

Tinsley House

Immigration Removal Centre

Independent **M**onitoring **B**oard

2010 Annual Report

“We monitor to ensure that people in detention are treated with respect and humanity.”

Introduction

We present our Report for the calendar year 2010. It mentions all the issues which have been brought to our attention during the year and which we consider significant.

The most important single event during the year was the announcement by the Government of their intention to cease the detention of children. The repercussions were to some extent still being worked out at the end of the year, with Tinsley House remaining the only Immigration Removal Centre to accommodate families with children. We shall be watching the practical implementation of this in 2011 with great care.

Because of the diversion of attention and resources from Tinsley House to the then newly opened Brook House, 2009 was largely a poor year for Tinsley House. We are happy to say that, while some problems remain, there has been a significant turn around in 2010. Tinsley House is now much better run, and the general atmosphere is much improved. As we say below, the staff are to be congratulated on their achievements.

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Section 2

Statutory Role of the IMB

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 Monitoring Board averaging 8-12 members. The Home Secretary appoints members from the community in which the Prison or IRC is situated.

The Board is specifically charged to:

- 1.** Satisfy itself as to the humane and just treatment of those held in IRCs.
- 2.** Inform promptly the Secretary of State, or any officials to whom he has delegated authority as it judges appropriate, any concern it has.
- 3.** Report annually to the Secretary of State on how far the IRC has met the standards and requirements placed in 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 every detainee and every part of the Centre and also the Centre's records.

IMB Diversity Statement

Tinsley House IMB is committed to an inclusive approach to diversity, which encompasses and promotes greater interaction and understanding between people of different backgrounds, including: race, religion, gender, nationality, sexuality, marital status, disability, age etc.

We also recognise that the fully inclusive approach to diversity must respond to differences that cut across social and cultural categories, such as: mental health, literacy and drug addiction.

The Board values this approach to diversity within its recruitment and Board development practices. The Board aims to increase the repertoire of skills and awareness amongst its members of the diverse needs and perspectives of the population within Tinsley House IRC.

All members of Tinsley House IMB will endeavour to undertake their duties in a manner that is acceptable to everyone within the Centre regardless of their background or social situation. The Board will monitor to establish that the experience and interaction between staff, detainees and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities and individuals, including the Centre Manager, Director of Detention Services and the IMB Secretariat.

Section 3 - Executive Summary

Part A: Issues concerning matters of policy, on which the Board look for a response from the Minister:

1. We consider that the accommodation in the Clinic at Tinsley House is inadequate: see the first paragraph numbered 1 in section 5c) below. We mentioned this in our 2009 Report. HM Chief Inspector of Prisons took the same view in paragraph 2.147 of her July 2009 Report, which also repeated an earlier recommendation. On the other hand, the contractor and the provider of medical services consider that the existing facilities are “fit for purpose”. Deadlock has therefore been reached, and we believe that an authoritative decision on the point is now necessary.

2. As also mentioned in section 5c) below, we have observed a number of cases where detainees have not been able to keep medical appointments because no transport was available. It appears that other “operational matters” take precedence over the health requirements of individual detainees. Bearing in mind that detainees may be part way through a course of treatment and may be deported or moved at any time, a missed appointment may well be impossible to replace. We do not think that it is appropriate for detainees to be denied access to medical services for this reason, and consider that the system should be changed so that all significant medical appointments are normally honoured.

3. For three years now, we have been voicing our concerns about the excessively long time spent by some foreign national former prisoners in detention before they are eventually deported. We are aware that the matter was raised with the Minister by a deputation of Chairs of IMBs in October 2010.

In paragraph 6b) below, we say: “Detention Services’ response to our 2009 Annual Report accepted our concerns in principle, but then only went on to repeat the well-known reasons which can cause delay. It did not, for example, contain any analysis of the proportion of long-staying detainees delayed by each of the reasons cited, or any indication of how the delays could be minimised.”

We consider that instructions should now be issued for a determined effort to be made to severely reduce the time before such people are deported, which in one case resulted in a foreign national former prisoner at Tinsley House having been detained for 41 months by December 2010, without any indication that the end of his detention was in sight.

Part B: Operational matters the Board wishes to raise.

1. As we say in paragraph 5b) below:

“...notwithstanding that [the whole area of learning and skills] is under review nationally, the IMB would like to see a greater effort made by UKBA to evaluate, meet and finance the educational / resettlement needs of the longer term ex Foreign National Prisoner population, which would be of help to them on removal to their country of origin.”

2. We consider that full and complete medical records should always accompany detainees who are transferred from one establishment to another: see paragraph 5c) below. This is not always the case and we understand that the problem affects the Detention Estate generally and is longstanding.

We also make suggestions for further training of medical staff in the last section of paragraph 5c.

3. We consider that, as indicated in paragraph 6c) below, the most important category of complaints, namely those alleging serious misconduct, should be copied to our Chair at the same time that they are sent to the Professional Standards Unit. Moreover, the time allowed for a response from the PSU (twelve weeks) is far too long.

4. Paragraph 6d) below contains a suggestion that detainees claiming to be under 18 should be moved from Brook House to the more relaxed atmosphere of Tinsley House pending assessment of their actual age.

5. That paragraph also mentions the long-standing and significant difficulties caused to us because of perceived concerns about data protection. This problem has been under discussion by the fact that we are denied the names of individual detainees in the monthly reports we receive, for a long time, and we look for an early and satisfactory conclusion.

Part C: Other issues of concern or excellence:

We have noted with pleasure the appointment of a Welfare Officer during the year. Furthermore, we would like to single out some examples of excellent work, which has been done during the period. We refer in particular to what we say below about Diversity (paragraph 5a) Safer Detention (paragraph 5d) and Removal from Association/Temporary Confinement (paragraph 5e) below.

Part D: Overall judgement:

As this Report demonstrates, there will always be problems and issues in running an operation as complex as an establishment for the detention and deportation of people of both genders, all ages and many different nationalities and languages. Having said that, the operation at Tinsley House was generally well and efficiently conducted in 2010. We congratulate the staff, and in particular those in day-to-day contact with detainees, on their caring attitude, hard work and efficiency in sometimes difficult circumstances and especially the caring attitude shown by most of them in demonstrating genuine concern when interacting with detainees.

Section 4 - Tinsley House Immigration Removal Centre

Tinsley House Immigration Removal Centre (IRC) opened in 1996 and is now managed by G4S on behalf of the UK Border Agency. The Centre is designed to provide separate accommodation for male and female detainees including a secure family suite, which can only be accessed, by those detainees with children.

Recent changes will enable the centre to detain 119 men and 8 families under the statutory provisions relating to the removal of unauthorised Foreign Nationals and failed Asylum Seekers.

In 2002 the Immigration and Asylum Act changed the name of 'Detention Centre' to 'Removal Centre' and Tinsley House was the first Immigration Removal Centre (IRC) to hold families.

Detainees find the regime at Tinsley House very relaxed compared to other IRCs. They are given a good degree of freedom to move around the Centre and are encouraged to use the educational and recreational facilities provided.

Tinsley House is clean and reasonably well-maintained and living conditions for detainees are adequate. Due to aircraft noise, windows, in some areas, are triple glazed and as a result it is not possible to open the windows and there is no air conditioning in these areas. The temperature in some areas of the building, therefore, is difficult to control and detainees held in these areas experience greater heat or cold.

Facilities for detainees include: English and Arts & Crafts classes, a well equipped gym and sports hall, a provisions shop and café area, an inter-denominational Christian chapel, Muslim prayer room and a multi-faith room as well as a canteen-style dining hall. All detainees except families (whose meals are served separately in the family suite) use this hall. Female detainees can ask to eat meals earlier than the main population in the dining hall if they do not wish to eat in mixed company. There are also several communal TV rooms within the Centre and all detainee bedrooms have their own TV sets.

The number of detainee arrivals at Tinsley House in 2010 was 3531 (3781 in 2009, 6314 in 2008 and 5245 in 2007). Detainee departures were 3483 in 2010, 6757 in 2009, 4790 in 2008 and 5786 in 2007.

Medical care is provided at Tinsley House with a nurse always on duty, though specific times are listed for those detainees on regular medication. A doctor is in attendance for 3 hours each weekday and 2 hours at weekends and Bank Holidays (this was cut during 2009 from 4 and 3 respectively). A doctor is also on call out of hours.

