

ANNUAL REPORT
1st January to 31st December 2016



Independent Monitoring Board

MORTON HALL
IMMIGRATION REMOVAL CENTRE

Section 1

STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD (IMB) AT THE IMMIGRATION REMOVAL CENTRE (IRC) MORTON HALL

The Immigration and Asylum Act 1999 requires every Immigration Removal Centre to be monitored by an independent board appointed by the Home Secretary from members of the community in which the Centre is situated.

The Board is specifically charged to:

1. satisfy itself as to the humane and just treatment of those held at the Centre;
2. inform promptly the Secretary of State, or any official with delegated authority it judges appropriate, of any concern it has;
3. report annually to the Secretary of State on how far the Immigration Removal Centre has met the standards and requirements placed on it, and what impact these have on those held in the Centre.

To enable the Board to carry out these duties effectively its members have right of access to detainees, the Centre and also to the Centre's records.

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

IMB Equality Statement

The Independent Monitoring Board 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 those in custody.

Section 2

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Section 3

DESCRIPTION OF THE CENTRE

3.1 Located south west of Lincoln, just off the A46 close to the Lincolnshire-Nottinghamshire border, Morton Hall has operated as an Immigration Removal Centre since May 2011.

3.2 Morton Hall is managed on behalf of the Home Office by Her Majesty's Prison Service with a full operational capacity of 392 detainees.

3.3 The Centre occupies a large geographic area encompassing residential units; workshops; a healthcare centre; care and separation unit; library; multi-faith centre; education and learning centre; gymnasium; administration offices; dining hall and kitchen; reception area; induction unit; and a visitors' centre. The Home Office Immigration Manager and staff are also located within the IRC.

3.4 The residential accommodation is single occupancy, consisting of two double storey units and three smaller single storey blocks all located within the inner compound, and a two storey induction unit a quarter of a mile away within the outer fence. The Care and Separation Unit (CSU) provides rooms for Removal from Association under Rule 40, and for Temporary Detention under Rule 42.

3.5 Healthcare is commissioned by NHS East Midlands and currently provided by Nottinghamshire Healthcare NHS Foundation Trust.

3.6 Catering is provided by HMPS with meals eaten in the dining hall or served in the induction unit. There is provision for hot meals to be served in Reception for late arrivals at the Centre.

3.7 Education and learning opportunities are provided by Lincoln College.

3.8 Facilities management, with responsibility for works, maintenance and stores, is contracted-out to Amey plc.

3.9 The charity Children's Links is under contract to run the Visitors' Centre, where it also works with families. It also provides family welfare support including financial assistance through the Family Visit Support Fund. In addition its staff hold daily surgeries to which all detainees have access for additional welfare support.

Section 4

4.1 EXECUTIVE SUMMARY

4.1.1 The IMB considers that Morton Hall IRC continues to be a very well run establishment with every effort made to ensure the decent and humane treatment of detainees in safe and secure surroundings.

4.1.2 HMPS Senior Management Team (SMT) is efficient, dedicated and committed to achieving the highest standards at the Centre. Staff in all areas are hard-working, professional and extremely supportive of colleagues. They willingly give assistance to IMB members carrying out their monitoring duties.

4.1.3 The IMB shares increasing SMT and staff concern about the rising levels of verbal abuse, aggression and violence to which they are subjected on a regular basis, often a consequence of drug misuse. The Board is aware of constant vigilance to prevent drugs coming into the Centre and other initiatives to prevent supply, but again questions whether resources are sufficient to address this issue. It considers that available sanctions are inadequate as a deterrent, failing to adequately punish those involved (see **5.3.11, 5.6.1, 5.6.2, 5.6.3, 5.7.4, 6.4.3**).

4.1.4 Even though the percentage has reduced slightly, the Board repeats its previous concern about the proportion of time served foreign national offenders (TSFNOs) in the Centre and the impact of the behaviour displayed by many in this group on other detainees and staff (see **5.6.4**).

4.1.5 The IMB also reiterates its concern about the suitability of an IRC environment for detainees with serious mental health conditions (see **5.7.5**).

4.1.6 Education, training and work opportunities have been expanded during 2016 and the Board considers their suitability, range, quality and administration to be good (see **5.2, 5.4**).

4.1.7 The IMB judges welfare provision for detainees and their families to be good, in large part due to the contribution made by Children's Links, supplementing the role of personal officers and each individual's welfare booklet (see **5.1.5, 5.5.1, 5.6.16, 6.5.1**).

4.1.8 The Board is impressed with developments in healthcare provision, in particular increased staffing for mental health and reinstatement of an appointment system for GP consultations (see **5.3.2, 5.3.6, 5.3.8, 5.3.9, 5.3.12, 5.3.15**).

4.1.9 In spite of concerns about the quality of some supplies and delivery delays, the IMB considers that meals are varied and generous; menus have been adapted to suit the changing population in the Centre (see **5.1.6, 5.8.12, 5.8.13**).

4.1.10 In addition to ongoing criticism of Tascor's unreliability in providing staff to cover hospital bed-watches and issues surrounding detainee transportation by the carrier, the IMB is concerned about the rationale behind some decisions relating to the transference of some detainees around the IDE (Immigration Detention Estate) initiated by DEPMU (Detainee Escort and Population Management Unit) (see **5.6.21, 6.3.6, 6.4.4, 6.4.5, 6.4.6**).

4.2 PARTICULAR ISSUES REQUIRING A RESPONSE

The Board appreciated the response from the Minister and the detailed action plan to address concerns raised in the 2015 Annual Report. The status of many of these was 'ongoing' and a number are reiterated below.

Questions for the Minister

4.2.1 Whilst acknowledging a reduction in the proportion of TSFNOs the IMB remains concerned at the number of detainees in this category at Morton Hall and the impact of many in this group on drug supply, violent incidents and organised crime, undermining safer detention strategies for all residents (see **5.6.4**).

The Board again asks what measures are being taken to secure speedier deportation of ex-offenders – and, aware of their similar impact in other IRCs – whether steps so far taken to separate those whose behaviour is most challenging in this group from other detainees within the IDE (Immigration Detention Estate) are adequate to cope with the numbers involved.

4.2.2 The Board is concerned about the increasing availability of drugs in the Centre. Rigorous measures to stem the supply are being pursued by the SMT and staff, some of these arising from national initiatives (see **5.6.1, 5.6.3, 5.7.4**).

