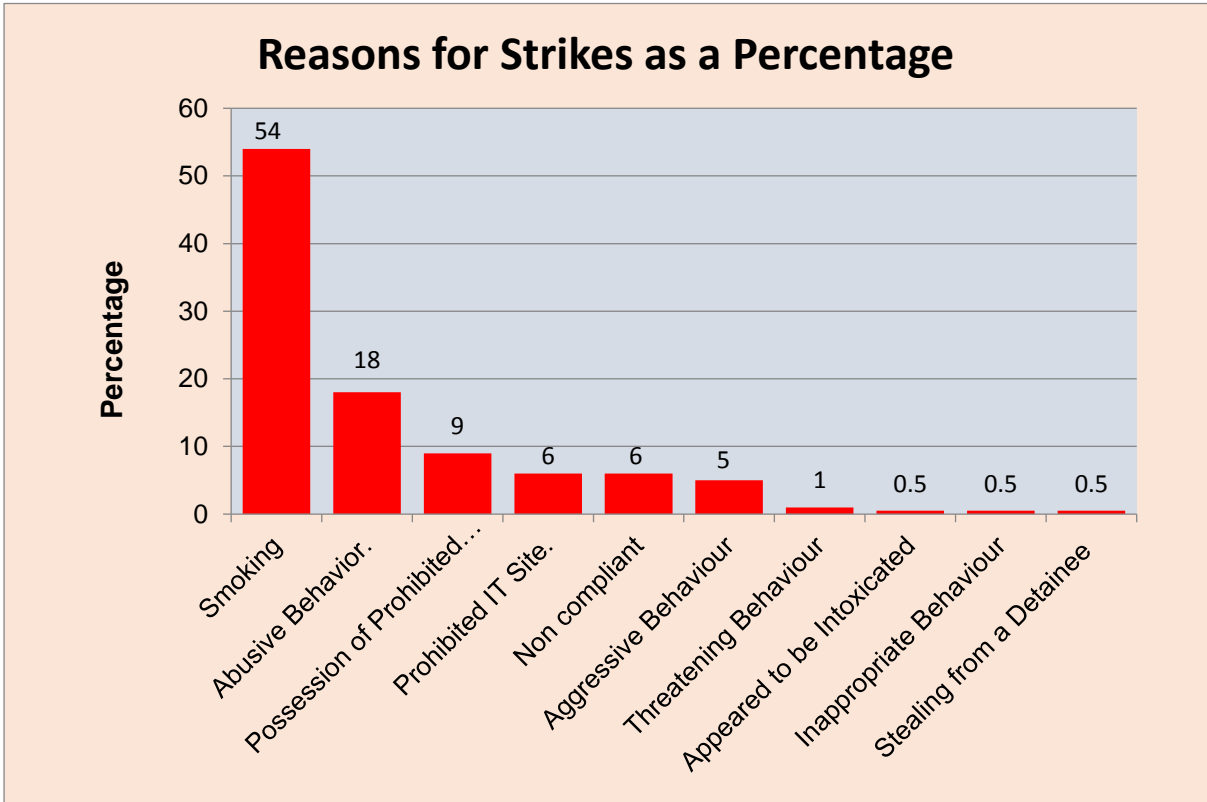
Year		Rule 40 RFA	Rule 41 U of F	Rule 42 TC
2016	Average percentage of detainees in the Centre who were FNOs	28		
2016	Percentage of detainees in CSU and subjected to Rules 40/41/42, respectively, who were FNOs	52	45	53

4.7 STRIKES

4.7.1 The only form of disciplinary procedure used in the Centre is the issue of a 'strike'. This is a reprimand placed on file which may be given to a detainee by any member of staff for committing a minor misdemeanour. An accumulation of three strikes in a month will result in loss of privileges (such as removal from a single room, limitations on paid work, restriction on use of computers and the internet, inability to borrow DVDs, etc.).

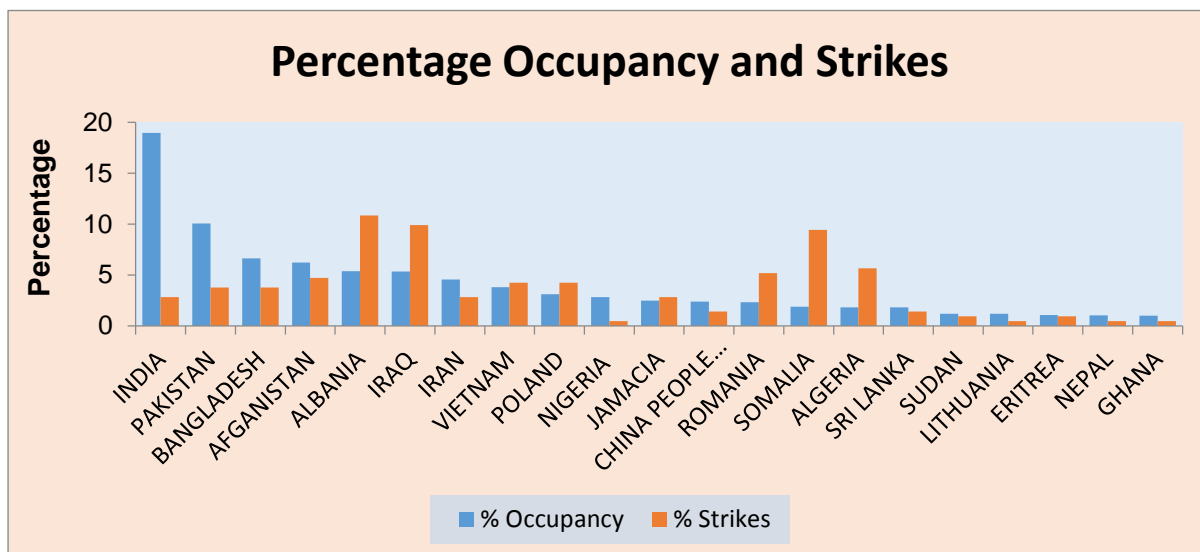
4.7.2 There are various reasons for the issuing of strikes, and incidence is not evenly distributed in the Centre. There are important variations in terms of detainee background and nationality.

4.7.3 A bar chart showing strikes by cause, as a percentage of total strikes, is given below. It is evident that smoking is by far the commonest reason for giving a strike. This is extremely difficult to control in a facility of this type, especially as outside areas, and consequently legitimate smoking areas, are closed during the hours of darkness.