Education consists of English Language Classes and Art & Craft Classes and is provided by G4S Tutors. The IMB believe that children should have their educational needs met when they are detained longer than 72 hours, but this is not a "Contractual" requirement and is not considered a priority at Tinsley House.

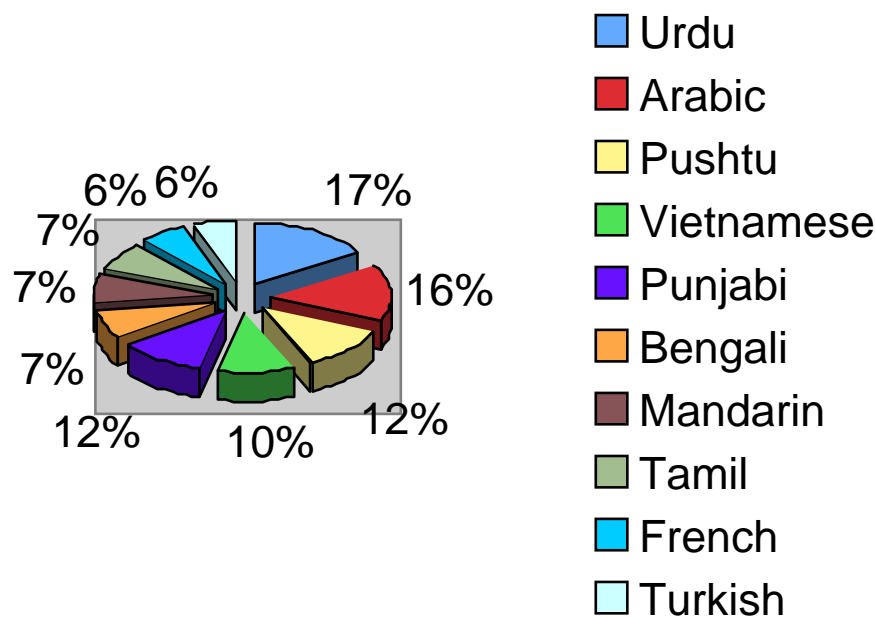
The Gatwick Detainee Welfare Group visits the Centre and befriends detainees. Sometimes

they are able to assist detainees in finding a solicitor as well as providing toiletries and clothing. The local Mothers' Union is also active in providing clothing and toiletries. The Samaritans started to provide a service from February 2010.

The Chaplaincy Team at Tinsley House plays a particularly important pastoral role where detainees are seen and helped in some way. This could be anything from a brief conversation to longer sessions of spiritual encouragement through to referrals to the welfare group. Race relations are monitored on a weekly basis and any issues recorded and actioned. Regular meetings with the various faith communities and ministers continue to take place and are very positive.

Our members have a place on all committees as observers and we continue to build on the good working relationship that we have with both UKBA & G4S to ensure constructive monitoring. The G4S monthly report to the Independent Monitoring Board informs us about any news affecting the Centre. The local UKBA Manager also provides a monthly report covering information requested by the IMB e.g. Families held longer than 72 hours, details of Foreign National Former Prisoners, Complaints and Age Dispute Cases etc.

Population Language Profile 2010



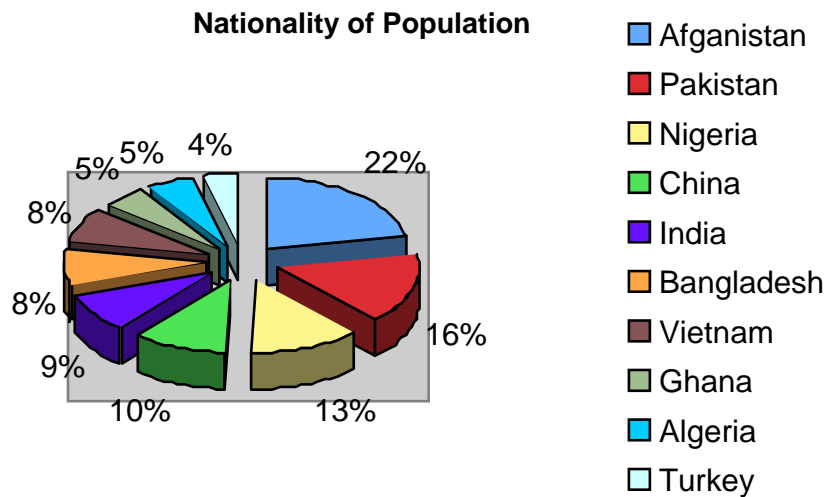
The top 10 Languages spoken at Tinsley House in December 2010

(All Charts in Report to be read clockwise e.g. 17% Urdu)

For people who are not fully conversant with the English Language, the Language Line Service is used. The Centre also utilises the language skills of staff, other detainees and detainee orderlies. The language skills of the orderlies currently cover: Yoruba, Tamil, Sinhalese and Punjabi.

Nationality of Population

As at the 31st December 2010 the overall population within Tinsley House was 108 comprising a total of 32 different nationalities of which the top ten are listed below.



Section 5

5a) Diversity

G4S have tackled and encompassed the Diversity challenge in a very direct and positive manner throughout 2010. The appointment of a Race Relations and Diversity Co-ordinator has been extremely beneficial in supplying a great variety of detailed information to inform management and shape policy in this important area. The monthly meetings are attended by managers from all areas of Tinsley House and also representatives of the detainee population.

Every aspect of Diversity is considered at the monthly meetings and with such a diverse detainee population in terms of: families, children, single women, age, disability, nationality, language, healthcare & mental health needs etc. this area of monitoring is vitally important for G4S to ensure that they take account of and meet the needs of every detainee.

This means that issues raised are tackled head-on and actioned /resolved there and then by direct order and procedures are amended as necessary, to make it clear to everyone that all aspects of diversity at Tinsley House are under constant review and continuous change in the search for excellence. The IMB commend the Diversity Team and Management at Tinsley House for the hard work, commitment and passion that they give to this wide-ranging area of work.

One of the initiatives that have worked well this year has been the introduction of detainee orderlies who facilitate communication with the detainee population by bringing concerns to the attention of management and also explaining issues to detainees. The orderlies wear a distinctive T Shirt with appropriate wording for easy recognition e.g. Chaplaincy Orderly etc.

There was a positive promotion of Diversity throughout the centre in 2010. A wide range of cultural events were identified, delivered and enjoyed by detainees. The Chaplaincy Team worked hard to ensure that all detainees' religious needs were provided for and also gave advice to help those in distress. The IMB acknowledge the fact that the Chaplaincy Team "perhaps more than any other group", interact on a level above that of other staff by the evangelical position they hold at Tinsley House they are perceived by detainees as people they can turn to for help.

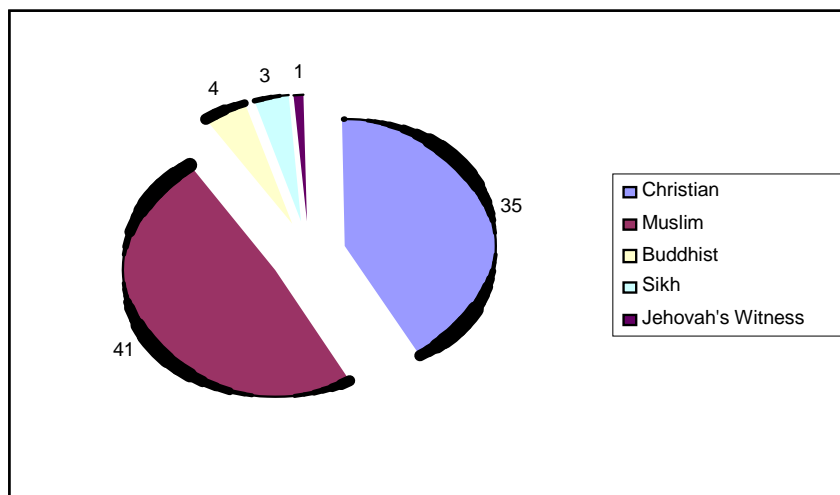
The G4S management team make sure that although all of the above actions promote good communication within the centre, the Race Relations & Diversity Liaison Officer also conducts Quarterly Diversity Surveys which are analysed and actioned. Disappointingly, many detainees did not complete the surveys despite all the attempts to ensure translation for those detainees not proficient in English. The surveys show that the majority of detainees who completed them had been detained at Tinsley House for less than a month, which serves to highlight the difference in regime needs between the long and short term detainee.