However the IMB again asks whether sufficient resources are made available to the IRC to address this issue effectively.

4.2.3 Given the increase in vandalism, verbal abuse and violence towards staff in all areas of the Centre during this year, coupled with the greater incidence of drug use, the IMB asks what sanctions should be available to punish those involved (see **5.3.11, 5.6.1, 5.6.2, 5.6.3, 5.7.4, 5.8.6**).

4.2.4 The Board raised concern in 2015 about the number of detainees with mental health conditions. Recognising that increased staffing in the mental health team and expansion of the different health pathways at Morton Hall have been beneficial, the IMB still questions the suitability of IRC facilities to provide appropriate care for detainees suffering serious mental health illness (see **5.3.8, 5.3.9, 5.3.10, 5.7.5**).

Questions for the Home Office, Centre Manager and Healthcare Manager

4.2.5 The suitability of the present Reception area has been questioned in previous reports. The Action Plan arising from the IMB's 2015 report indicated that plans would be drawn up and costed, ready for funding to be discussed with the Home Office by 30 June 2016. This matter has not progressed and the Board understands that the Centre Manager is still awaiting plans and costing from Amey (see **6.4.1**).

The IMB asks what can be done to expedite this matter and secure a prompt response from Amey so that funding can be discussed and essential alterations to this very important area be effected as soon as possible.

4.2.6 Ongoing concerns over the performance of Tascor remain. The Board appreciates the work undertaken by Home Office contract monitors and by the SMT at Morton Hall to secure

better service, but again asks if anything further can be done to improve its performance for the remainder of the contract (see **6.4.4**).

4.2.7 The Board has questioned the suitability of the open layout of facilities at Morton Hall for some detainees. It is aware that DEPMU has created a new team to oversee transfer requests for disruptive detainees.

The Board asks what measures have been taken to ensure that all staff in this team have sufficient understanding about the suitability of location and layout of different IRCs for specific individuals (see **5.6.21, 6.4.5, 6.4.6**).

4.2.8 The Board continues to question the necessity of night-time movement of detainees between IRCs (see **6.4.7**).

4.2.9 The IMB has continuing concern for the small number of individuals kept in detention for over 6 or even 12 months and asks if anything further can be done to accelerate a decision with regard to their removal or release (see **5.1.1**).

4.3 PREVIOUS YEAR'S CONCERNS not already repeated above

4.3.1 The Board questioned the complaints process specifically with regard to healthcare issues. In 2016 the total number of submissions, whether complaints or concerns, was low (see **5.3.18**). The IMB believes that of greater concern now is the disparity between the good quality of healthcare provision and detainees' perception of the service (see **5.3.13, 5.3.14, 5.3.16**) and welcomes staff action to address this issue (see **5.3.17**).

4.3.2 The IMB registered concern about procedures in relation to drop-in surgeries, and is pleased to observe the return to a GP appointments system (see **5.3.15**).

Section 5

SPECIFIC AREAS OF MONITORING

5.1 Equality and Inclusion

5.1.1 2016 has seen an increase in the proportion of detainees of European origin, from Poland in particular. This shift has had an impact on religious observance: where once Muslims consistently outnumbered any other group, by the fourth quarter of 2016 there was near parity between the proportion of Muslim and Christian detainees. The vast majority of detainees are aged under 40, with 31 - 40 year olds invariably the largest single group, a trend that has been observed for the last 30 months. Population statistics show that generally two thirds or more of detainees spend two months or less in the Centre before release, transfer or removal. However the IMB continues to be concerned that 6-10% have been in detention for 6 months or more.

5.1.2 The IMB believes the quarterly DEAT meetings (Detainee and Staff Diversity and Equality Action Team) continue to provide an effective forum for identifying issues relevant to the protected characteristics in all areas of activity within the centre. Particular prominence has again been given to data relating to the age, ethnicity and religion of detainees, with the

addition of disability and sexual orientation in the second half of the year. DEAT meetings continue to be well attended by senior managers, relevant staff and detainee representatives.

5.1.3 Issues which arose during 2016 and became the focus for consultation groups included the underuse of gym facilities by Asian and Chinese detainees as well as older detainees in general; the underlying reasons why some ethnic groups chose not to take advantage of the purposeful activities available; and the higher proportion of self-harm incidents amongst the 18-25 age-group.

5.1.4 The number of residents with a recorded disability is consistently very small. During 2016 several matters relating to disability, such as wheelchair provision, meal service, access to Children's Links and video conference facilities, have been addressed.

5.1.5 Children's Links has continued to provide significant welfare assistance for detainees. The IMB believes a successful development, initiated through the DEAT, has created a process linking the charity, detainees' welfare booklets and their personal officers to better prepare those identified for immediate release who have resettlement issues (see **5.5.1**).

5.1.6 The IMB recognises the importance of steps taken by the catering staff to reflect the ethnic shift in the centre's population during the year. Within the constraints of the limited budget available, more options for those who prefer less spicy food have been introduced. Detainees have been given regular opportunities to make suggestions: a daily comments folder is always available in the dining hall and all have been invited to participate in consultations and surveys – but unfortunately the response has invariably been disappointing (see **5.8.12**).

5.1.7 The Cultural Kitchen has been maintained and is available for bookings at least once a week. However some cancellations have been necessitated by staff shortages and the departure of detainees who had previously arranged to use the facility. As in previous years, the celebration of some major religious festivals with a meal available for all detainees has proved popular and the IMB looks forward to a continuation of this practice highlighted in the calendar of religious festivals and celebratory meals already publicised for next year (see **5.8.12**).

5.1.8 The IMB believes the Centre's programme of community events, and invitations to external organisations to engage in activities with detainees, are extremely valuable. This year's programme has included a 'Well-being Day'; a community engagement event in July with a range of educational and other activities including a giant chess board, talent competition and barbeque; a highly successful 'Mini Olympics' staged in August with a variety of games, musical entertainment provided by Latin Fiesta, a tombola to raise funds for the children's ward at Lincoln Hospital and this time a Brazilian themed barbeque; and a 'Violence Reduction World Café Event' held in October.

5.1.9 JUST Lincolnshire, mentioned in last year's report, has been regularly represented at DEAT meetings and is preparing 'Hate Crime' awareness training due to take place in 2017. The IMB judges this to be a very positive collaboration and is pleased to learn that a number of staff have expressed interest in being involved in the training as ambassadors for JUST Lincolnshire.