4.7.4 Out of the total number of 214 strikes issued, 54% were given to detainees who were FNOs, although FNOs comprise only 28% of the overall population of the Centre.

4.7.5 Detainees of 42 nationalities (brown columns in the bar chart below) were given strikes out of a total of 97 nationalities in the Centre in the year. Nationalities that accounted for one or more percent of the average population are shown below (blue columns). It will be seen that although detainees from India, Pakistan, Bangladesh and Afghanistan accounted for 42% of the average of the population, they accounted for only about 15% of the strikes issued. By contrast, detainees from Albania, Iraq, Vietnam, Romania, Poland, Somalia and Algeria, who accounted for only 24% of the population, accounted for almost 50% of the strikes issued.



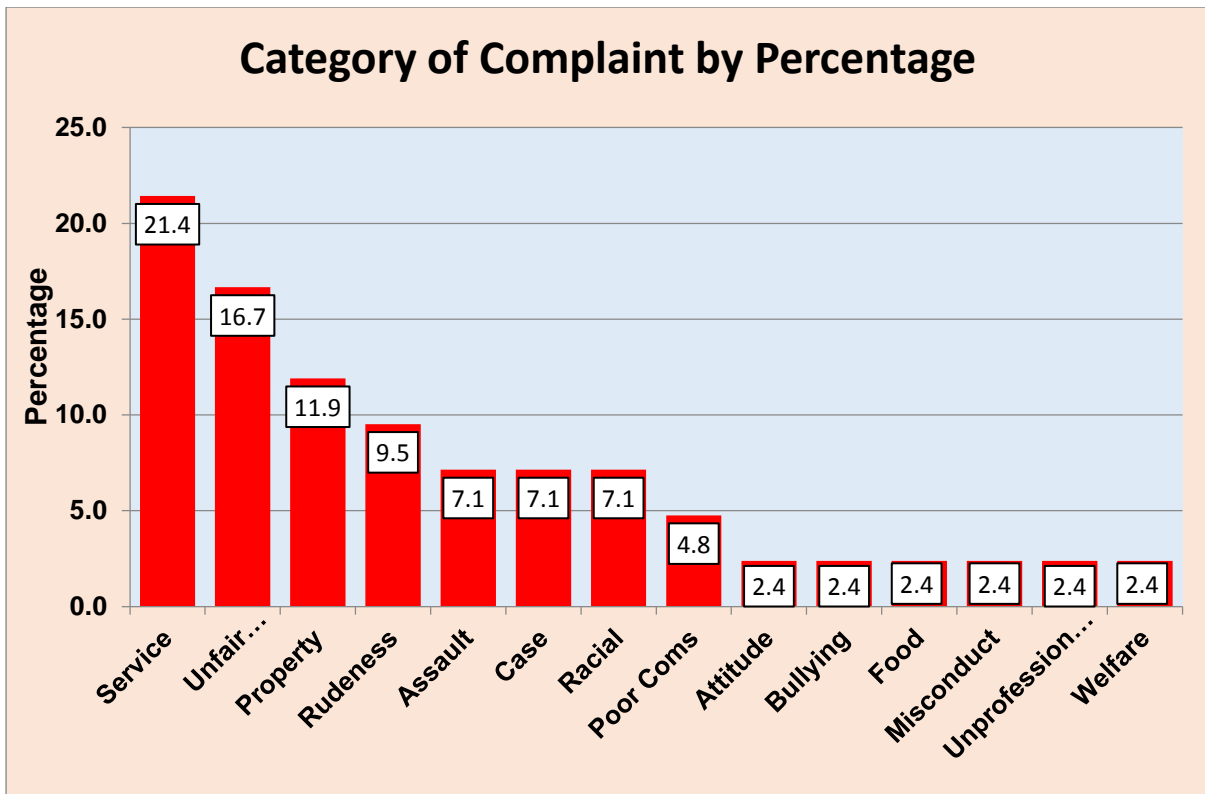
4.8 FORMAL COMPLAINTS

4.8.1 It is encouraging that the number of formal complaints was relatively small and that many issues were resolved informally. This reflects the generally good relations between DCOs and detainees, and it also shows the value of the weekly DCC. The total number of complaints submitted, investigating department/agency and outcome of investigation, are shown below:

Investigator	Total Number of Complaints	Substantiated			Not Yet Resolved	Comment
		Yes	No	Part		
CENTRE: Mitie	23	1	20	0	2	Target dates for unresolved responses overdue.
HO/IE	2	0	1	1		
PSU	6	0	6	0		
TASCOR	4	0	2	2		No action on two complaints could be found.
Other CSUs	7	0	5	0		
TOTAL	42	1	34	3	2	

4.8.2 Complaints were submitted by detainees of 16 nationalities. The numbers are small, limiting the value of statistical analysis, but about 40% of complaints were submitted by detainees from the Sub-Continent (India, Pakistan, Bangladesh and Afghanistan), a proportion that is similar to the overall representation of these nations in the Centre (43%). About 33% of complaints submitted were from FNOs. Again, this is not dissimilar to the overall proportion of FNOs in the Centre (28%). Three complaints each were submitted by two individuals (one Israeli and one Jamaican).

4.8.3 Complaints were on a number of broad topics, as detailed below. About 50% related to service (facilities), unfair treatment or property.



Time to Respond to Complaints

4.8.4 The Board's main concern about complaints in 2016, as in previous years, is with the time taken to respond. The existing system is ill-adapted to the needs of the IDE, and its operation leads to fairly frequent injustices. The Board is unconvinced by the justifications given by the Home Office for the present rules, and feels that these rules encourage laxness and inefficiency.