Overall the survey results show a favourable picture of life within the Centre and detainees have commented that there is a good relationship between people of different nationalities and faiths. Detainees said that they felt safe and that staff are approachable and helpful.

Below is a breakdown of the religious communities at Tinsley House during January 2010

Religion

Sample of religious belief from Detainee survey



5b) Learning and Skills

Although being held in detention in an Immigration Removal Centre is in essence a negative experience, the Centre Management does what it can in terms of Budget Allocation to help detainees to use their time at Tinsley House as positively as possible.

With that in mind and also taking account of the short period of time that the majority of detainees spend in the centre before removal – an average of 46 days- G4S provide the following facilities for education and activities :-

1. English Classes
2. Art & Craft
3. Gym
4. Library
5. Sports hall
6. Games Rooms
7. Internet Access
8. Paid Employment: -

Paid employment involves detainees working mainly as assistants in the following areas and this strategy has made an impact and an important contribution to the running of the Centre.

- Canteen
- Chaplaincy
- Cleaning
- Garden
- Gym
- Library
- Teaching

This year has seen greater effort to inform detainees of all activities available to them as the Centre Management have promoted through the monthly meetings, a culture of detainees and staff working together to make regime improvements.

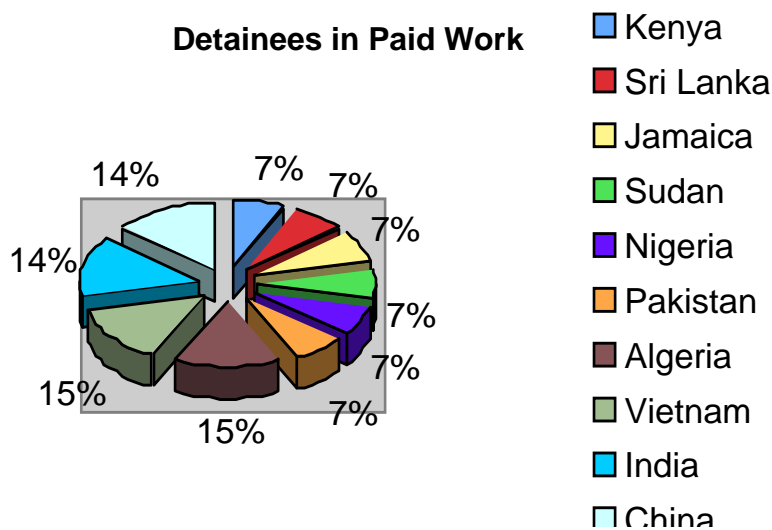
In particular the IMB are pleased to report on the surveys undertaken to get more women involved in activities and also the Diversity and Detainee Meetings which enable detainees and staff to discuss and agree changes. These continually help to improve not only the daily regime but also the much wider issue of detainees feeling that they have a say in how they live within the centre.

The contractual agreement that G4S have with UKBA for educational hours equates to 25 hours per week for 50 weeks of the year of which 7 must be in the evening. In general terms this works very well. However, notwithstanding that this whole area is under review nationally, the IMB would like to see a greater effort made by UKBA to evaluate, meet and finance the educational / resettlement needs of the longer term Foreign National Former Prisoner population, which would be of help to them on removal to their country of origin.

Over and above the everyday opportunities for constructive activity, there are many special events held throughout the year, some with small monetary prizes to encourage participation and reward endeavour.

Detainees in Paid Work (Snapshot December)

Individuals representing 10 of the 32 nationalities are in paid work. They are all male due to the very short period of time for which females have been detained within the centre during 2010.



9 out of the 10 most represented nationalities within the centre are represented in the Tinsley House Working Environment. Detainees from Afghanistan, another nationality among the ten with the highest numbers, are not represented here as, so far, none of them have chosen to take part in the scheme.

5c) Healthcare and Mental Health

In July 2010, we were informed that Saxonbrook Medical Centre, the practice responsible for health services to the Gatwick IRCs, was conducting a Health Needs Assessment and would welcome some input from IMBs, including feedback from detainees about the services they received. We informed them that we welcomed this opportunity to contribute, while pointing out that because of their request for a speedy reply we had not been able to conduct our own needs survey and were basing our views on situations encountered by members of the Board on their weekly rota visits and a study of the documentation that accompanied detainees when they were transferred from one establishment to another. We also commented that, since the main purpose of our visits was to make ourselves available to any detainees who wished to discuss their problems, it was unlikely that we would be able to report much feedback of a positive nature. We made clear, however, that we did have some serious concerns, both about issues that were beyond Saxonbrook's control and about those where they were directly responsible.

With the above caveats we submitted the following comments:

Issues which are not directly under the control of Saxonbrook Medical but which do need to be addressed:

1. *The accommodation provided both in the Reception area and in the Clinic at Tinsley House is inadequate. This means that there is little privacy for detainees when the first night risk assessments or the initial health screening are done. In the clinic there is only one consulting room, which means that the doctor and nurse on duty cannot see patients separately. Thus it is not possible for a detainee who perhaps sees the nurse as part of the establishment to speak with a visiting doctor in total privacy.*

This is something we brought up in our last annual report. However, the idea of improving the facilities was rejected by G4S with the comment that G4S and Saxonbrook consider that the facilities at Tinsley House are 'fit for purpose'. We stand by our opinion that in the interest of patient privacy and confidentiality a second room is needed.

2. *The work of the medical staff is made more difficult by the fact that medical records do not always accompany the detainee who is transferred from another establishment and when they do arrive they are not always comprehensive. We understand that previous medical history is often missing or incomplete.*

This information was obtained through a detailed survey of transfer documents undertaken as part of a wider survey conducted by a number of IRCs .

3. *In a number of cases we have observed, detainees have been transferred from one IRC to another just before a hospital appointment that has already been confirmed.*

In other cases appointments have been missed due to lack of transport or late arrival at the hospital.

This was brought up in our meetings with representatives of UKBA and G4S in May, in June and again in December in relation to three different individuals. We regard this as a very serious matter. However, we are given to understand that this is because the amount of transport that can be used by the Centre is strictly limited.

Detainees' perception of their medical treatment and some IMB comments:

- 1. Some detainees complain that their medical conditions demand proper check-up at a hospital but IRC clinic staff insist that the treatment given to them at the clinic is adequate. In such circumstances detainees may become depressed or even suicidal.*
- 2. Many detainees complain of receiving only paracetamol as medication even when their own GP has prescribed a different treatment. A check with their previous GP/clinic/hospital could help to resolve that issue.*
- 3. Some detainees suffer from chronic health problems that may require frequent visits to a specialist hospital; such visits are invariably denied or delayed. As a result of such delay detainees may suffer irreparable damage to their system.*
- 4. Apparently healthy detainees suffer mentally when they are detained for a long period without knowing what the future holds for them. Such detainees need regular and frequent psychiatric help, which routinely employed nurses or medical staff may not be able to provide.*

The problem of inadequate mental health provision for detainees in IRCs was discussed at the IMB Chairs' Forum on 14 October. The Forum concluded that because of problems in obtaining mental health beds, many detainees with such problems were not being properly treated, often being placed in 'Rule 40 accommodation' (i.e. in isolation) for their own safety or the safety of those around them. As the Forum's report pointed out, immigration detainees are subject to **indefinite** detention, which can have a deleterious effect on mental health.