5.2 Education, Learning and Skills

5.2.1 Lincoln College has continued to provide education services in 2016 under the leadership of a new manager who assumed her duties in January.

5.2.2 The IMB believes there have again been very positive developments in education provision during the year with continued exploration and expansion of learning opportunities for detainees.

5.2.3 As well as the perennially valuable and popular classroom-based ESOL, IT and business courses, the IMB believes the department has been very successful in extending opportunities for detainees to increase their employability skills through its outreach programme. This has been a key aim arising from recommendations in the Shaw Report and investigation of international skill shortages. There is now an employability qualification designed by education staff for every paid activity placement in the Centre and the department has collaborated in the preparation of training materials for each activity. Training in cleaning skills to BICS (British Institute of Cleaning Sciences) standards mentioned in last year's report has been expanded with a 'mock-up' of a hotel room in one of the workshops for the purpose of teaching a newly designed hospitality course which extends to bed-making and preparing rooms in addition to cleaning. Where problems have arisen, tutors have been quick to find solutions, an example being detainees from some cultures who don't like to be seen cleaning have been found locations where they can work individually, out of sight of their peers. Sign-writing, another new course introduced in 2016, has proved popular, enabling detainees to learn and develop skills, and also provided a useful service for the Centre as a whole, with signs commissioned for various locations around the estate. Creative opportunities, particularly in art, have not been ignored, with the reinstatement of the large studio, and the IMB hopes that budget restraints will not prohibit recruitment of a replacement tutor to take forward plans to extend music provision.

5.2.4 A further development has been the introduction of a number of new, short courses lasting for a half or full day and aimed at developing practical skills such as window cleaning, napkin folding, and 'mocktail' making alongside the barista course. These have proved both popular and easily managed because they fit in with the uncertain length of stay of the majority of detainees.

5.2.5 Another important feature in 2016 has been the extension of links between the different activities where a detainee is enrolled on more than one course – an example being someone studying business administration alongside a practical skill such as sign-writing or window-cleaning, now has the opportunity to learn how to set up and run a business in that field.

5.2.6 During the year the department has introduced measures to assess detainees' satisfaction with education courses, creating rudimentary pictorial assessment sheets. This initiative is in its early stages and the IMB supports the intention to develop the process to encompass more sophisticated judgement of learning alongside other performance review measures relating to teaching.

5.2.7 A further initiative since May has been the preparation of a database to record all detainees enrolled on education courses, their achievements and qualifications. Accessible to staff and individual detainees, this came into full operation at the start of the academic year in August. Data has revealed that both engagement with educational activities and attendance

have again been well ahead of the targets set in the Service Level Agreement. 2016 as a whole has seen a total of 6830 individuals attending classroom learning sessions and 2849 at activity based training in the outreach programme. The IMB believes these figures are an impressive achievement and the creation of the database is a significant development with the potential to become an extremely valuable resource for managers, tutors and learners.

5.2.8 The IMB has been very pleased to observe this continuing progress in educational provision at Morton Hall and believes that the aims and range of courses are very good; procedures for evaluation and recording are being developed which will further enhance the quality of the service. The Board applauds the unstinting enthusiasm, motivation and hard work of all those involved and looks forward to developments planned for 2017.

5.3 Healthcare and Mental Health

5.3.1 Medical services have been provided by Nottinghamshire Healthcare NHS Foundation Trust (NHFT) since 2015.

5.3.2 Main changes during the past year have seen the establishment of a full complement of staff to improve delivery and quality of services. In addition to the Healthcare Manager there are now two full-time clinical matrons (Primary Care and Mental Health); 3 GPs, 8 registered nurses (Primary Care), 2 registered nurses (Mental Health), 4 healthcare support workers, 2 pharmacy technicians, 3 administrative staff and 1 substance misuse practitioner.

5.3.3 Detainees have access to a number of specialist clinics or professional expertise on site in the following areas:

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

5.3.4 Additional services include maintenance of a chronic disease register and daily pharmacy provision.

5.3.5 Further services are sub-contracted: dentistry every Friday, with appointments in the morning and a drop-in clinic in the afternoon; an optician available one day a month; and podiatry for a half-day each month.

5.3.6 The pathways mentioned in last year's report for physical health with enhanced care of long-term conditions, mental health care and substance misuse have been developed. In respect of the latter, the HMIP/CQC (Care Quality Commission) inspector commented in November that no other IRC in the UK has this.

5.3.7 Feedback about these services continues to be gleaned from several sources – detainee forums, the complaints and concerns procedure, observations and constructive critical comment from various internal operators and agencies (for example GPs and the IMB),

external monitoring and assessment (including surveys, Patient Experience Focus Group sessions) and critically the November 2016 HMIP/CQC inspection).

5.3.8 The mental health team, comprising a clinical matron and 2 mental health nurses, is in the Centre from Monday to Friday with some weekend cover. A consultant psychiatrist attends for half a day each week, and although the position of a clinical psychologist is currently vacant, advice and support are available from the Trust's lead psychologist.

5.3.9 A further member of this team appointed last July is a substance misuse practitioner, also full-time, whose areas of work include harm minimisation, relapse, prevention, group work and a detox programme. Developments in this area currently under consideration are auricular acupuncture for addiction, and involvement of the practitioner in detainee induction.

5.3.10 The IMB has been pleased to note these developments and hopes that they will continue to assist in addressing the concern raised in its 2015 report about detainees with some mental health conditions being held for unacceptably long periods in CSU (see **5.6.17**, **5.7.5**).

5.3.11 During 2016, the environment at Morton Hall in which Healthcare has had to operate has been challenging, namely a more volatile and unsettled population to deal with than has been the case in the past, coupled with significant challenges in the transfer of staff from the previous provider and the introduction of a new IT infrastructure.

5.3.12 Notwithstanding these challenges, staff received positive feedback about healthcare provision in the debriefing on conclusion of the November 2016 HMIP/CQC inspection. Significant features were highlighted including strong clinical leadership, a strong team approach, a very integrated service, good governance, and the good partnership with Morton Hall Management. The inspection praised the planning and management of complex care – concluding that detainees with complex health needs were identified and supported effectively – and the good mental healthcare. The IMB congratulates all Healthcare staff on these judgements.

5.3.13 However the inspection also highlighted the disparity between its judgement of healthcare services and detainees' largely negative perceptions.

