

ANNUAL REPORT

2014



Independent Monitoring Board

COLNBROOK

IMMIGRATION REMOVAL CENTRE

NOW PART OF HEATHROW IRCS

1. STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in immigration removal centres.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority, as it judges appropriate, any concern it has.
- (3) report annually to the Secretary of State on how far the immigration removal centre has met the standards and requirements placed on it and what impact these have on those held in the Centre.**

To enable the Board to carry out these duties effectively its members have right of access to every detainee and every part of the centre and also to the Centre's records.

This report has been produced to fulfil our obligation under (3) above. It should be seen as a sequel to our reports for 2005, 2006, 2007, 2008, 2009, 2010, 2011 2012 and 2013. This will be the last report produced for Colnbrook IRC, as this now forms part of the cluster of IRCs known as Heathrow IRCs.

Independent Monitoring Board at Colnbrook IRC

Annual Report 2014

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3. DESCRIPTION OF COLNBROOK IMMIGRATION REMOVAL CENTRE

Colnbrook Immigration Removal Centre (CIRC) is situated about two miles away from Heathrow airport, and adjacent to the Harmondsworth IRC, lying back just a couple of hundred metres north of the Colnbrook-bypass section of the main A4 dual carriageway. CIRC was operated by SERCO with healthcare provided by SERCO Healthcare up to 31 August 2014, thereafter CIRC has been operated by MITIE Care & Custody, with healthcare provided by Central & North West London NHS Foundation Trust.

The Centre was built so that difficult male detainees from the whole detention estate could be managed with close supervision and care, and at first sight the three storey accommodation unit, with its four separate blocks, is reminiscent of a category B prison.

The building contains a separate section which was originally designed as a Short Term Holding Facility (STHF) which contains 50 double rooms. These rooms were de-designated as a STHF in 2012 although the original design of the Centre means that they continue to be physically separate from the main IRC units.

The secure unit has twelve single rooms and there are a further four single rooms on the 2nd floor which have evolved into an Assessment & Integration Unit (AIU), which houses vulnerable detainees who are being assessed before integration into CIRC.

The CIRC building complex now provides accommodation for 381 male detainees and 27 female detainees in a STHF. Accommodation in the main part is arranged in twin rooms, eleven on each of the three floors of each of four units. All rooms have toilets and washbasins and each block has adequate shower and laundry facilities. Each room is provided with a television set with a large number of channels to choose from. Most detainees have use of their own mobile phones and all have access to payphones. Except at night the detainees are at liberty to move around in their blocks, and at prescribed times of the day detainees have free flow access to the facilities on the 1st and 2nd floor, which include IT facilities, and share office and lobby facilities with the adjoining block. There is a Female Unit called Sahara Unit (SU) with (27 beds), which is situated on the top floor of the separate Reception and Visitors block, and has a more relaxed regime than the main units including direct access to IT facilities. There are 50 double rooms in the former STHF block, these have bunk beds, toilets and showers in each room, and TV sets. The ground floor is designated as a First Night / Last Night Unit (FN/LN), and the upper two floors are designated as an Induction Unit (IND). These rooms are much smaller and cramped than the rooms in the main blocks. Access to the main activities corridors in the Centre for SU and IND is only available under escort, although once on the activity corridors detainees have free access to all the facilities.

While the total capacity of the Centre in the reporting period was 408, the turnover has remained high and number of detainees passing through is averaging just over 1300 per month, in the last quarter of 2014.

4. EXECUTIVE SUMMARY AND RECOMMENDATIONS

This is the tenth report from the Independent Monitoring Board of Colnbrook IRC, covering the year 2014 and on the whole, it is a positive one. There is no doubt that the change to both operator of the Centre, and the Healthcare provider from the 1 September, has resulted in some disruption to the smooth running of the centre, which is not surprising given the substantial consultations with staff through the TUPE process and subsequent changes to working practices at the centre. There has been a substantial turnover in staff due to the implementation of a voluntary redundancy programme and a lot of experience has been lost due to this process. At the time of writing this report, a recruitment process is underway to address staff shortages but it will be a few months yet before the staffing situation is stabilised.

The effectiveness of the IMB has been enhanced by the strong working relationship established with the management of Serco, MITIE, Central & North West London NHS Foundation Trust and Immigration at CIRC, and we continue to be impressed by the quality and dedication of most of the staff at CIRC.

4.1. Progress of Recommendations made in the 2013 Annual Report

The Board found it encouraging that there was a formal response to our 2013 report from the Minister. An action plan was put in place by Immigration to address our recommendations and the Board were encouraged that this was undertaken promptly.