Suggestions for training (outside of medical training) which might benefit clinical staff working in IRCs, with some explanations of why IMB members feel this is necessary:

- 1. We are aware that medical staff at the clinic are under a great deal of pressure. Treating detainees, who are of course under great stress themselves and may react aggressively if they are not satisfied with their treatment, is not an easy task. Specific training in handling difficult patients might be useful for the staff and beneficial to the detainees.*

- 2. It is important for the nurses who are regularly on duty in the clinic as well as those doctors who visit frequently to maintain a professional relationship with the staff of the IRC and see the people they are dealing with as "patients" first and "detainees" second.*
- 3. Communication is another area where training could be useful. The Clinic staff can and do make use of the telephone interpreting service in serious situations. Difficulties may arise, however, when the patient is assumed to have enough English to understand what is being said but may have grasped only a part of it, or may not have the fluency to explain their state of health. Experienced staff may feel they have no need for such training but IMB members have found themselves 'interpreting' between two people speaking the same language with little mutual understanding.*
- 4. Many detainees in IRCs have suffered ill-treatment and even torture at some time in their past lives. Dealing with the mental health problems of people in this situation can be very stressful. Specific training in such areas should be available to all medical staff working in IRCs as well as to specialist psychiatric nurses and doctors.*

The above comments and suggestions were received with apparent gratitude. However, some serious issues remain outstanding and we cannot yet report that our comments have been responded to.

5d) Safer Detention

For many detainees an Immigration Removal Centre can be viewed as a complicated and multi-layered place with a variety of pressures. The detainees held at Tinsley are mainly young men, held against their will and with no option but to mix with people of different cultures and languages.

Although staff are aware of the potential for trouble, Tinsley House is regarded as a safe and non-violent place of detention. This is due, in part, to staff at all levels and areas of expertise working together in a multi-disciplinary approach to encourage detainees to play their part in ensuring a Safer Community for everyone. The Samaritan visits are now well established within Tinsley House with members visiting at least once a month and especially visiting those detainees on care plans. A new diary was introduced this year for those detainees who have committed an act of self-harm whilst at Tinsley House. This is to assist G4S to better understand the reasons behind their actions and identify more targeted “coping mechanisms” for those detainees.

Detainees were actively solicited to become Safer Community Orderlies this year with the first starting in March. They have made an important impact in Tinsley House as they attend the monthly Safer Community and Detainee Consultative Meetings and feed back any issues such as safety and their treatment by staff etc. As part of their duties they also attend the reception area and greet new arrivals, helping to combat fears and answer any questions the new arrivals may have.

The Centre Management for their part operate a comprehensive Anti Bullying Strategy, which has had a positive effect in highlighting this issue to both detainees and staff. This has increased the information available to detainees and improved the support for those identified as a victim. Taken together with the ACDT (Assessment Care in Detention & Teamwork) and RASP (Raised Awareness Support Plan) initiatives, these “over-arching” care/safety plans help to ensure a very caring environment within the centre. All these support measures combine to track, test and measure the “temperature” of the centre in terms of ensuring the safety of both detainees and staff.

The ACDT process is a means whereby staff can work together to provide individual care to detainees who are in distress in order to:-

- ❖ Help defuse a potentially suicidal crisis
- ❖ Help individuals with long term needs
- ❖ Better manage and reduce their stress

Detainees who feel “safe” usually display lower levels of psychological stress. This is of great importance to the daily management of the centre, as all the detainee daily activity is carried out in the company of a large number of (mainly) men who are all treated alike and required to conform to the same regulations.

| | 2010 | 2009 | 2008 |
|--|------|------|---------------|
| Total number of incidents of self- harm | 11 | 11 | 9 |
| ACDT* documents opened | 63 | 58 | 77 |
| RASP* documents opened | 38 | 42 | 41 |
| Total number of reported incidents of Bullying | 11 | 3 | Not available |

5e) Removal from Association/Temporary Confinement

Detainees who come to Tinsley House repeatedly tell us that the staff treat them very well and that they feel very safe at Tinsley House. This does not happen by chance and the G4S Management and Staff are to be congratulated on the “Dynamic Security” i.e. forming relationships with detainees, which works well to ensure a safe working environment for both detainees and staff.

Immigration Removal Centres cannot be run by coercion: they depend on staff having a firm, confident and humane approach that enables them to maintain close contact with detainees without abrasive confrontation.

This deliberate low key, friendly and helpful approach to each and every detainee’s needs is the result of extensive staff training by G4S. Staff are also trained in “Assessment Care in Detention & Teamwork” (ACDT) and with this training staff are able to recognise distress signals in detainees and actively engage with them in planning ways to reduce their problems. Detainees identified as “at risk” by staff have a care plan (Caremap) prepared for them which means that all staff (and the IMB) are aware that these detainees are vulnerable, possibly suicidal and are being monitored under the Care Plan. There is also a Raised Awareness Support Plan (RASP) used for those detainees who require extra support, are not suicidal and have not self-harmed.

In 2010, 63 detainees were placed on ACDT and 38 on RASP out of the 3,531 detainees who arrived at Tinsley House that year.

When a detainee is showing signs of distress, or has self-harmed or has been abusive to staff etc, it may necessary to have a “period of calm, care and reflection”. The detainee can be removed from the general population for a short a time (over 24 hours requires written approval from UKBA) and trained staff can help them to talk through their problems and how best to proceed to come to terms with their particular situation.

Tinsley House has three rooms set aside for the separation of detainees and one that was especially refurbished in 2009 for detainees who often feel overwhelmed by events and simply need a quiet place for reflection. Two of these (Rooms RFA1 & RFA2) are close to the Medical Centre and detainees placed in ‘care,’ are constantly monitored by both uniformed and medical staff in order to facilitate their return into the detainee community.

The Duty IMB Member should be automatically informed when an incident occurs and a detainee is placed in Removal from Association or Temporary Confinement and is obliged to

visit that detainee within 24 hours in order to ensure that the detainee is getting the appropriate level of care.

The statistics below show the number of detainees who have had to be temporarily Removed from Association for their own safety under the ACDT detainee “care” strategy.

Details of the use of Rule 40 (Removal from Association in 2010, together with previous years for comparison are shown below)

(3,531 arrivals in 2010, 3,781 in 2009, 6,314 in 2008 and 5,245 in 2007)

| Rule 40 Removal From Association | Jan | Feb | March | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | Total |
|---|------------|------------|--------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|--------------|
| Totals 2010 | 5 | 2 | 7 | 1 | 7 | 1 | 2 | 7 | 0 | 2 | 0 | 3 | 37 |
| Totals 2009 | 3 | 1 | 0 | 5 | 3 | 3 | 5 | 3 | 2 | 4 | 5 | 1 | 35 |
| Totals 2008 | 3 | 0 | 3 | 3 | 0 | 6 | 4 | 3 | 3 | 3 | 0 | 6 | 34 |
| Totals 2007 | 3 | 2 | 0 | 6 | 6 | 7 | 2 | 1 | 2 | 1 | 1 | 2 | 33 |

Details of the use of Rule 42 (Temporary Confinement) in 2010 together with previous years for comparison purposes are shown below.

| Rule 42 Temporary Confinement | Jan | Feb | March | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | Total |
|--------------------------------------|------------|------------|--------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|--------------|
| 2010 | 0 | 1 | 1 | 0 | 2 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 9 |
| 2009 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 08 |
| 2008 | 3 | 1 | 1 | 0 | 1 | 2 | 0 | 4 | 0 | 3 | 0 | 4 | 19 |
| 2007 | 4 | 1 | 3 | 1 | 3 | 2 | 1 | 6 | 1 | 2 | 2 | 2 | 28 |

Details of the use of Rule 41 (Use of Force) in 2010 together with previous years for comparison are shown below.

| Rule 41 Use of Force | Jan | Feb | March | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | Total |
|-----------------------------|------------|------------|--------------|------------|------------|-------------|-------------|------------|-------------|------------|------------|------------|--------------|
| 2010 | 1 | 1 | 3 | 1 | 5 | 1 | 0 | 5 | 0 | 0 | 0 | 0 | 17 |
| 2009 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 2 | 2 | 12 |
| 2008 | 1 | 0 | 1 | 1 | 3 | 2 | 2 | 5 | 3 | 3 | 1 | 0 | 22 |
| 2007 | 2 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 3 | 1 | 1 | 0 | 18 |

The Total figure of 17 for 2010 in the above table reflects the 3 in March who were a result of the Incident in that month when 26 detainees barricaded themselves in bedroom 44. Also 2 detainees in the August figure were already in RFA when force was applied to prevent them self- harming. Other use of Rule 41 was when detainees caused disruption to the Centre e.g. in the Welfare Office (March) or Immigration Interview Room (January).