5.3.14 In March 2016 the NHS Inequalities Manager for Health and Justice, East Midlands Team, held focus group sessions and invited detainees to give feedback on the healthcare service. Eight responded. Comments overall were very positive. A follow-up report was completed in August 2016, with a 'You Said...We Did' poster displayed in Healthcare reception informing detainees about changes made in response to the things they said.

5.3.15 At this stage a particular issue for detainees was access to healthcare. After trialling a walk-in system with unsatisfactory results, a traditional GP appointments system was reintroduced, operating on a 2 – 4 days maximum time for obtaining an appointment, currently a better waiting time than occurs on average for the public. Earlier problems with detainees not turning up for appointments (DNAs) have been minimised by the introduction of a System One electronic system linked to a NOMS database which allows staff to identify transfers and remove such individuals from the appointments list. A daily nurse triage clinic operates both mornings and afternoons and detainees are encouraged to use this service where appropriate.

5.3.16 In November however, after a number of months of increasing verbal abuse and aggression directed against staff, a survey conducted by the Centre - 197 questionnaires issued, 80 returned - was very critical of healthcare provision, in particular clinical decisions taken with respect to mental health care and about changing or stopping medication used prior to arrival at Morton Hall.

5.3.17 Healthcare management is currently addressing the issue of detainees' perceptions with plans for providing better information, translations, publicity and managing expectations proactively. These plans, welcomed by the IMB, include a 'Service User Care Experience Survey' to be conducted by Nottinghamshire Healthcare NHS Trust during the first quarter of 2017 and consultation, initially with peer supporters, to identify specific criticisms of the service.

5.3.18 In 2015 the IMB expressed reservations about the concerns and complaints process operating within Healthcare. A concern raised by a detainee is addressed through a local resolution process with a record kept of the outcome. Formal complaints are subject to a full investigation by the Complaints Liaison Team.

In 2016 only 8 complaints were registered, and 6 concerns. Irrespective of the distinction between the two, the total of 14 is low, and again conflicts with detainees' negative perceptions expressed in other surveys (see **5.3.13**, **5.3.14**, **5.3.16**).

5.4 Purposeful Activity (includes paid activity)

5.4.1 Detainees have the opportunity to engage in paid activity for up to 30 hours a week, earning £1 an hour.

5.4.2 Information about paid activities is widely available and monthly job fairs, usually held in the Dining Hall, give detainees a chance to discuss the placements with staff and complete an application for various posts, citing their preferences. If their first choice is unavailable, an alternative can usually be provided. Because of constant population movement there is rarely a long wait before their preferred job becomes available.

5.4.3 The Home Office, Healthcare and Security assess all applications before a final decision is made. Unsuccessful applicants can appeal using the complaints process.

5.4.4 Generally supply exceeds demand with more job opportunities than applicants. In November, for example, a spot check requested by HMIP revealed 81% of jobs filled, with 38% of eligible detainees in paid activity. This equated to 150 placements available and 122 detainees employed at the time.

5.4.5 Paid activity is offered for cleaners in a variety of locations, including residential units, the Multi-Faith Centre, Reception, CSU, the Library, Gym and Education in addition to specialist BICS training; other roles available are for peer supporters in each residential unit as well as for those specialising in welfare and education; and employment in the Textile Workshop, Recycling, Barber's Shop and Gardens.

5.4.6 The IMB believes there is a good range of paid activities available to detainees at Morton Hall. The programme is well advertised and administered. Development in association with Education (see **5.2.3**) of training materials and employability qualifications for every placement has been particularly valuable, building on the success of BICS training introduced in 2015. The Board recognises and congratulates all staff involved on their commitment to this provision.

5.5 Resettlement

5.5.1 There are no formal resettlement programmes within the establishment because there is no certainty about the length of stay of any detainee: it can be anything from a few hours upwards before release, transfer or removal for deportation. However the Board considers that the choice and focus of education and work opportunities, together with welfare services available – in particular Children’s Links which has connections with many external support organisations in the UK and abroad – provide an excellent range of skills, knowledge and support for detainees on their repatriation or release. (See **5.1.5, 5.2.3, 5.2.4, 5.2.5, 5.4.5, 5.6.15**)

5.6 Safer Detention

5.6.1 The IMB is aware that there has been a growing level of tension in the Centre with a significant rise in the number of violent incidents reported in 2016 compared with 2015. Staff have faced increasing challenges and de-escalate incidents on a daily basis. Anecdotal evidence suggests that this has stemmed, in part, from the frustration felt by many detainees over the length of time they have been held in detention (see **5.1.1**). Detainees frequently tell the IMB that the Centre looks and feels like a prison environment, although in reality the extent of security fencing has not increased since the previous inspection in 2013. Other factors also seem to have played a part: firstly the increase in the number of problematic detainees transferred from other centres; secondly the increase in the use of psychoactive substances.

5.6.2 On more than 170 occasions force was required to control aggression. The IMB congratulates officers on their handling of some very challenging behaviour and also on their management of the many other occasions when their skilful, calm and measured tactics have de-escalated rising tension. Once again however, the IMB is concerned that there is a lack of sanctions available to staff to deal adequately with difficult and challenging behaviour.

5.6.3 In last year’s report concern was raised about the increased incidence of drug-taking in the Centre and the impact of detainees known to have organised crime contacts. This concern has not abated and the IMB fully supports the continuing staff action to stem the availability and use of drugs, employing a variety of measures including intelligence led operations, checks of mail, increased camera surveillance, and specific area and individual searches. (See also 6.4.3).

5.6.4 In 2015 the IMB drew attention to the detrimental effect of the proportion of TSFNOs amongst the Morton Hall population. Whilst acknowledging that the figures recorded in 2015 have decreased, and although the December statistics showed a reduction to 45.7%, the

average for 2016 as a whole was not far off 50% which the Board believes is still too high and impacts on the safe-keeping and management of all detainees in the Centre.

5.6.5 The Safer Detention team at Morton Hall comprises four staff. They provide guidance and support on suicide prevention, self-harm and violence management. In a newsletter published each week, all staff are reminded of their contribution to Safer Detention. It also highlights current concerns and issues. Crucially, Safer Detention is presented as requiring 'a whole centre approach' with 'zero tolerance' of violent or anti-social behaviour.

5.6.6 During 2016 there were well in excess of 300 ACDT (Assessment, Care in Detention and Teamwork) files opened on detainees and some 170 incidents of self-harm. Both figures show an increase on those for 2015 which were 259 and 134 respectively. The largest number of self-harm incidents involved detainees in the 18 - 25 age-group, mainly arising from deportation issues.