4.8.5 The Board's Annual Report for 2015 made a recommendation that the target dates to respond to complaints should be reduced significantly from the 20 working days for service and minor misuse complaints and from the three months for serious complaints which are investigated by PSU. The recommendation was rejected by the Home Office, with the following justifications:

"The timescale for responding to all complaints investigated by the Centre and contractors is the published 20 day working standard across the Home Office. Detention operations performance for responding to complaints is consistently 100% so the majority of complaints are responded to well within the 20 day limit"

And, in respect of complaints investigated by PSU:

"The PSU provides the Home Office capacity to take forward serious misconduct investigations arising directly from complaints and incidents across the UK and overseas. Investigations ordinarily are concluded within 12 weeks which is the Home Office published target on addressing such complaints. PSU do strive to meet their 12 week targets and will prioritise urgent cases as required"

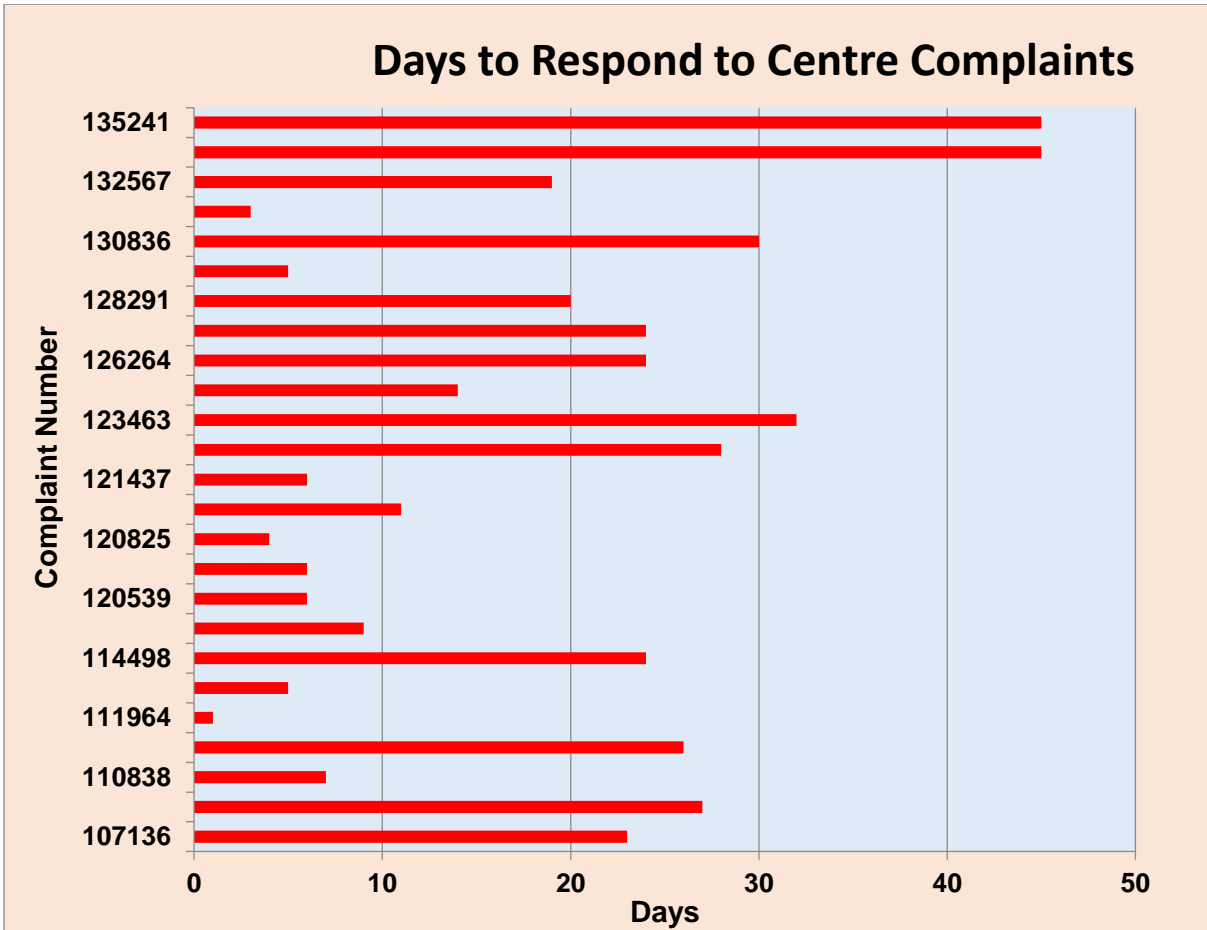
4.8.6 The Board is not satisfied with these responses which merely restate the existing time frames, and don't address the Board's concerns. Actual response times do not confirm the view that most complaints are responded to well within the time limit.

4.8.7 Short term Holdings Facilities and IRCs are closed establishments to be used for persons subject to administrative detention, and are comparable to prisons holding persons with custodial sentences and on remand. The average stay is short, and merits a quick response. Yet paradoxically, the time limits set for the IRCs are between two and six times longer than those for prisoners under sentence. The time limits given in PSO 2510 for responses to complaint raised in prisons are set out below:

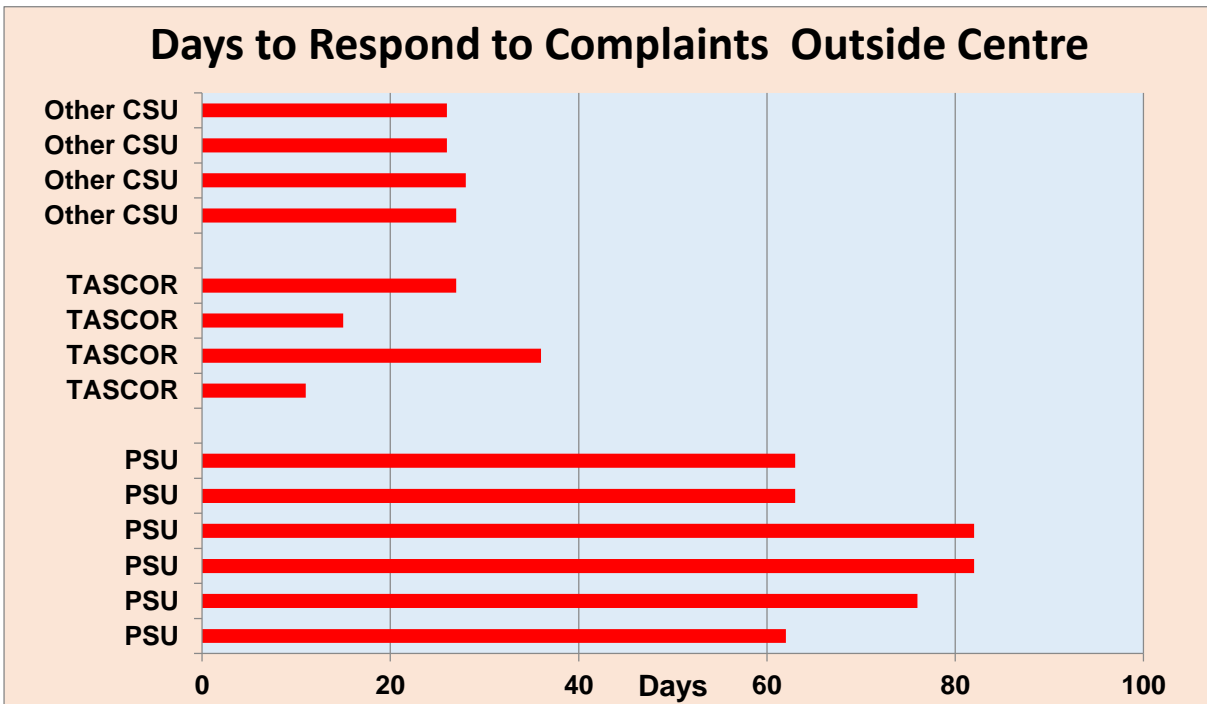
Action	Time limit
Stage 1 response	3 weekdays
Stage 1 response to complaint against member of staff	10 weekdays
Stage 1 response to complaint involving another establishment	10 weekdays
Stage 1 response by RRLO	5 weekdays
Stage 1 response with racial aspect (not provided by RRLO)	5 weekdays
Confidential access to governing governor	7 weekdays
Confidential access to Area Manager	6 weeks