All incidents of use of force are investigated, recorded and the reason explained in monthly reports. On occasion, the use of force is planned in that when it is known that a particular detainee is adamant that they will not leave the centre voluntarily with the designated escort, there is little choice but for staff to use the minimum force necessary to remove the detainee. The IMB acknowledge that staff have no wish to use force on any detainee and are sympathetic when staff feel a sense of failure in "care and communication" when this regrettably happens.

Major Incident 9th March 2010

There was a Major Incident monitored by the IMB, which happened on 9th March when 24 detainees barricaded themselves in a bedroom and refused to leave (some were scheduled for removal to a charter flight). The Command Suite was opened and the professional way this was handled by the G4S/UKBA staff, is to be commended.

A more informative preparation communication system (Charter Procedure) has now been agreed by UKBA for detainees leaving by charter. This ensures that detainees are fully aware of all aspects of their treatment when being removed for a charter flight. Information includes the assistance that will be available to them in their home country and also details of funding for detainees who are destitute.

Section 6

6a) Children and Families

The year 2010 has been a dramatic one in relation to the detention of families with children and Tinsley House, though less in the public eye than Yarl's Wood, has been much involved.

At the end of 2009, we reported that no further families were to be held at Tinsley House until significant changes to the accommodation had been made in line with Detention Services Order 4/2009. However, by January 9 part of the family unit was reopened and redecoration was completed by mid February. Work continued on the outside of the premises and, after a visit by staff from the office of the Children's Champion, frosting was put on windows around the centre from where the playground would be visible. (This, while protecting children from view, did not in our opinion do anything to enhance the conditions for adult detainees in the centre; nor did it make it any easier for staff to keep a wary eye on the outside areas while they patrolled the corridors).

Work on the suite continued with, we were told, projects "being taken forward to ensure that we can house families for at least 72 hours in the future" and training packages for staff being developed. At this stage, children could still be held for a maximum of 24 hours (except in circumstances where for operational reasons permission was given for an increase by a few hours) and this situation remained until the formation of the Coalition Government on May 11. Up to that period the turnover of families was rapid, with numbers increasing - a total of 17 children (10 families) being accommodated at Tinsley during the month of April and 8 (4 families) during the first two weeks of May.

On 20 May the Coalition Government made the statement: "We will end the detention of children for immigration purposes". That led to a long period of uncertainty at Tinsley House. Work on the family suite was suspended, though families continued to be detained for up to 24 hours, and in July, following the much publicised closure of the family accommodation at Yarl's Wood and the earlier closure of the same at Dungavel, Tinsley House became the only IRC still to hold families with children. The accommodation was then used mainly for 'Border cases' (families arriving at the airport and being returned almost immediately) and in the last three months of the year only three families in total were present and those for only a few hours. Because of the short periods of detention, monitoring by IMB members tended to be haphazard as the chances were that no families would be present at the times members did their rota visits. However, we approved the refurbished and more child-friendly accommodation as far as it was completed by the end of the year and have always been impressed with the care given by the dedicated staff.

Finally, in December 2010, UKBA was able to publish a REVIEW INTO ENDING THE DETENTION OF CHILDREN FOR IMMIGRATION PURPOSES. In this document the new Government policy was explained. It is too detailed and too complex to repeat here but suffice it to say that we believe it should lead to a much more humane method of dealing with families that are to be removed from the country, with every incentive given to avoid forcible detention and removal. However, as was explained in the document, the new 'Pre-departure accommodation' was not expected to be ready until May 2011 and in the

meantime the family suite at Tinsley House would be used for this purpose (with arrangements being made for children to be taken outside the premises if required). After that, Tinsley House would continue to be used for 'Border Case' families but ministerial authorisation would be required for any period longer than 72 hours. At our December meeting with UKBA and G4S staff we were informed that, "It is envisaged that Tinsley House will be used to hold Border cases and more difficult and disruptive family cases".

We are given to understand that the newly refurbished accommodation will be kept separate from the main premises so that families held there will not meet other detainees. Staff are not to be allowed to walk through from one section to the other and a separate entrance is to be used for families who are brought in. Bars have been removed from the windows. Staff are to be appointed specifically for the new unit though they will be under the same management as the main Centre.

The UKBA document of December 2010 ends with the following commitments (in addition to that of closing the family unit at Yarlswood):

We will set up an independent Family Return Panel to oversee the return of difficult cases.

We will implement new return options of:

Limited notice removals

Open accommodation

Pre-departure accommodation

We will hold families only in very limited circumstances for border and other high risk cases.

Tinsley House IMB will continue to monitor the implementation of these commitments – in particular that of the last clause mentioned above and the treatment of both border cases and those deemed 'high risk'.

The total number of children held at Tinsley House during 2010 was 82:

| Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 5 | 13 | 4 | 17 | 8 | 12 | 11 | 4 | 4 | 3 | 0 | 1 |

6b) Foreign National Former Prisoners (“Former – FNPs”)

Broadly speaking, the conduct of former – FNPs creates no more difficulties than that of the rest of the detainee population.

However, this is the third consecutive year in which we have expressed our concern about the length of time which some ex – FNPs spend in the detention estate, obviously after they have fully completed their original sentence. **We are still not fully satisfied on this score.**

We start with approximate figures for 2010, mainly based on the “snapshots” provided for us at our monthly meetings. It is first necessary to point out that the on-site UKBA team do not have the necessary permission’s to provide us with the “total time” which any particular detainee has spent in the whole of the detention estate, as opposed to the time spent at Tinsley House.

However, owing to the good work of the UKBA clerical staff, we have been provided with the longer period in respect of former – FNPs who have been there for more than three months.

Even then, however, we have no way of knowing for what further period a detainee remains in the estate after leaving Tinsley House.

For comparison, the average length of stay at Tinsley House of all detainees (*including* former – FNPs) is usually between 40 & 50 days.

Around 30% of all detainees at Tinsley House at any one time are normally former – FNP’s. The proportion of them who have been in the detention estate for more than three months varies over time, but is not infrequently over half. Moreover, about half of those detainees who have been in the estate for more than three months have in fact been there for a period in excess of six months. A number have been there for much longer.

Until December, the longest that any former – FNP resident at Tinsley House had spent in the estate was 21 months. In that month, a detainee was transferred from elsewhere who had been in the detention estate no less than 41 months.

Detention Services’ response to our 2009 Annual Report accepted our concerns in principle, but then only went on to repeat the well-known reasons which can cause delay. It did not, for example, contain any analysis of the proportion of long-staying detainees delayed by each of the reasons cited, or any indication of how the delays could be minimised.

While acknowledging the difficulties, we really feel that more must be done to mitigate this problem, mainly in the interests of the detainees themselves, but also on behalf of taxpayers. In that connection, we are aware that this issue was raised with the Immigration Minister by a deputation from the Forum of IMB Chairs. He reportedly acknowledged the

problem of long-staying but hoped that the situation was improving. We will continue to monitor this area.

6c) Complaints

We pointed out last year that we had received scant information about complaints in 2009 because of concerns about the data protection legislation, which were eventually resolved after a delay of about a year. We were informed by letter dated 2 November 2009 that a new system would be introduced, under which our Chair would be provided with a copy of each complaint and the response, unless the detainee expressly opted out of our having this information. The new system would not apply where the complaint related to an area which is not our responsibility to monitor or to case-working matters.

We also recorded in last year's Report that, at the time of writing, we had seen no evidence of the new system actually working. During 2010, it was introduced in a slow and patchy manner. This remained the position until late in the year. It is noteworthy that a deputation from IMB Chairs met the Immigration Minister as late as 14 October 2010, and (according to their note of the meeting) told him that "the access negotiated with UKBA has not been implemented fully or consistently across the estate".

During the implementation process, it became clear that complaints are divided by UKBA into three classes. Our main interest is in two of them. The first is the most numerous, labelled 'service delivery'. We normally receive details of complaints of this sort.

The other class, referred to as misconduct complaints, causes us some concern. Even though we are given details of the less serious complaints in this category in the normal way, we are not initially told of the more serious ones. They are forwarded to the Professional Standards Unit, who are only required to inform us of the position after their investigation is complete. We eventually received details of the only two complaints referred to the PSU, both of which were rejected. The responses were prepared in a professional manner, but one took more than 17 weeks and the other more than 13 weeks to produce. (The time is measured from the date of the incident to the date of the response letter.)