5.6.7 In addition to the daily review of each detainee on an ACDT and monitoring of records by the Head of Residence and Safety, Safer Detention review meetings are held each week. Mentioned as an innovation in last year's report, these meetings focus on the ongoing care of every detainee currently on an ACDT or the subject of a Vulnerable Adult Care Plan. The Home Office gives an update on the formal procedures being conducted with each case. Records of these meetings are scrutinised by IMB members who commend the attention given to detail regarding the welfare of detainees.

5.6.8 Monthly Safer Detention meetings, again referred to in last year's report, are well established. Chaired by the Head of Residence and Safety, attendance normally includes key personnel from Healthcare, Catering, Security and Children's Links. An IMB member joins these meetings whenever possible. The meetings examine the statistics available, study the violence diagnostic charts and give particular attention to 'near misses' and ACDT management checks.

5.6.9 The IMB believes the large amount of data which is now available and scrutinised on a regular basis should facilitate comprehensive strategic planning of the Safer Detention agenda at Morton Hall in the future.

5.6.10 Peer supporters attend the first part of the monthly Safer Detention meeting. In general they report that Morton Hall is a calm environment for much of the time and they have few concerns within the residential units or activities compound. Importantly, they feel their views are taken seriously.

5.6.11 At their own suggestion peer supporters sought the opportunity to mentor detainees who were being case managed owing to their difficult behaviour. The IMB commends the introduction of training, considering that this will enable peer supporters to become more confident in their work and provide them with enhanced skills (see **5.2.3, 5.4.5**).

5.6.12 Recurring themes identified in ACDT record monitoring and regular meetings have been incorporated into a bespoke Case Manager refresher training programme. The IMB considers this to be another valuable development.

5.6.13 The IMB believes the regular training, support and de-escalation guidance provided for staff has been a significant factor in preventing many further instances of violence and

aggression. Any other area of uncertainty expressed by staff has also been swiftly addressed to restore confidence – an example in 2016 being the correct procedures for entering rooms at night.

5.6.14 Detention Awareness refresher training, mentioned last year and applicable to all staff every three years, including those employed by service providers, has continued. However by the end of 2016 this had been completed by only 51% of eligible staff. The shortfall in delivery was a result of training personnel shortages. There is a new training co-ordinator now in post and the IMB hopes that this refresher training is made a priority during 2017.

5.6.15 Further support for detainees is provided through the Welfare Booklet introduced in 2015 which gives each individual the opportunity to raise any concerns with staff. The use of this mechanism was dip tested in 2016 to identify issues regarding its operation. There was a subsequent follow up with the welfare services to confirm that the matters raised by detainees had been referred and, where necessary, addressed.

5.6.16 The Children's Links team of seven staff makes a significant contribution to Safer Detention at Morton Hall by addressing matters relating to the welfare of detainees and their families. The IMB is aware that detainees place appreciable confidence in their level of expertise across a wide range of issues. Their work, insight and pragmatic approach frequently does much to ameliorate the frustration of detainees. (See **5.1.5, 5.5.1**).

5.6.17 In spite of criticism expressed in healthcare provision surveys (see **5.3.16**), visiting IMB members have been told by detainees how much they value the work and support of the mental health team. The IMB has a high regard for their contribution to the Safer Detention agenda at Morton Hall (see **5.3.8, 5.3.9, 5.3.10**).

5.6.18 A weapons amnesty was held during 2016. This was arranged in consultation with the peer supporters to whom it was explained that detainees could place any weapon in a box for safe disposal without any fear of recrimination. The outcome was not productive, detainees reporting that they felt they would be observed if they opted to take part. Feedback from other establishments indicates that first attempts often are not successful, detainees fearing possible consequences. Provided they have a sufficient level of trust in the operation of a further amnesty at Morton Hall, the IMB hopes that this exercise will be repeated.

5.6.19 In addition to concern for the welfare of detainees, there are safety concerns about the increasing levels of violence towards staff (see **5.3.16**). In this respect the IMB recognises the important contribution of the Morton Hall Care Team. Members of this team are available 24 hours a day throughout the year to support staff. Their work necessarily is of a discreet and confidential nature. Consequently it is easily overlooked. The Board readily acknowledges that the support this team gives to staff will be reflected in the care they in turn give to the detainees.

5.6.20 Finally a point raised in last year's Annual Report and reiterated again is the IMB's concern as to whether the Home Office and DEPMU fully appreciate the difficulties associated with managing some particularly challenging detainees in the Morton Hall environment. The Board hopes that the new team overseeing transfer requests will address this issue. (see **6.3.6**).

DEATH IN DETENTION: the IMB was extremely sorry to learn of the death of a detainee at Morton Hall in December 2016. While there is to be an independent investigation by the Prisons' and Probation Ombudsman, the Board understands that the death resulted from natural causes. The IMB was kept informed throughout as were the next of kin, colleagues and close friends, and is confident that all necessary protocols were observed.

5.7 Segregation, Care and Separation, Close Supervision

5.7.1 The location and accommodation in the Care and Separation Unit (CSU) has remained unchanged. Adjacent to the healthcare facility it comprises six secure detention rooms, four designated for segregation under Rule 40 (Removal from Association), one for Rule 42 (Temporary Confinement), and a purpose-designed constant watch room. As well as a small but adequate outdoor exercise area with fixed gym exercise equipment, there is a comfortable association room equipped with a television which detainees are encouraged to use.

5.7.2 Detainees are kept in the unit for the minimum time required, often for only a few hours or even shorter periods to enable officers to talk with them until they are calm and able to return to their regular unit. Formal reviews, conducted by the Duty Manager and attended by a member of the healthcare team, take place daily for those detained in excess of 24 hours. CSU officers, a Home Office representative, chaplain and IMB member (if available) are also normally present. The purpose of the review is to determine whether the detainee remains in CSU, returns to his normal unit, or in the most serious cases efforts are made to effect a detainee's transfer to another removal centre or return to a prison environment.

5.7.3 In 2016 in excess of 220 removals to CSU were recorded under Rule 40, representing an increase of 20% on the previous year, whilst those under Rule 42 remained roughly unchanged at under 15. As explained in the 2015 Annual Report, these figures can be affected by a number of factors, including detainees segregated on more than one occasion; others in CSU due to concerns regarding their mental health, there being no other safe environment where they can be located; segregation of detainees involved in serious incidents; and occasionally the overnight holding of prisoners in transit between other establishments. However the IMB is concerned that the Rule 40 figures again reflect the increasingly challenging behaviour exhibited by a significant proportion of the population in the Centre (see **5.6.1, 5.6.2**).