4.8.8 The Board considers that a target time of 20 working days, which in reality is about a month, is too long a period for a detainee to wait for a substantive response, especially when the average length of stay at Campsfield is currently 37 days. Only about 14% of detainees who submitted a complaint received a response before leaving the Centre. (The Detention Service Order [DSO] published in 2011 provided for a period of 10 working days for a response; however, this was increased to 20 days on publication of the revised DSO in July 2015.)

4.8.9 The charts below show the days taken to respond to complaints, in the Centre and outside it, and illustrate the problem. Regarding responses to Centre complaints, 15 out of 25 cases (60%) took more than 10 days to respond, and two of these were not dealt with within 45 days. Of the 14 cases outside the Centre, only two were dealt with within 10 days (both concerned TASCOR), and 6 took more than 60 days (43%). Two of these took over 80 days. Of the two other cases allocated to TASCOR to investigate, one took 27 days to respond and another 36.



Note: Responses to complaints 135241 and 132567 not received after 45 days.



4.8.10 Lengthy response times cause an increase in stress and anxiety and are not commensurate with the policy of treating detainees fairly and with respect. There is a very good chance that the detainee will have been transferred or even removed before a response is given.

4.8.11 The formal responses to two complaints raised in December were not sent to the detainees until 7 and 8 of February, respectively:

- Detainee raised a simple complaint of mould on the bread at meal time on 14 December. The formal response was sent to the detainee on 7 February, by which time the detainee had left the Centre. The original target date for response was 14 January.
- Detainee raised a simple complaint of lack of Christmas cards in the Centre shop on 19 December. The formal response was sent to the detainee on 8 February. The original target date for response was 20 January.

These are trivial matters which should surely have been dealt with more swiftly. The suspicion is that the extended period allowed for resolution is providing a licence for slow action.

4.8.12 An example of a case study involving the PSU is the following:

A detainee raised a serious racial complaint against a DCO on 20 October which was allocated to PSU for investigation on 21 October.

The DCO in question was given a few days' leave but on return had difficulty working in the Centre due to possible contact with the complainant or his friends and on 5 December was granted sick leave by his doctor for stress. He returned to work on 6 January and was placed on 'non-contact' duties.

The response to the complaint was sent at the end of December and it was found to be unsubstantiated on the evidence available. Although the complainant had withdrawn the complaint, it was of such severity that PSU continued the investigation.

It is not clear why the detainee withdrew the complaint. During the investigation period the Centre felt it prudent not to transfer the detainee to another Centre. On completion of the investigation the detainee was transferred to Morton Hall and the DCO resumed normal duties. The long period of this investigation caused unnecessary stress to the DCO. The DCO was granted a month's sick leave, a significant loss of staff presence.

4.8.13 The Board believes that there is an overwhelming case for reducing the time limit to respond to complaints from persons held in administrative detention and that there is justification for treating such complaints as a special case to which the Home Office criteria should not apply.

The Board recommends:

- i. A reduction in the current period to respond to complaints from 20 days to 10 days for complaints investigated by the Centre and Contractors (Repeat Recommendation).

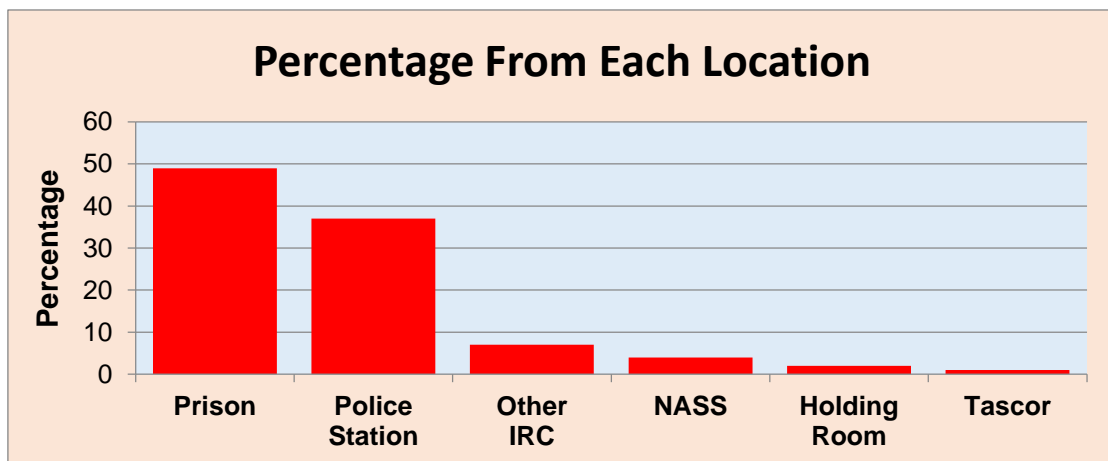
- ii. A reduction in the current period to respond to complaints from 12 weeks to 40 days when investigated by PSU (Repeat Recommendation).