The note prepared by the deputation referred to above said, "there is very little access to complaints to the Professional Standards Unit, which deals with the most serious of allegations. We view this as a serious curtailment on our ability to monitor the just and fair treatment of detainees." We agree to the extent that information about complaints of this type is withheld from us until a decision has been made after a lengthy period. We see no justification for not copying the complaint to us on receipt, so that we can be immediately aware of what may be a serious matter. We consider that the system should be changed in that respect. We also consider the time limit of twelve weeks for dealing with such complaints is much too long, even when it is not exceeded in practice. One practical result of such a limit is that the complainant is very likely to have been deported by the time a conclusion is reached. The time limit for responses should be materially shortened.

The monthly schedules of complaints with which we were provided recorded 47 complaints in 2010 (55 in 2009). Nine of them were accepted, in two cases partially. Four were

resolved without the need for a formal decision. The outcome of six was not known, sometimes because they were against outside bodies. The remaining 28 were not accepted.

Twenty complaints related to property in a wide sense, including lost, missing and damaged items among others. (Six of them concerned mobile telephones.) The corresponding figure for 2009 was seven. Nine complaints involved medical matters (9 in 2009), and two were about food (6 in 2009). There were six complaints about the conduct of G4S staff (13 in 2009).

Particularly bearing in mind the possibility of a detainee appealing to the Prisons and Probation Ombudsman about the outcome of a complaint, it would normally be inappropriate for us to try to second-guess the decision on individual complaints. However, we can say that a perusal of the decision letters we have seen does not suggest that the decisions are generally unreasonable.

On the other hand, we have yet to be satisfied about compliance with the time limit required for response to a service delivery complaint. We cannot be sure of the position on this in connection with many of the complaints which we have seen, because the responses were undated. We have requested that all responses should be properly dated, and we trust that this will be done and that we shall be able to report next year that the limit is being complied with.

6d) Age Disputes

Age-disputed young men continued to be held at Tinsley House throughout 2010, though only 19 in all compared with 27 in the previous year. West Sussex Social Services continue to be the arbiter of such cases and all assessments are now declared to be 'Merton compliant' (i.e. conforming to a required standard). One young man was transferred from Brook House and accommodated in his own room until the assessment was carried out and we would like to see that happen as a matter of course since the more relaxed atmosphere of Tinsley House is more appropriate for those who may perhaps be below the age of 18. A positive recent development, resulting from new legislation relating to the care of children, is that Gatwick Children's Services are now notified of all age-dispute cases.

Of the 19 young men detained during the year, it is noteworthy that 16 were from Afghanistan. Of these, 4 were assessed as minors and released into the care of Social Services, 7 were released, bailed or given Temporary Admission, 1 was transferred to another Centre, 3 were still detained at Tinsley House by the end of the year and 1 was removed. This does raise the question of the necessity of detaining these young Afghans in the first place.

Of the remaining three, two (both from India) were removed and one (from Iran) given Temporary Admission.

Monitoring the treatment of age-disputed detainees has now been made more difficult by the conclusion of UKBA that data protection laws prevent them from naming the detainees concerned in the monthly reports given to the IMB. Each case is documented with details of the claim to be under-age and the outcome of assessment, as well as the nationality, but with no means of identifying the person concerned. A member of the Board visiting on rota duty can of course ask if there are any such cases present but what is now lacking is the ability, on looking at the report, to pick up on any cases of particular concern. We feel that this is an unnecessary obstacle to IMB members in carrying out their statutory duty

6e) Detainee Consultative Meetings

An extremely welcome innovation during the year has been the new monthly meetings especially for detainees to attend. The purpose of the meetings is to enable detainees to raise any matter of concern to them, other than issues relating to their immigration status and points which only affect the particular detainee raising them rather than detainees generally.

The meetings are always attended by a number of professional staff, are properly minuted and any outstanding matters are followed up quickly. The atmosphere is constructive and reasonable on both sides. A number of "mostly minor" but important issues to the detainees concerned have resulted.

The main disappointment has been the small number of detainees who attended most of the meetings despite their being well advertised and further encouraged by those detainees who have been given the role of "Orderly" and who wear distinctive "T" Shirts for easy recognition. These Orderlies Act as spokesmen for the detainee population and also help to convey and explain the issues and the proposed solutions.

The detainees who do attend, are often outnumbered by the professional staff, with the actual number of detainees attending varying from 1 – 19. We are aware that efforts are being made to persuade more detainees to attend and we hope that they will be successful in 2011.

6f) Single Women

In 2010 there were 630 single women held at Tinsley House over the course of that year. The IMB note the improved systems implemented for the care of single women, which were intended to make the detention experience less traumatic for them. With dedicated staff looking after their particular needs and refurbished accommodation, the quarterly surveys undertaken by G4S show that women felt safe i.e. both personal safety and within the centre and that their health and hygiene needs were being met.

Single women made up a small percentage of the population at Tinsley House with average length of stay for these women being approximately 3 days. This meant that they tended not to participate in many of the activities available to them with the possible exception of the Library and Internet Access. The IMB also acknowledge the good work of the Diversity, Safer Community and Chaplaincy Teams and UKBA in their continuous efforts to make single women aware of everything that they had access to by way of information, welfare, religion, education, health-care and shop products.

The IMB did not receive any formal complaints from single women in 2010 with the majority saying that they could approach the staff, who they felt were friendly and caring. Although women had a designated area available to them in the refectory for meals, some of them chose to sit with the male population, the vast majority of whom treated them with respect.

Tinsley House will no longer hold single women as a result of the Government Policy to hold difficult families and border cases at Tinsley House. The Family Suite refurbishment initiated to accommodate this policy has encompassed the area previously used by single women.

6g) Survey of Detainee Transferable Documents - July 2010

In July 2010 a number of IMBs took part in a one-off survey of the documents that accompany detainees when they are transferred from one establishment to another. A summary of the method used and the findings from the study of the documents at Tinsley House is given below:

A random sample of 33 detainee files was taken, representing approximately one third of the population at that time. Of these, 19 came from other IRCs and the rest from a mixture of prisons, police stations, reporting centres and airport holding rooms. There was, therefore, considerable variation in the number and type of documents included, the way they were presented and the standard of completion. Two basic types of documentation were observed – the type used by prisons and IRCs run by the prison service and that used by other institutions. The prison type was found to be more formally presented, though not necessarily more accessible. The documents studied in detail were medical records, IS91s, risk assessments and history sheets.

Medical records Of major concern was that, as medical records are handed straight to the clinic, there was no record of their existence in the detainee file, though there was an appropriate section of the documents. Since medical records do not always arrive with the detainee it was felt that this could be a useful way of checking on them.

IS91s In general these were fully completed but in 2 cases we found no entry against the section informing the detainee of the category under which he/she is detained. We also picked up a discrepancy in one file between the date of birth recorded in one section and that given elsewhere; this was clearly a simple clerical error but could have had significance for the detainee concerned.

Risk Assessments. These varied greatly in the amount of information given. We observed very full ones from three IRCs, an incomplete one from an airport and no evidence of one at all in a particular file from another IRC.

History Sheets. These varied even more. Obviously for those detainees transferred from police stations or reporting centres there would be little or no history to record. Of the others, we noted particularly a very full one from one IRC, none at all in the files from two others and a very brief one from one of the prisons. Clearly there is no consistency in the use of this document.

Other documents The files also contained a considerable number of other loose-leaf documents including, in some cases but not all, Welfare Records and First Night Assessments.

Our conclusion was that most of the documentation is adequate though there are considerable variations in the way it is presented and in the amount of detail given. However, since this study was a contribution to a more general survey we did not make recommendations.

6h) HMCIP Report

HM Chief Inspector of Prisons 2009 Report ("the Report")

Inspectors visited Tinsley House in July 2009, and the then Chief Inspector issued the Report in October 2009. (We were not provided with copies until late in that year.) In her introduction, she described the Report as "a deeply depressing document". It was widely accepted that this outcome was largely caused by the diversion of resources from Tinsley House to the then newly opened Brook House IRC.