5.7.4 Monthly data shows that CSU has been regularly busy during the year. Although in many cases transfer to the unit has been of short duration, officers have also had to cope with more demanding detainees, occasionally requiring constant watch and more frequently engaging in dirty protests.

5.7.5 The IMB remains concerned about detainees with mental health conditions which are sufficiently serious for them to be placed in CSU for their own protection. A particular example, unresolved on 31st December 2016, was of a detainee who had already been in CSU for 3 weeks with no resolution in prospect at this point.

5.7.6 The IMB is pleased to report that rota members generally receive prompt contact when a detainee is removed to CSU and attend the Centre immediately if required. Visiting detainees in CSU and attending daily reviews is a priority on all rota visits.

5.7.7 Board members would like to record their continuing admiration and respect for all staff operating in CSU in 2016, both in dealing with increasingly challenging behaviour and when interacting in a consistently kind, patient and sensitive manner with other occupants located in the unit.

5.8 Residential Services

5.8.1 Accommodation has remained unchanged in 2016 comprising 6 individual units. Security fencing in the main compound allows for zonal separation of the 3 single-storey and 2 two-storey blocks. The induction unit is sited in a separate but adjacent compound where new arrivals generally reside for no more than 48 hours. Here they receive thorough and efficient briefing about the Centre, including individual interviews with a Home Office representative, and translation available if required.

5.8.2 Two Residential Managers supervise the accommodation, with specific responsibility for services and safety respectively.

5.8.3 Morton Hall continues to operate an open regime with roll checks prior to lunch and the evening meal, as well as during the night. Apart from in detainees' individual rooms, the no-smoking policy has been maintained indoors throughout the Centre. The IMB is pleased to have observed the success of the no-smoking landing on Torr unit which, on popular demand, has now been extended to the whole of this residential block as well as to both Fry and Windsor; each of these two-storey units now also has a no-smoking landing.

5.8.4 Detainees in all units have access to an association room, laundry, and small kitchen equipped with fridge, microwave, toaster, kettle and grill.

5.8.5 The units are cleaned regularly, with periodic professional deep cleaning. As in past years the IMB has on occasions expressed concern at the condition of some of the communal toilet and shower areas and is aware this view is shared by the SMT. The Board fully supports their desire to upgrade some of the showers and hopes that funding can be secured without delay.

5.8.6 A further concern is frequent vandalism, examples including shower curtains ripped down by detainees, replaced, and within a short time torn down again; and flat screen televisions in the association rooms damaged beyond repair. Replacements are installed as quickly as possible, only for the process to be repeated. Officers' visible presence in the residential units and frequent inspection of communal areas have little effect in reducing these increasingly costly actions. Even when perpetrators are known, sanctions are limited (see **5.6.2**).

5.8.7 CCTV is installed on all units and monitored in each office when occupied. There is likewise 24 hour monitored CCTV coverage throughout much of the Centre. The IMB is pleased to note that gaps in coverage are being addressed as a matter of urgency by the management as part of its strategy to combat drug supply (see **5.6.3**).

5.8.8 As reported last year, the fax machines in each unit available for detainees' use are frequently out of order, not necessarily as a consequence of vandalism. However detainees continue to have access to similar machines in the Library under closer supervision.

5.8.9 The IMB has been pleased to note that towards the end of 2016 there was a significant effort to improve and update the many noticeboards and racks of information around the Centre. It looks forward to this being sustained with increased display of material in a variety of languages.

5.8.10 Peer supporters from each residential unit attend the monthly Detainee Representative Group (DRG) meeting along with staff representatives from all areas, for example Healthcare, the Gym, Education, Children's Links and the Home Office. Chaired by a Residential Manager, the IMB – which sends an observer whenever possible – considers this continues to be a valuable forum at which detainees' complaints and suggestions can be raised.

5.8.11 The Library, situated centrally and easily accessed from the main residential units, is well managed by the Librarian and her assistant and is a popular resource with detainees. This is also true of the shop. Detainees can access the internet in the Hub, again centrally positioned in the main compound and supervised at all times by an officer.

5.8.12 The Board is again pleased to report that a good standard and range of food is served by the kitchen. This is reflected in the fact that there were very few genuine complaints about the standard of the food being served. Those few complaints were fully dealt with at the regular meetings held between the Catering Manager and the detainees and almost always concerned the dietary differences between the Asian and Eastern European communities. The Catering Manager provides specialist food for all the major religious festivals and also provides outdoor barbeque facilities on two or three occasions during the warmer months (see **5.1.8**). In addition, groups of detainees are allowed to cook special meals for themselves and their friends in the Cultural Kitchen to which they may invite guests. An allowance of food is given in order that authentic dishes appertaining to their cultural beliefs may be served (see **5.1.7**). The Muslim fast of Ramadan was well supported with the meals being co-ordinated between the Catering Manager and the Imam. The meal choices this year were very well received and enjoyed. However, there are always a few of those detainees who elect to uphold the Ramadan fast and then take normal meals, but this was well supervised and the culprits identified and warned.

5.8.13 For the past two years the Board has drawn attention to the poor standard of some commodities supplied by the 3663 company, now known as Bidvest. The number of complaints has reduced, but issues of quality and portion size remain, as do late deliveries when alternative food has to be found, often at short notice. Recently it has been necessary to order a large amount of food in advance for revised contractual arrangements which could result in more than normal waste as the size of the Centre's population is never constant. Unusually over the past twelve months there has been an increase in food being stolen from the kitchens and it would appear that this has been organised by Eastern European detainees. Kitchen staff were made aware of how the organised thefts were being carried out and have put new control measures in place to prevent further thefts.

5.8.14 In conclusion, the Board would again like to congratulate the Catering Manager and his staff for their exemplary work in providing generous portions and nutritious meals throughout the year within the constraints of a very limited budget.

6 Other Areas of the IRC Regime

6.1 Chaplaincy

6.1.1 The full-time Chaplaincy team consists of a Free Church Chaplain and an Imam of the Muslim faith. They carry out all the day to day requirements of chaplains within the Centre as well as providing religious services for those of their faiths. Additionally there are chaplains for all the other major faiths who visit on a regular basis to take services and give pastoral support.