4.9 PROPERTY ISSUES RAISED AT WELFARE

4.9.1 The Board has serious concerns about the significant number of detainees arriving in the Centre without their property. This generates stress for the affected detainees, and creates a considerable amount of work for the Welfare Team.

4.9.2 At national level, there is need for a procedure to prevent detainees being transferred without their property and a clear agreement by the detainee that he has no property remaining at the dispatching location. At Centre level, usage of the Welfare Log needs to be improved, so that resolution of property disputes is only recorded where this is actually shown to be the case.

4.9.3 A total of 178 detainees approached the Welfare Team on arrival at the Centre regarding property which had been left at their dispatching location. This equates to more than three cases per week. Although this is a relatively small proportion of total detainee arrivals, it is unacceptable. A breakdown of property cases by percentage from each dispatching location is shown below:



4.9.4 About two thirds of the issues raised were from FNOs. This is not surprising as it is this class of detainee who is most likely to arrive from prison, which is the source of almost half of all complaints.

4.9.5 The Centre Welfare Log indicates that about 80% of property cases were 'resolved'. However, this claim is misleading as many cases with this label were closed without evidence of proper resolution. Only about 38% of property cases actually came to a clear and satisfactory resolution. In other cases, the justification for case closure was excessively vague. For example:

- *'Phone seized by police for investigation' (in no case does it appear that a detainee has been subsequently charged with a criminal offence);*
- *'Detainee left the Centre' (RDs, transfer, bail, etc.);*
- *'No record of property';*

- *'Property could not be found', etc.*

The Board recommends:

- i. A procedure to be agreed between Immigration Enforcement, the Prison Service and Police Authority, and other authorities where necessary, whereby all property travels with the detainee on transfer. Failing this, a clear receipt should be given to the detainee for any property not transferred, which is signed and agreed by the dispatching authority and the detainee. Such measures are especially important for small items such as phones and valuables (Repeat Recommendation).
- ii. Revisions to be made to the guidelines for the Mitie Welfare Log to record a 'positive resolution' only when a clear resolution has been reached. Log should record 'open' where a detainee leaves the Centre either before resolution or where the item is still retained by police or other authority.

SECTION 5: ACCOMMODATION (INCLUDING COMMUNICATION)

5.1 ACCOMMODATION

5.1.1 The Board made a recommendation in its 2015 Annual Report for an improved detainee reception area. This was to maintain the confidentiality of detainees by ensuring that the interviewing area was sufficient to allow at least two interviews to run simultaneously without being overheard. This was seemingly accepted by the Home Office, in its response to the Board's report. It noted that the reception area would benefit from a refurbishment and stated that the cost and specification of work was being submitted to HO Commercial for consideration for capital spends 2015/16. A new design plan was being worked up which would improve the confidentiality of interviews on arrival. Plans were due to be finalised by October 2016. The Board welcomes this in principle, but has no knowledge of the plans mentioned, even though the stated completion date is long past. Further information and clarification are requested from the Home Office.

5.1.2 The Board is pleased to note that work has now started on upgrading the WCs and showers in the residential units (Blue and Yellow Blocks), the poor condition of which has previously been highlighted by the Board. This work is long overdue. A refurbishment programme was started in January, 2017, and is scheduled to take six months to complete. The intention of the Home Office and Centre Management is to retain a full complement of detainees throughout the renovation, despite the disruption that this work will cause. This is a matter of concern to the Board, and progress will be monitored over the coming year.

5.1.3 Other aspects of accommodation have been covered in Section 3 (above).

5.2 COMMUNICATIONS

5.2.1 The Board has previously raised the issue of access to social media, particularly Skype (see Section 2.5.2). The Chairs Forum has also written to the Minister on this subject. The Board maintains its recommendation that further consideration be given to relaxing Rules on access to Skype. Ready access to mobile phones makes an important contribution to the generally pleasant and relaxed atmosphere in the Centre, and use of Skype would further encourage this.

The Board recommends:

- i. To consider relaxing the rules on access to Skype, as an individual communications medium (Repeat Recommendation).

5.3 CATERING

5.3.1 The Catering Department provides 3 meals a day in a central dining room, a common facility for both detainees and staff. Menus for lunch and dinner operate on a four-week cycle with several choices often including both hot food and salad, and catering well for the main ethnic/ religious requirements and other key dietary preferences. The meals provided are of good quality overall; portion sizes are adequate and the meals appear nutritionally balanced and are generally well cooked and presented. The dining room is kept clean.

5.3.2 Members of the IMB monitor the meals and their preparation by eating with the detainees and visiting the kitchen. Feedback about the meals from detainees, whether directly to the IMB, recorded in the Food Comments Book in the dining room or at the minuted weekly DCC, is generally positive. The Catering Manager is responsive to the suggestions and to the rare complaints made by detainees attending the DCC.

5.3.3 The Board acknowledges the efforts made by the Catering Department to respond to the cultural diversity of the detainee population. Food items and special meals are provided to celebrate key cultural and religious festivals and celebrations. Detainees can periodically support, prepare, cook and share a special dish from their country, a practice known as 'cultural cooking'; there were thirty-four such meals prepared during the year. During the summer, monthly barbecue lunches are provided outside, and there is a weekday lunchtime option of a takeaway baguette, fruit and soft drink from 'The Lunchbox' serving booth, further extending choice and interest. The main area of complaints is monotony, though the Catering Department is commended for its efforts to address this problem within a limited budget.

5.3.4 The kitchens provide an important opportunity for detainee employment (see Section 7.2).

SECTION 6: HEALTH CARE

6.1 Health care in Campsfield House is commissioned by the Health and Justice Commissioner, NHS England (South Central, based in Oxford). Since 2016, the contract has been held by Care UK as providers to the Centre and two other custodial institutions in Oxfordshire (HMP Bullingdon and HMP Huntercombe). Care UK holds the contracts for the nursing staff and for the visiting GPs.

6.2 Board members frequently receive verbal complaints about health care during rota visits. These tend to be about the quality of care or the attitude of healthcare staff, or both.