During 2010, we have been monitoring implementation of the 138 recommendations in the Report. We have been greatly assisted in that task by a detailed schedule with which we have been provided, setting out the recommendations in the Report by reference to the paragraph numbers in it, together with the management's response. We refer to some of those paragraph numbers below.

Our work has to some extent been overtaken by events in that, after this Report has been prepared but before it is published, the inspectors will have revisited Tinsley House in February 2011. For that reason, we can deal with monitoring implementation of the 2009 recommendations relatively shortly.

The management have informed us that work on 120 of the recommendations is complete. It is neither necessary, possible, nor desirable to go through them one by one. Indeed, some of them (such as the one in paragraph 3.5 about transfers round the detention estate, another in paragraph 3.8 concerning caseworkers dealing with applications for temporary release and those in paragraphs 3.18 and 3.19 relating to escorts and their vehicles) do not relate specifically to Tinsley House and are thus outside our remit. Others, such as the one in paragraph 3.1 about children at Tinsley House, are outdated in the light of subsequent events.

The nature of many of the recommendations (such as that in paragraph 3.106 about thorough and effective arrangements to assure and improve the quality of activities) is such that we cannot confirm categorically that a recommendation has or has not been completed.

One specific matter of concern, is the recommendation in paragraph 3.82 that accommodation for the healthcare team should be expanded. This was accepted "in principle". . We regard this recommendation as important, and consider that it should be implemented without further delay.

Fourteen of the recommendations were rejected for reasons given in the schedule. At least one (paragraph 3.38 about use of the public address system) has now been superseded by subsequent events. Another, relating to the provision of a teacher for children (paragraph 3.3) will doubtless need to be reviewed in the light of the recent Review into Ending the Detention of Children for Immigration Purposes. The reasons for rejection of most of the remaining twelve recommendations relate to the linked questions of the availability of money and resources and whether a particular proposal would represent good value for money in view of the fairly short time which most detainees spend at Tinsley House. We do not think that we can provide much assistance on that general policy issue.

According to the Management, only four of the remaining recommendations (paragraphs 3.79, 3.80, 3.87 and 3.97) remained unimplemented at the end of 2010. The first three of these relate to matters of health, and we are told that they are held up by the necessity to agree a Health Needs Assessment (on which we were consulted) with the Primary Care Trust. The fourth recommendation relates to drugs/substance misuse, and is awaiting a central policy from UKBA. We consider all these recommendations to be important, and urge that the delays should be terminated quickly now. The apparently imminent abolition of Primary Care Trusts should not be allowed to stand in the way.

The final point in connection with the recommendations in the Report is the key one that our monitoring has not produced any major concerns about perceived non-implementation of any of them, apart from those specifically mentioned here.

6j) Review of 2009 Annual Report Action Points

The IMB at Tinsley House realise that change in the Immigration Removal Estate rarely happens overnight but we do consider that we give voice to and report on the concerns we have when it is clear that the detention system could and should be improved. For continuity of reporting from one year to the next it is essential that we do not lose sight of past items that are still under discussion and therefore we list the items below from our 2009 Report and show their current situation.

| 2009 Report Item | Page Number | Progress on this Issue to Date |
|-----------------------------------|-------------|---|
| Diversity Officer | | Appointment made and excellent work done by G4s Management And Diversity Officer |
| Education for Long Term Detainees | 9 | Tinsley House is not resourced at present to provide more Education than currently provided, however, UKBA are reviewing the education regime estate wide. |
| Education for Children | 9 | The family area is undergoing a number of improvements in relation to the new Duty under Section 55 of the Borders, Citizenship and Immigration Act 2009 and part of the improvements will be looking at what is available for children. |
| Better Mental HealthCare | 9 | In line with contractual requirements, a psychotherapist is available every Thursday if required. |
| Complaints Procedure | 13 & 14 | A separate monthly report is provided by UKBA for each meeting and this forms the basis of resulting discussion. In addition, the UKBA conducted a comprehensive review of the process in the autumn and this was completed on 2 nd November 2009. |
| Age Disputes | | All cases are now notified to Gatwick Children's Services |
| Single Women | | Survey showed Single Women felt safe at Tinsley House and that more had been done to meet their needs. |

6k) Improvements at Tinsley House in 2010

It is very often the little details that make a difference to the daily lives of the detainees held at Tinsley House and it is often easy for the IMB to lose sight of the changes made. Throughout 2010 there have been many improvements at Tinsley House and the IMB are pleased to highlight and explain how these have improved the detention experience for the detainees held there.

1. In January a wooden fence was put up which prevented the children's play area from being viewed by other detainees and gave mothers and their children privacy.
2. New TVs were installed along with electrical sockets in all the bedrooms.
3. DECT phones were introduced.
4. The Welfare Office opened in February to provide advice and help to detainees.
5. A new Shop encompassing a Continental Type Café for detainees opened in April. This initiative gave an area of some normality to the centre and was a welcome addition.
6. The Family Suite was redecorated and, additional cupboards, sockets and Flat Screen TVs with DVD capability introduced. The "Teenage" Room was also fitted with a Widescreen Plasma TV.
7. The Refectory was refurbished with a new colour scheme and the IMB note that the use of the Sports Hall during this period of work was a great success with no detainee complaints.
8. Drinking Water Dispensers were installed by detainees' bedrooms, followed by Boilers and Sinks. Detainees are now issued with Brew-packs thus giving them access to hot water all day and night.
9. Comment Books were installed in the Refectory and the Library for detainees to comment on food and the regime respectively.
10. New jobs were created for detainees as Safer Community and Race Relations and Diversity Orderlies.
11. A large selection of new books, in a range of foreign languages, was introduced in the library.

12. A DVD rental scheme was introduced whereby detainees can, for a small fee, rent DVDs and a DVD player to watch them on.
13. New Legal Books were bought and are now housed in a lockable safe in the library and can be accessed on request by detainees.
14. A variety of new board games were purchased including "Mahjong" for Chinese detainees.
15. Detainee Reception is to be redecorated and re-furbished.

UKBA Changes

The On-Site UKBA Team have introduced a Charter Procedure whereby all detainees are seen individually and inducted before their Charter Flight regardless of when they arrive. (Many detainees on Charters arrive over the weekend before the flight).

A Charter meeting is held on the day of departure, led by G4S and UKBA, outlining what detainees on Charters can expect throughout the day, i.e. when they need to be ready, where they should convene and what to expect from the escorts and the coach journey.

UKBA lead on discussing what assistance is available to detainees in the countries they are returned to: e.g. YMCA, IOM and AGEF (in Afghanistan). UKBA also advise on an emergency fund available on the Afghan flight for those detainees who are destitute.

100% Welfare Check Procedure

1. Each week, UKBA carry out a 100% Welfare check of all the files for the detainee population to ensure that their case is progressing.
2. A monthly report should be served but if missing UKBA will make a point of seeing the detainee to carry out a welfare check.
3. UKBA made sure that the transition from the RMJ to the Legal Services Commission was seamless and that free legal services to detainees was not disrupted.
4. UKBA put up Mission Statements around the centre so that detainees will know what to expect from them.
5. The Customer Charter, which again outlines what detainees should expect from UKBA, is on the notice board by the immigration corridor and also in each interview room.

Section 7

7a) Detainee Concerns

Topics that have occurred most frequently in recorded conversations between IMB members and detainees

Requests to see a member of the IMB can be left in the designated box in one of the corridors but, in the deliberately relaxed regime of Tinsley House, detainees are free to walk around the building and can approach IMB members informally without the need for an application. This means that members do not know in advance what problems they will be presented with and must be ready to listen to, and where appropriate follow up, any request for help. As the table below will show, the most common topic is, naturally, the immigration situation of the detainee and length of time held in the detention system. This puts IMB members in the situation of having to explain that they cannot interfere with individual immigration cases, though they can sometimes offer reassurance by explaining situations or checking facts with the Immigration staff.

The second most commonly raised topic of concern to detainees is health and treatment. As a section of this report deals specifically with health matters it is not necessary to go into the subject here except to point out that the most frequent complaint by detainees as recorded is that they feel they are being 'fobbed off' with paracetamol whatever their problem. IMB members cannot, of course, make any judgement about the appropriateness of treatment but feel that this is an area where perhaps a more sympathetic approach from the staff of the clinic would be helpful.