The Board were a little disappointed that 30% of our recommendations were rejected by Immigration, and in the Board's opinion, some of these matters remain a concern, particularly the lack of independent review of cases exceeding a year in detention, and missed hospital appointments. Of the recommendations accepted there has been good progress on 71% of the recommendations raised in our previous report which are now considered either resolved or improving. However, the Board have been disappointed in the lack of progress on our recommendations relating to Disabled facilities in the centre and the length of stays in the Induction Unit; see Appendix 1 for further explanation. Recommendations are repeated in this report where the Board feels that the issues continue to represent a significant concern.

2. Recommendations in this report

The recommendations set out below follow the sequence in sections 5 & 6. The order in sections 4.2.1, to 4.2.4 does not indicate any order of importance. The Board views all these recommendations as being significant.

2.1. Recommendations to the Minister of a Policy Nature

1. *The Board raised concern in our 2012 & 2013 Annual Reports about the long periods that some detainees are held in detention. The reduction in the number of detainees being held for more than 12 months in detention observed in 2013 has been partially reversed in 2014, at CIRC, 25 continue to be held in detention in excess of one year at the year end and the Board feels the arrangements for review of detention still need to be strengthened further. **The Board recommends that the Minister ends the practice of indefinite detention by establishing a mechanism independent of the Immigration Department, to review all cases exceeding 1 year in administrative detention, with legal aid being provided for detainees so that they may be properly represented at the review.** (Section 6.1)*

2.2. Recommendations for Immigration

2. *As reported in previous years, the facilities at CIRC for physically disabled detainees are inadequate. **The Board recommend that Immigration either install suitable facilities for disabled detainees at CIRC or alternatively, ensure that disabled detainees are not held at CIRC.** (Section 5.1);*
3. *The Board raised this issue in our 2012 & 2013 Annual Reports, and remain concerned that the time taken to house detainees, whilst improving, still remains excessive for male detainees. **The Board recommend that there should be an agreed service level to house detainees within their accommodation within 90 minutes of arrival at CIRC.** (Section 6.3);*
4. *There have been serious failings in the complaints system in 2014. **The Board recommend that the Complaints review underway is completed as a matter of urgency, and that the Complaints Process is adequately resourced to ensure that Complaints are fully and impartially investigated with a quality review and supervision of responses by the Home Office.** (Section 6.5);*
5. *The Board raised this issue in our 2012 & 2013 Annual Reports, and remain concerned that detainees are being housed for extended periods in accommodation that is not suitable for anything other than short term stays. **The Board recommend that cumulative stays in FN/LN and Induction units at CIRC should not exceed 7 days.** (Section 6.6);*
6. *The change in contractor has resulted in significant staffing issues at CIRC, and it is not clear whether these are the result of an inadequate staffing profile built into the new contract or initial teething problems caused by changes in working practices and substantial staff turnover. **The Board recommend that the Staffing Levels / Operational Model is reviewed by Immigration after 6 months of operation to ensure that it is adequate for the safe and efficient running of the Centre and the welfare of detainees.** (Section 6.7);*

2.3. Recommendations for Immigration and Centre Manager

7. *This concern was raised in our 2012 & 2013 Annual Reports, the improvement observed in 2013, has not been sustained in 2014, and missed hospital appointments continue to occur on a regular basis, be it at relatively low levels. **The Board recommend that Hospital Appointments are given a higher priority when scheduling operational activities, to ensure that the missed appointments are eliminated.** (Section 5.3);*
8. *During 2014, a new contractor has taken over the running of the centre, and as a result of the new contract there has been a significant reduction in the number of paid work opportunities at the centre. This appears to be a contractual obligation imposed by Immigration, and the Board believe that this is counter-productive. **The Board recommend that the number of paid work opportunities are increased, as these provide a positive impact both on the detainees' welfare and also on the cleanliness and smooth running of the centre.** (Section 5.4);*
9. *It is becoming increasingly apparent that as the building ages there are more significant failures emerging in the facilities at CIRC. **The Board recommend that there is a greater focus on maintenance of the fabric of the building and the services supporting the building with an approved maintenance plan agreed with Immigration each year as the building ages.** (Section 5.7);*

2.4. Recommendations to Healthcare Provider

10. *The access for detainees to see a doctor during 2014 has deteriorated and this is a significant cause for concern for both detainees and the Board. **The Board recommend that Healthcare review their appointments and initial assessment processes to minimise the elapse times for detainees to see an appropriate medical practitioner.** (Section 5.3)*

5. AREAS OF GENERAL INTEREST

5.1. Equality and Inclusion

The detainee population at CIRC is multi-national and has a wide variety of different needs in relation to food, religion and culture. CIRC has dedicated staff focussing on Race Relations, Welfare and Religious issues who are based within the areas of the Centre accessible to detainees for advice and support, and are very much valued by the detainees.