6.3 Two aspects of the delivery of the healthcare service seem to contribute to this high level of dissatisfaction:

- The decision to prevent detainees having access to non-prescription medications such as paracetamol, except as single doses administered by the Health Unit. This restriction significantly increases the workload on Health Unit staff (made worse by the fact that, under current arrangements, each dose of medication has to be recorded as a separate visit), and it increases the sense of powerlessness and the frustrations of detainees.
- The Healthcare Unit operates a stand-alone records system, and is not yet linked in to the national electronic medical records system, so that if detainees arrive without their records, their treatment or medication may well be interrupted.

These two factors create visible tensions between detainees and healthcare staff, at levels rarely seen by Board members in relations between detainees and detention custody officers.

6.4 Paracetamol was formerly available in Campsfield House, prior to NHS taking over the contract, and was given out by Block Officers under controlled conditions (dispensed in soluble form, and recorded on the DMS). This was deemed to be illegal and to be secondary dispensing by NHS England, as the nurses must confirm the GP's prescription and then record the dispensing. The practice was therefore stopped but no realistic alternative was put in place. The situation is now that when a detainee requires a paracetamol tablet for pain relief, he must report to the Health Centre - this could be up to four times a day. As well as being unsatisfactory for the detainee, it considerably increases the workload of the nursing staff. The arrangement poses particular problems during the night.

The NHS Commissioner has recently informed the Board that 'It [is] recommended that paracetamol should be available on the canteen [i.e. in the detainee shop] for detainees to purchase. Availability of paracetamol on the canteen list (or not) is ultimately a centre led decision.' There appears to be no legal barrier, therefore, to controlled dissemination of non-prescription drugs in this or any other Centre.

The Board recommends:

- i. To discuss with NHS England introduction of a policy to allow Block Officers to provide paracetamol under controlled conditions.
- ii. Mitie to carry out a risk assessment with a view to selling non-prescription medicines in the Centre shop.

6.5 When the NHS and Care UK took over the responsibility for the Centre, it was agreed that a computer system connected to the larger NHS and Prison System would be offered, either System 1 or System 2. Neither has been delivered, however, leaving the staff to work with the vagaries of the postal system. This is despite the statement by the Home Office (in its response to the Board's 2015 Annual Report) that the new electronic system 'should be in place by May, 2016'.

The Board recommends:

- iii. To discuss with NHS England action to link Campsfield House into the national medical records system (Repeat Recommendation).

6.6 The Board repeats its recommendation that appointments with nursing staff and doctors are recorded separately from the short meetings at which prescribed medication is dispensed. Although the Board's recommendation was accepted by the Home Office, the situation has not yet changed.

The Board recommends:

- iv. Care UK to simplify the recording of appointments, to separate out primary appointments from the issuing of routine prescriptions (Repeat Recommendation).

6.7 The Board has concerns about the monitoring of health complaints submitted on DFC9s. These are handled by NHS England in the same way as any other health complaints received from the public and are treated as clinical in confidence regardless of the subject of the complaint. From experience of casual complaints received verbally from detainees, it is likely that many of the complaints are not of a clinical nature but relate to attitude of staff, poor service levels, alleged abuse, etc. The Board has a remit to monitor such issues but presently has no access to them. Further, the target for response by NHS England to complaints is 40 days. This is greater than the average time a detainee spends in Campsfield House and thus a complainant is likely to have left the Centre by the time their response is received. The Board would propose that persons held in administrative detention should be treated as a special case, as regards non-clinical health complaints.

The Board recommends:

- v. To discuss with NHS England the shortening of the time frame for dealing with health care complaints.
- vi. To discuss with NHS England review of the complaints procedure to allow the Board to monitor complaints which are not clinical or otherwise in confidence.

SECTION 7: EDUCATION, WORK AND PURPOSEFUL ACTIVITY

7.1 EDUCATION AND ACTIVITIES

7.1.1 The Board judges the regimes at Campsfield House to be humane and well adapted to the constant churn of detainees. However, more could be done to identify detainees who are not participating in activities and encourage them to do so, for the benefit of their well-being and the calm running of the Centre.

7.1.2 The main purpose of the regimes at Campsfield is to enable detainees to occupy their time constructively and to maintain a calm environment whilst waiting for their immigration status to be resolved. In a context where most detainees are at the Centre for only a short period of time, and where movements out of the Centre can be at short notice, Mitie staff generally do a good job of providing opportunities for education and skills, sport and fitness, and entertainment. A useful link is made between paid work and qualifications, to improve the work chances of detainees on their release or return. Certified short courses are offered in English, barbering, cleaning, food hygiene, IT and photography with additional courses (e.g. pottery) currently under development.

7.1.3 The Art Room provides opportunities for creative work and for learning specific skills such as photography. The Centre is to be commended for the ways in which it benefits from its location to provide an interesting set of activities (for example, visits by staff of the Ashmolean Museum in Oxford, on a themed basis [e.g. world textiles]).

7.1.4 A monthly 'Campsfield Magazine' is circulated, which is jointly produced by staff and detainees.

7.1.5 Based on Board observations during rota visits, the Sports Hall, Cardio Room and Fitness Suite are widely used, mostly for activities run by detainees but with some events organized by Mitie (e.g. yoga, football). The Computer Room is popular, as is the Computer Games Room and there is a newly-established Quiet Room with newspapers and reference books. The library service has been transformed entirely to the use of 'Kindles', enabling access to materials in many languages, and this is proving popular with detainees. The 'Big Screen Room' shows a scheduled mix of films and sports. Occasional bingo sessions are popular, and the Pool Room is in almost permanent use. The Teaching, Art and Sports Officers are enthusiastic, actively look out for opportunities to try new activities (chess and Chinese chess are popular), and generally very positive interactions are observed between Activity staff and detainees.

7.1.6 Most nationality groups participate in art and education programmes. Participation levels vary. Of those detainees registered as attending education or art activities involvement spans from almost full time attendance down to almost none. Thus, in October 2016, four detainees attended over 50 hours of ICT classes while three others attended only 3 hours; in art, one detainee attended for over 90 hours, but three others for one and a half hours each.

7.1.7 Overall feedback from detainees is positive. The Board rarely hears complaints about the regimes in the Centre.

7.1.8 The main challenges with respect to the regimes are:

- The reduced range of activities at weekends.
- The need to respond to a mix of detainees that is constantly changing by age, nationality and interests.
- Securing involvement in activities by all detainees.