6.1.2 In addition to their primary duties as ministers of a specific religion, both full time members of the Chaplaincy team take part in many other activities within the Centre, including visiting those detainees held either in CSU or under constant observation, together with attending the appropriate reviews, and in some cases the Imam is able to provide interpreter skills to those Muslim detainees who have little command of the English language. In addition, the Free Church Chaplain is also head of the Care Team within the Centre (see **5.6.20**).

6.1.3 The Multi-Faith room comprises a large area, partitioned into two rooms. One side is nominally set out for Christian worship and the other for Muslim, with side altars for other faiths. The two sections can be conjoined to provide a larger area whenever required. In addition, there are two small quiet rooms available at all times. With so many different religions using the Multi-Faith room some difficulties can be encountered. For example during this year a particularly strong Christian group has insisted on using the rooms on a Friday evening when they had been booked by those of another faith, and on another occasion it is thought that members of the Muslim faith had defaced the covers of the Sikh holy books, one of which had been found in a detainee's room and the other two in a rubbish bin. The Chaplains concerned dealt effectively with these incidents, thereby avoiding further problems. An individual room available for each faith as in some other centres might resolve such issues.

6.1.4 The Board continues to be impressed by the dedication of the Chaplaincy Team who strive to bring comfort to all detainees regardless of their individual faith.

6.2 Complaints

6.2.1 During the past year the IMB has continued to work closely with the Complaints and Audit department. The Chair receives copies of all general complaints received, allowing for a constant monitoring of individual cases and or areas of concern and interest. The Board also receives quarterly reports as provided to the Senior Management Team (SMT) from which (most of) the data below has been taken.

6.2.2 The handling of complaints in Morton Hall (MH) is governed by Detention Services Order (DSO) 03/2015 and the Home Office (HO) is the contract monitor required to quality assure the process. All MH completed complaint forms and the required written responses prepared by the investigating officer are reviewed by the HO Manager.

6.2.3 Complaint and complaint withdrawal forms (in approximately twenty languages) are available on all residential units. Detainees can complete a form in their own language in which case it will be translated by an off-site HO team and returned within 5 days.

Complaints are administered and recorded at a national level and will then be allocated (back) to Morton Hall if they concern MH delivery or staff. Once allocated to MH an acknowledgment letter is sent to the detainee and the complaint has to be responded to within 20 days: the IMB notes that Morton Hall has locally set a target of 3-5 days for this task.

Healthcare complaints follow a different process and are sent directly to NHS England. Detainees can also make healthcare complaints direct to the NHS Trust or through PALS (Patient Advice and Liaison Service).

6.2.4 The total number of complaints received in 2016 rose by 17% compared with the previous year although the proportion of complaints received from TSFNOs was slightly reduced at 61% of the total received (2015: 66%). A corresponding reduction in the percentage of TSFNOs in the population as a whole during the past year has been noted elsewhere (see 5.6.4).

The IMB is pleased to record that the percentage of partially and fully substantiated claims during the year fell from 28% of the total received in 2015 to 18% in 2016.

	2016	2015	2014	2013
Total Complaints (ex-FNO's)	123 <i>(75)</i>	105 <i>(69)</i>	111	116
Withdrawn	10	16	14	7
Unsubstantiated	91	60	76	86
Partially Substantiated	13	7	10	7
Fully Substantiated	9 <i>(7%)</i>	22 <i>(21%)</i>	11 <i>(10%)</i>	14 <i>(12%)</i>
[ex-FNO'S]	[6]	[14]		

6.2.5 A possible explanation for the increase in total complaints received may be found in the number of 'repeat' complainants: ten detainees were responsible for 36 (29%) of all complaints received with one detainee submitting 15 complaints during this period - some 12% of the total. The IMB notes that of the 36 multiple complaints submitted by these detainees only 2 were partially substantiated with the remainder unsubstantiated or later withdrawn.

6.2.6 From the 123 complaints received 109 were categorised as being service delivery related (89%) with 14 (11%) complaints brought against staff.

	2016	2015
Total Complaints	123	105
Service delivery	108	82
(substantiated)	9	13
Staff	15	23
(substantiated)	0	9

The IMB notes that the trend commented on in last year's report regarding the increase in substantiated claims, and in particular those substantiated against staff, has largely been reversed. Of the staff complaints received none was fully substantiated (there was one partially substantiated claim). The overall percentage of fully substantiated claims has dropped to 7% from 21% in 2015. Although these figures will have been impacted by the increase in repeat non-substantiated claims (see **6.2.5**) the Board is of the opinion that these figures fairly reflect the ongoing commitment by Management to improve the support and assistance provided to all detainees, and importantly the improved training, support and guidance provided to all staff (see **5.6.13**) with regard to the management of difficult and vulnerable detainees.

6.2.7 The quarterly SMT report reviews all complaints (requiring a response) with reference to the following categories: disability; race; belief or religion; sexual orientation; marriage or civil partnership; age; gender reassignment; subject and residential unit. The data produced supports and informs Management and allows them to very quickly respond to any issue or concern raised and/or any trend identified.

6.2.8 The IMB wishes to thank members of the Audit and Complaints Team for their support in providing information, data and assistance to IMB colleagues throughout the year.

6.3 Home Office / HMPS

6.3.1 The Board continues to appreciate the ongoing assistance and support of the on-site Immigration Manager and Home Office staff. The IMB values the professional services of the Clerk who is a member of this team. Home Office staff inform the IMB of any changes in processes and procedures and provide helpful monthly written and verbal reports to Board meetings.

6.3.2 The HMPS Centre Manager and her staff, always extremely supportive of the role and function of the IMB, have continued to encourage members' involvement in, and monitoring of, all areas of the establishment. This is greatly appreciated by the Board.

6.4 Reception

6.4.1 As documented in previous reports, the holding rooms in Reception are small and airless and the administrative area restricted. Although refreshments are available, it is not a pleasant or comfortable area in which to wait, sometimes for several hours, contributing to the stress experienced by both detainees and staff. Management would like to reconfigure the area to improve facilities and has been awaiting quotations from Amey to determine the most feasible plan structurally and financially. Nothing can now be effected before the next financial year and the IMB is concerned at the delay arising from the extremely slow response by Amey.

6.4.2 The Board is pleased to report that a previous concern has been addressed and conference phones have been installed in Reception this year, allowing wider availability and use of translation facilities.

6.4.3 Another positive development has been the installation of CCTV cameras in the property store to ensure greater security.