CIRC provides worship facilities for the main religious observations. The Mosque is a well-used facility, with approximately 50 – 60% of the detainee population observing Islam. The full time Imam completes a number of prayers each day, all of which are well attended. The Friday Prayers take place in the Sports Hall and are popular with the Muslim detainees. The Christian Chapel has been refurbished with a revised seating area and quiet prayer space. A number of services are conducted each week in both the Anglican and Catholic traditions. Access to these services have been improved during the year. The Gurdwara continues to be well used, and the part time Sikh and Hindu faith leaders continue to be very visible around CIRC. Under the previous management there was a separate Faith & Culture room where the various faith leaders were based. This has now been closed and is being refurbished as a Welfare Surgery area. The Faith Leaders have now been provided with an office outside the detainee areas, and are instead patrolling around the units which is increasing the visibility of the wider Faith team.

CIRC employs a diverse workforce who can communicate in a wide range of languages with the detainees and the induction training is thorough and extensive including, for DCOs, an explanation of the role of the IMB. Staff, detainees or Board members can also request use of the language line facility if there are no staff available who can communicate effectively in their native tongue.

CIRC recommenced a Cultural Kitchen in February 2014. This facility enables detainees to cook their own meal and then share this with their friends amongst the detainee population. The facility continues to be very popular with detainees and there is a long waiting list to use the facility.

As reported in 2013, the Board continue to have concerns around the housing of physically disabled detainees in CIRC. There is only one designated room for use by physically disabled detainees on the ground floor of Charlie Unit. This room does not contain facilities specifically designed for wheelchair users. Detainees with physical disabilities have been housed in other rooms around the Centre, particularly on Rose Unit, and their needs cannot be fully catered for in these facilities. One detainee with a broken leg, was asked to climb stairs to access appropriate bathing facilities in the Healthcare in-patients facility on the 2nd Floor. Unfortunately the detainee fell on the stairs and had to be admitted to hospital.

If Immigration intend to detain individuals with physical disabilities at CIRC, it is imperative that appropriate facilities are provided that enable the detainees full access to the regime and to be treated with respect and dignity during their detention.

The Board recommend that Immigration either install suitable facilities for disabled detainees at CIRC or alternatively, ensure that disabled detainees are not held at CIRC.

Overall there is a good focus on equality and inclusion within CIRC, and the proportion of issues raised with the IMB during the year has decreased from 5.4% in 2013 to 2.9% in 2014.

5.2. Education, Learning and Skills

The facilities provided at CIRC are predominantly geared towards providing a variety of activities for detainees, including some opportunities to learn and develop certain skills if they so wish.

CIRC provides regular ESOL classes, which attract a steady stream of detainees. Courses are also run on IT, particularly on the use of spreadsheets and word processing, which are greatly appreciated by detainees. There are excellent Arts & Crafts facilities at CIRC, a Music Room, and a “Uncle Bucks” games room which are all well utilised by detainees.

There is a small garden area within the Centre which detainees help to maintain, and particularly in good weather offer them a pleasant opportunity to work in the fresh air.

CIRC provides Internet access for detainees, although the use of Social Media, such as Facebook, is not allowed. These facilities are provided in a dedicated room on the activities corridor and well used by detainees both to access information that is relevant to their situation and also to keep in touch with family and friends via e-mail. Rotas are operated so that all units have access to the Internet each day. The Induction Unit has a small number of dedicated PCs available on similar time frames to those on the main 1st Floor activities corridor and the Sahara Unit has dedicated facilities, which are available for longer periods.

These facilities are generally well run, although since the change in contractor the facilities have been less available due to staff shortages. The IMB have experienced only a few issues relating to Education and Activities (less than 2% in 2014) and these are easily resolved.

5.3. Healthcare and Mental Health

Healthcare was provided on site by SERCO Healthcare up to the end of August 2014, and thereafter by Central & North West London NHS Foundation Trust. The Board welcome the change in commissioning arrangements with NHS England taking on the responsibility with effect from 1 September 2014.

All detainees are seen by a doctor within 24 hours of arrival at CIRC unless they refuse to do so and sign a disclaimer. There are good facilities for confidential consultations with detainees by healthcare staff in the Reception areas and the Healthcare Centre.

CIRC has a small in-patient facility, with six beds, to care for more serious medical conditions. Obtaining bed spaces externally in NHS hospitals for more complex cases than the Centre is equipped to deal with works reasonably well for general medical conditions, it is more difficult to obtain bed spaces for more serious mental health conditions.