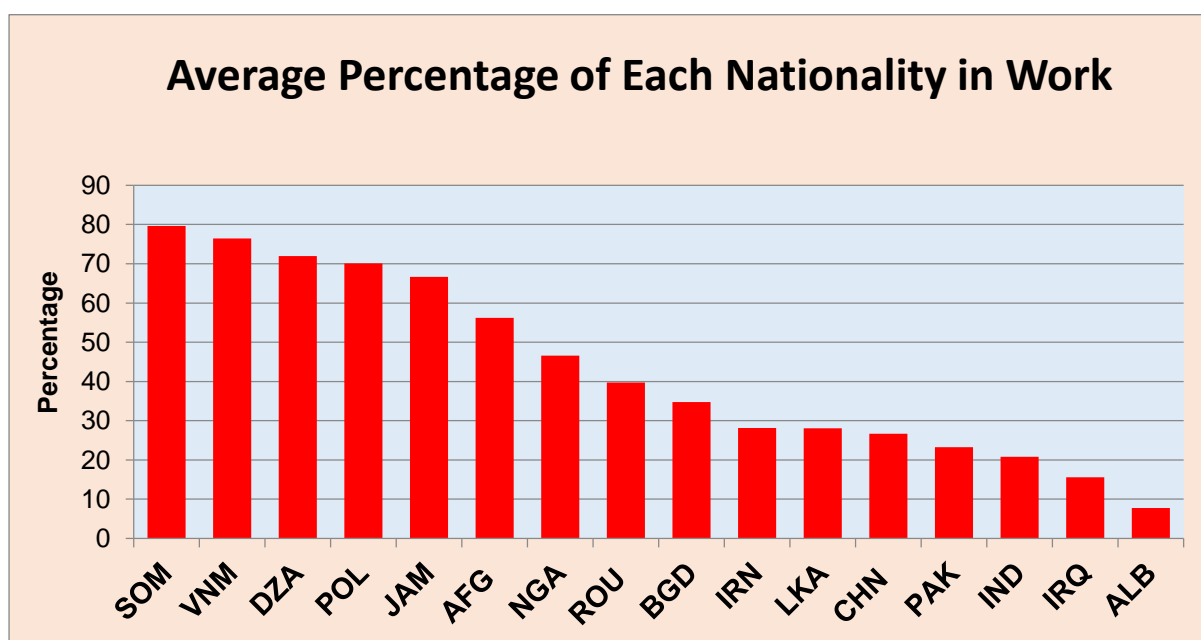
Detainees who have been in the Centre for longer than average tend to report waning interest.

7.1.9 Detainees are informed about the regimes during induction, and data is kept via ID scanners of participants in the various activities. However, there is no system to identify detainees who are not participating in any activities, to find out why they are not participating, and to encourage them to become involved. Given the value of meaningful activity to detainees' emotional and mental health and the safe running of the Centre, the Board considers that it would be useful to establish a tracking system for detainee participation in activities – for example a meeting with each detainee not logged as having participated in any education, art or activity the previous week.

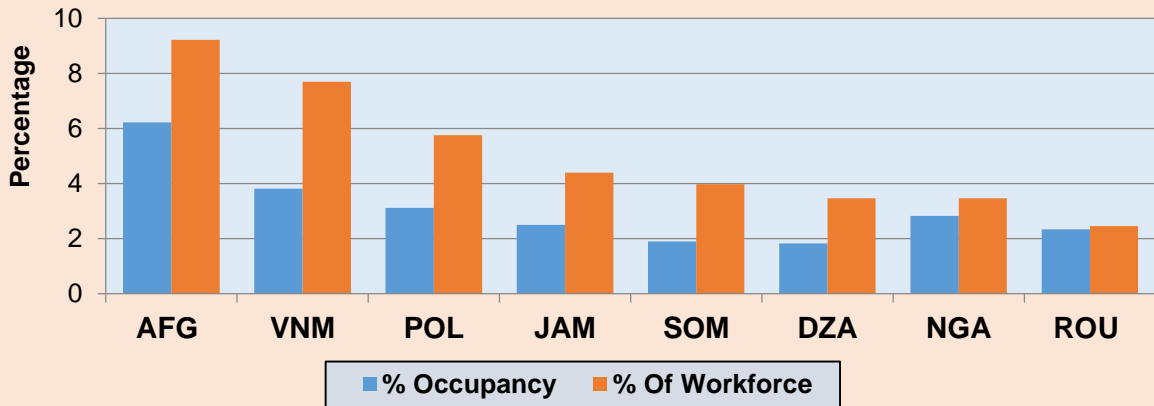
7.2 PAID WORK

7.2.1 All work is voluntary and is paid at standard levels set by the Home Office. Permitted hours vary according to the nature of the work (maximum 30 hours per week). Training is given to volunteers to comply with Health and Safety requirements, particularly cleaners and those who work in the kitchens.

7.2.2 Individuals of about 75 of the 100 nationalities in the Centre took up paid work. There was, however, an imbalance of percentages (nationalities in the Centre vs. nationalities in paid work). Details are shown in the charts below. To avoid anomalies due to small numbers, only nations with an average of five or more detainees a month are considered.

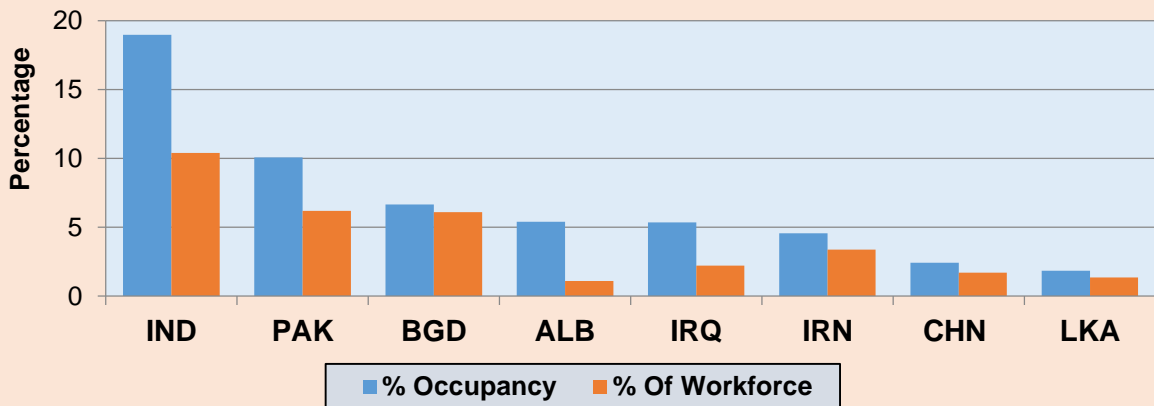


Nationalities With Higher Percentage Of Workforce Than Percentage Occupancy



The above group of nations account for about 40 percent of the workforce but only about 25 percent of the average occupancy.