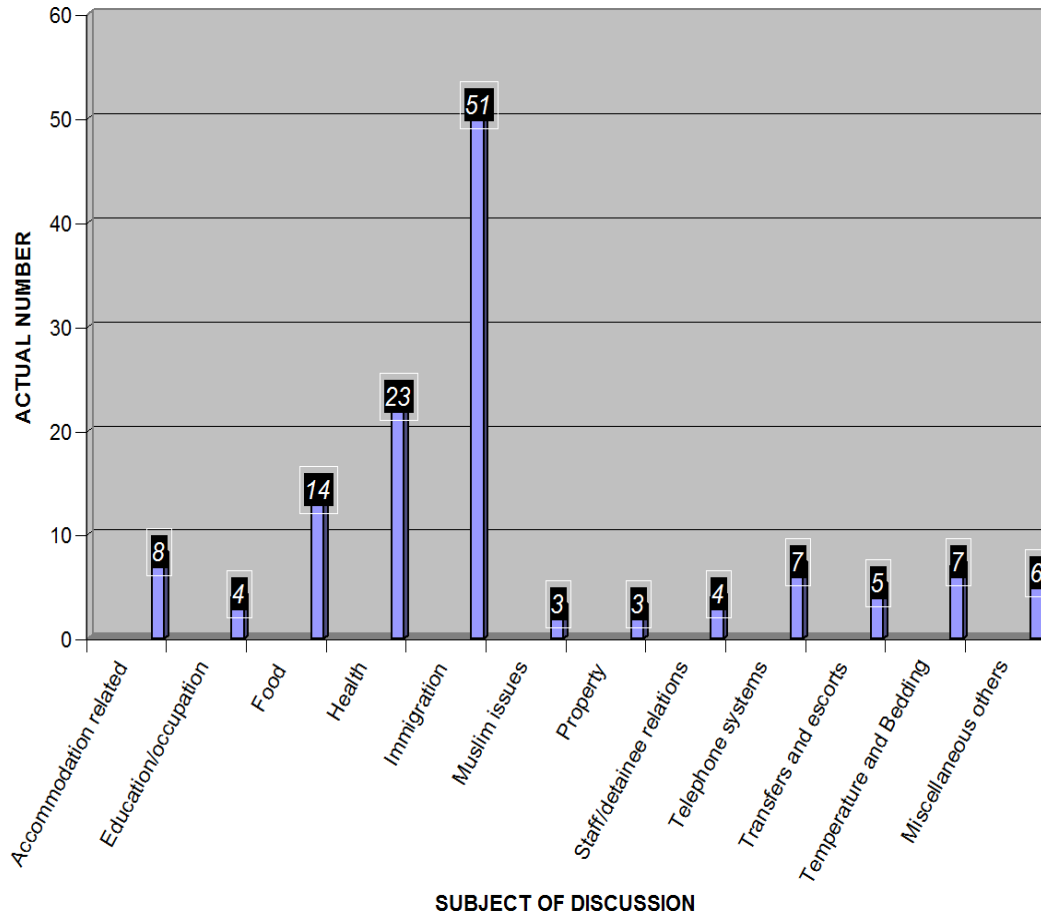
The third most frequent topic is that of food. This has come up frequently during the year. We recognise that in a population of such varied ethnic origins it is not possible to please all the people all of the time, but the IMB do take it seriously when complaints about the service or the quality (seldom the quantity) of the food become frequent. Management are of course constrained by the cost allocated but, as shown elsewhere in this report, the establishment of detainee consultative meetings, the employment of detainees in the kitchen and the introduction of a comments book in the refectory should all help to reduce the number of times detainees feel the need to bring up this topic with the IMB.

Other topics of concern raised by detainees are listed below, the most significant perhaps being complaints about the temperature at night during the very cold weather and requests for extra bedding. We understand that the temperature in the building cannot be rapidly altered to suit changes in the weather. However, there should be consistency in dealing with requests for extra bedding. We are told that it is available when needed but the weekly reports by IMB members on duty show that requests for it have not always been granted, with various reasons being given for refusal.

Despite the above comments, it is fair to say that during the year (and this is true of most years) very few detainees have complained to the IMB in any way about their treatment by the staff. In fact, people detained at Tinsley House clearly appreciate the interaction they

have with the G4S staff and credit should be given to senior managers for establishing and encouraging a firm but friendly and caring approach.

Topics that have occurred most frequently in recorded conversations between IMB members and detainees, as recorded in visit reports.



7b) The Work of the Independent Monitoring Board

Board Statistics

| | |
|---|---------------------|
| Recommended IMB Complement | 12 |
| IMB members at start of year | 7 |
| Number at end | 10 |
| Number of new members joining in period | 6 |
| Number leaving / Sabbatical | 2 + 1 on Sabbatical |
| Number of Board Meetings | 11 |
| Number of attendances at Board Meetings | 65 |
| Average number of attendances at meetings | 6 |
| Number of attendances at other meetings | 92 |
| Total number of all IMB attendances at Tinsley House | 157 |

NB: The above figures do not include members' attendance at National Conference or training courses. Neither does it include the many meetings the Chair attended outside Tinsley nor the substantial hours members spend at home undertaking preparatory work for committees and other meetings.

Recruitment Campaign

In the early part of 2010 our Board Development Officer organised a very successful Recruitment Campaign and we chose 6 new members from those interviewed. The new members attended their first Board Meeting in December 2010 and have been involved in an extensive induction and training programme. They are actively contributing to mentored rota visits and are already making their presence felt in the centre.

Glossary of IRC-Related Abbreviations

| | |
|----------------|--|
| ACDT | Assessment, Care in Detention & Teamwork |
| AMIMB | Association of Members of Independent Monitoring Boards |
| CM | Contract Monitor/ Centre Manager (see context) |
| CIO | Chief Immigration Officer |
| C&R | Control & Restraint |
| CRALO | Cultural and Race Relations Officer |
| CRALT | Cultural and Race Relations Team |
| DC | Detention Centre |
| DDU | Detainee Departure Unit |
| DCO | Detainee Custody Officer |
| DSO | Detention Service Order |
| DoH | Department of Health |
| DEPMU | Detention, Escorting, Population Management Unit (Immigration) |
| DPA | Data Protection Act |
| DSPU | Detention Services Policy Unit (Immigration) |
| EOO | Equal Opportunities Officer |
| GP | General Practitioner |
| HMCIP | Her Majesty's Chief Inspector of Prisons |
| IAA | Immigration Appellate Authority |
| IO | Immigration Officer |
| ILO | Immigration Liaison Officer |
| IS | Immigration Service |
| IAS | Immigration Advisory Service |
| ICD | Integrated Casework Directorate (Immigration) |
| IND | Immigration National Department |
| IMB | Independent Monitoring Board |
| IRC | Immigration Removal Centre |
| KPI/KPT | Key Performance Indicator/Target |
| LCD | Lord Chancellor's Department |

LEO Local Enforcement Officer (Immigration)

MO Medical Officer

Section 8

MODCU Management of Detained Case Unit (Immigration)

NAC National Advisory Council

NASS National Asylum Support Service

NC National Council

NHS National Health Service

NIA Nationality Immigration & Asylum

NRF National Refugee Council

NSA Non Suspensive Appeals

NSPCC National Society for the Prevention of Cruelty to Children

OSG Operational Support Grade

PE Physical Education

PSO Prison Service Order

R&C Requests & Complaints

RASP Raised Awareness Support Plan

RC Removal Centre

RDs Removal Directions

RCU Residual Case Unit

RFA Removal from Association

RRLO Race Relations Liaison Officer

RRMT Race Relations Management Team

ReSCU Removal Supervision Co-ordination Unit

SASH Suicide and Self-Harm

SDCO Senior Detainee Custody Officer

SFT Superfast Track Appeals

STANA Superfast Track & Non Suspension Appeal

TA Temporary Admission

TC Temporary Confinement

TR Triennial Review of Members by Chair

VC Visiting Committee (Previous name for IMB)

Gold Commander Headquarters controller for serious incidents

Silver Commander Person in the establishment in charge of serious incidents

Bronze Commande Local Sub-Commander for serious incidents

Operation Tornado System to provide extra staff and resources for serious incidents

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