6.4.4 Tascor's operation has continued to cause concern for the IMB in a number of ways. Examples include:

- a) Occasions when 2-3 vehicles have arrived from the same location, each with 1-2 detainees on board.
- b) Insufficient notice of arrival to collect a detainee, increasing stress for all involved in transfer operations.
- c) Times when unnecessary and unexplained movement of detainees has occurred. An illustration of this was a detainee at HMP Featherstone/Wolverhampton with a flight leaving Luton Airport at 10.40am. On the day before the flight he was brought 85 miles to Morton Hall, arriving at 16.00hrs. On the understanding that this was to be an overnight stop he was settled in a residential unit at 20.00hrs. At 20.20 Reception received a phone call from Tascor, advising that a vehicle would be collecting the detainee for his onward journey at 21.00hrs. He left the centre at 21.35hrs. What occurred between then and his flight time is not known.
- d) Failure to fulfil contractual requirements relating to bed-watches, leaving the Centre to organise officers to cover. In the context of other pressures on staffing this has occasionally resulted in the unfortunate but unavoidable closure of Reception which is unacceptable. On some occasions when officers involved have made special arrangements to meet the need to cover bed-watches, Tascor staff have then turned up part-way through a shift, causing further inconvenience.

6.4.5 The IMB has been concerned on various occasions by transfers between IRCs instigated by DEPMU for operational reasons. Whilst appreciating such moves may occasionally be necessary, the Board feels that the identification of an individual for transfer may sometimes be perceived as punishment for a compliant detainee. One such example was of a detainee with family in Hull, an hour or so from the Centre, and regular visitors, who was transferred to Dungavel. The Board also believes that situations such as this provide a compelling illustration of where the provision of Skype would do much to alleviate distress and frustration for some detainees.

6.4.6 Another concern has been the level of knowledge among DEPMU staff about the design and layout of different IRCs, resulting in movement decisions without any attempt to

ensure the location is suitable for the individual. The IMB understands that a new team is being created to oversee transfer requests for disruptive detainees, taking account of all the risks and their detention record before locating them to the most suitable centre. Board members welcome this initiative as a valuable step towards providing a safer and more manageable estate.

6.4.7 Whilst recognising that in many instances the movement of detainees late at night or in the early hours of the morning is a consequence of transportation from police stations, the Board remains concerned about transfers between IRCs at these times, particularly when Reception staff are given only an hour's notice or less of the arrival or departure.

6.4.8 In spite of the issues raised, the IMB acknowledges the positive role of officers on duty in Reception at Morton Hall. Staff consistently demonstrate respect and understanding to all detainees on arrival and departure from the Centre, at what for many is a particularly stressful time.

6.5 Visits

6.5.1 Arrangements and facilities within the Visitors' Centre have remained unchanged since those noted in last year's report. The IMB congratulates Children's Links on the continuing efficiency with which it organises bookings and runs facilities within the Visitors' Centre, welcoming those of all ages who have often travelled some distance, in comfortable and relaxed surroundings.

6.5.2 The SMT and all staff recognise the importance of visits and maintaining contact with family and friends for those detained at Morton Hall. The IMB was impressed with the decision to keep the facility open, pre-booked visits taking place as normal, throughout the national day of protest against immigration detention in the spring. Along with other measures, the Board considered this was a significant factor in sustaining a calm atmosphere on that occasion.

6.5.3 The IMB also congratulates staff on their continuing vigilance. Routine searches of all visitors and careful surveillance by officers within the Visits Hall itself have prevented drugs and other prohibited items from being passed to detainees on an increasing number of occasions during this year.

Section 7:

THE WORK OF THE INDEPENDENT MONITORING BOARD

BOARD STATISTICS	2016
Recommended Complement of Board Members.	12
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	8
Number of new members joining within the reporting period	2
Number of members leaving within the reporting period Two - end of tenure	2
Total number of Board meetings within the reporting period	12
Average number of attendees at Board meetings during reporting period	9.25
Number of attendances at meetings other than Board meetings	16
Total number of visits to the IRC (including meetings)	292
Total number of applications/complaints received	76
Date of Annual Team Performance Review	24 May 2016

APPLICATIONS BY SUBJECT

Code	Subject	2016	2015	2014	2013
A	Accommodation	Nil	1	1	Nil
B	Access to/quality of legal advice	Nil	Nil	Nil	Nil
C	Diversity related	Nil	Nil	Nil	1
D	Education/employment/training/activities	1	Nil	1	4
E	Family/visits	1	Nil	1	Nil
F	Food/kitchen related	8	Nil	1	15
G	Health related	19	11	9	3
H	Property	6	8	10	9
I	Related to detainee's immigration case	16	11	8	10
J	Staff/offender/detainee related	5	1	7	4
K	Transfers/escorts	1	1	8	1
L	Miscellaneous	15	8	10	11
P	Immigration Cases including travel documentation, FSR, identity and asylum	4	2	3	2
	Total	76	43	59	60

The number of applications in 2016 was 41% higher than those investigated in the three previous years. This rise was the result of an increase of 8 applications on healthcare matters mainly due to problems with appointments; an increase of 8 applications concerning food, none of which was considered to be a genuine complaint but concerned the spiciness of dishes and an inability to pick and choose parts of the menus; and a rise of 7 in the miscellaneous category covering serviceability of printers and fax machines, poor mobile telephone reception and one complaint about a room search – no surprise as the detainee was found in possession of a large number of mobile telephones. The rise in the number of applications is not considered to be of concern and it is thought that this could be due to the increase in TSFNOs making unnecessary complaints.

The Board carried out its Annual Team Performance Review in May which revealed a 92.9% satisfaction with its performance, a very slight increase over the past year. This is well within the expected target and reflects the hard work and training of the Board.

However, it is unfortunate that the format of the Team Performance Review continues to follow a model suitable for Boards in the Prison estate, particularly concerning the number of reviews and attendance by members. Reviews within Immigration Removal Centres do not take place at predetermined intervals and can be as little as 45 minutes after a detainee has been located in the Care and Separation Unit. Board Members on rota duty enquire on arrival at the Centre if there are to be any reviews that day and will attend if possible.

Similarly, with Reception open 24 hours a day, briefings for new arrivals are held daily and it is clear the IMB could not attend all briefings as a matter of course. One Board Member has been charged with monitoring the briefings to ensure that the overall content is satisfactory and that the IMB element accurately describes the operation of the Board. This member has attended several briefings throughout the year and is content with their quality.