Nationalities With Higher Percentage Occupancy and Low Percentage Workforce



The above group of nations accounted for about 55% of occupancy of the Centre but only accounted for 39% of the workforce.

SECTION 8: WORK OF THE INDEPENDENT MONITORING BOARD

8.1 BOARD STATISTICS

Number of visits to your establishment for any reason	271
Number of visit for serious incidents:	4

	Board Meetings attended	Rota Reports	Care and Separation Unit Visits	IRC Centre Meetings Attended	Other visits
Jan	6	8	3	3	2
Feb	4	7	6	2	1
March	5	10	8	4	1
April	5	10	15	5	6
May	7	10	1	2	1
June	6	9	9	2	2
July	7	10	3	1	1
August	8	11	2	2	4
Sept	4	9	5	5	3
Oct	8	11	9	3	2
Nov	8	11	8	2	1
Dec	6	9	3	1	7

Notes:

- The number of visits to the Care and Separation Unit reflect the number of visits, not the number of detainees held in the unit.
- Visits are often amalgamated.
- A new member and a transfer started their accompanied visits in July.

Recommended Complement of Board Members.	12
Number of Board members at the start of the reporting period.	7
Number of Board members joining during the reporting period.	2
Number of Board members leaving during the reporting period	0
Number of Board members at the end of the reporting period.	9

8.2 COMPOSITION OF THE BOARD

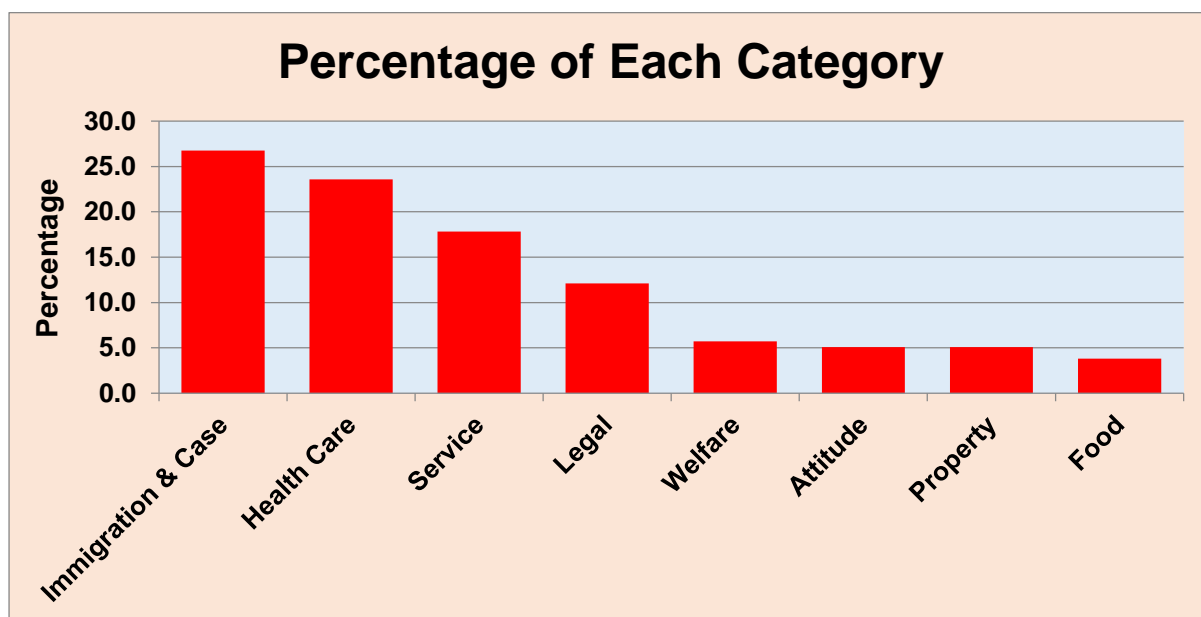
8.2.1 At the end of the reporting period, the Board was made up of 9 members, 4 women and 5 men, all in the higher age bracket and all white British. Most are fully retired.

8.2.2 Two members are nearing the 15 year point for compulsory retirement from the Board, one will leave at the end of 2017 and one at the end of 2018. This will leave the Board short of members and a recruiting campaign will be required.

8.2.3 Although the Board had nine members as at 31 December 2016, one of the new members appointed in 2016 resigned in January 2017.

8.3 THE WORK OF THE BOARD

8.3.1 The Board normally visits the Centre at least twice a week to carry out Rota Visits. About 60 applications were received in the IMB box. However, about twice as many detainees stopped members during their visit to raise an issue more informally. Some detainees are hesitant to submit a written application for fear that it may precipitate a transfer to another Centre or jeopardise their case. The percentage of each category of application raised by detainees is shown in the chart below:



As will be seen, about half of the issues raised related to Immigration and Case Work and to Health Care. Property issue raised were few in number. However, this is probably due to the fact that detainees raise issues of missing 'property on transfer' at their initial interview with the Welfare Officer on arrival at the Centre.

Rota reports are circulated to all Board members thus enabling follow up action to be taken as required. During Rota Visits the duty member reviews all ACDT booklets and if possible speaks to detainees on ACDT.

8.3.2 Individual Board members are designated to attend relevant committees meetings in a non-executive capacity: Diversity, Safer Detention, Regimes, Security (all monthly meetings), and Health Safety and Environment (quarterly). Any member in the Centre on a Wednesday on a Rota Visit or any on other visit will make a point of attending the DCC; a specific member is not assigned to this meeting.

8.3.3 Individual members of the Board are assigned specific responsibilities to monitor, legal matters, food, health care, formal complaints, etc.

8.3.4 A member attended every instance when notified that a detainee had been placed in CSU. Board members were in attendance at all four of the serious incidents.

[END]