Once in CIRC if detainees need to consult a doctor, they have to request an appointment with Healthcare by making a written application. The IMB regularly come across cases where detainees experience difficulty in accessing the Healthcare service. All applications to Healthcare are screened by Triage Nurses to assess whether or not the detainee needs to

see a Doctor. Whilst a Doctor attends CIRC every day, the availability of appointments is fixed, so Healthcare will prioritise on the basis of clinical need and do recognise that for less urgent clinical needs it can take up to two weeks to see a Doctor.

This issue has continued throughout the year, although it has become more pronounced since the change of Healthcare provider, see explanation below.

The change in Healthcare provider from 1 September had a serious impact on the provision of the healthcare service with a jump in the average number of applications from detainees from 6 per month in the first 8 months to 14 per month in the final 4 months of the year. This was because the new provider had to undertake a restructuring of the service provision, and it was not feasible to make appointments to new positions quickly due to the nature of the security clearance processes that affect the IRC. It was also discovered that some of the existing healthcare staff, did not have all the requisite clearances so they were also not available in the short term. Whilst the position is now starting to stabilise it is still too soon to conclude whether the new service is achieving the requisite level of healthcare provision.

The Board recommend that Healthcare review their appointments and initial assessment processes to minimise the elapse times for detainees to see an appropriate medical practitioner.

The new healthcare provider is installing a new computer system SystmOne which will have many benefits, including the automation of appointments, but also access to medical records for detainees across the NHS.

The Board have been impressed with the new healthcare providers understanding of the clinical needs of the population detained at CIRC, but until the resourcing constraints have been eliminated it will not be possible to assess whether the service provision is adequate for the needs of the centre.

Another recurring theme throughout the year has been the difficulty for detainees in obtaining hospital appointments outside CIRC and in keeping those appointments. There are operational limits imposed on the operators of the Centre on the maximum number of outside escorts they can support on a day to day basis, and these can result in hospital appointments being cancelled at short notice if more important operational requirements arise. The impact on detainees of these cancellations can be significant as it increases their anxiety about their medical condition.

The Board recommend that Hospital Appointments are given a higher priority when scheduling operational activities, to ensure that the missed appointments are eliminated.

There continues to be a high level of concerns raised with the IMB by detainees in relation to healthcare matters: around 21% (19% in 2013), the second highest category of concern raised with the IMB. However, in the last 4 months of the year healthcare accounts for 26% of the concerns raised and is the highest category in that period. This does suggest that the service has suffered significantly as a result of the changeover in healthcare provider, and some of the lessons learnt from this need to be built into future changes in service providers.

5.4. Purposeful Activity

There are opportunities for paid work in CIRC, which includes serving food at meal times to other detainees, some food preparation work in the Kitchen, cleaning duties on the units,

laundry attendant duties on the units, and decorating duties around the Centre. The opportunities for paid work have been subject to review since the new contractor took control of the Centre, and this has resulted in a reduction of the number of opportunities. This did initially impact on the cleanliness of the centre, with no paid work to clean the dining areas on units after the lunchtime serving.

All of these duties are primarily aimed at giving detainees something to do rather than developing their skill sets, and only basic instruction is provided. Nevertheless, the detainees do value these opportunities to work and earn a small sum of money. They provide an opportunity for the detainees to feel they are doing something worthwhile and the work undertaken is generally beneficial to the look and feel of the centre.

The Board recommend that the number of paid work opportunities are increased, as these provide a positive impact both on the detainees' welfare and also on the cleanliness and smooth running of the centre.

The range of activities provided in CIRC does enable all detainees to pursue activities that they find interesting, including, Arts & Crafts, Music, IT, and physical activities in the Gym and Sports Hall. There is always a good atmosphere on the activities corridors in the Centre, and this is greatly assisted by housing the Unit Offices on the first floor landings between two units, where detainees have access to DCOs and fax machines.

5.5. Safer Custody

The Assessment, Care in Detention, and Teamwork (ACDT) procedures have applied to CIRC throughout the year. Since the change in contractor the procedures have been centralised under one DCO, and a Daily Briefing Sheet is now issued on the Colnbrook site. The Board are impressed with both the process and documentation applied in CIRC.

The numbers of ACDTs raised and closed during the month are reported to each IMB Board meeting and the trends have remained relatively stable throughout the year, with an average of circa 20 each month, most for relatively short periods.

5.6. Segregation, Care and Separation, Close Supervision

CIRC maintains six Rule 42 rooms (Temporary Confinement) and six Rule 40 rooms (Removal from Association) to accommodate detainees who need to be segregated for any reason.

During 2014 the IMB has continued to operate a weekly "On Call" Rota that is notified in advance to CIRC. The IMB receives telephone notifications from the duty Operations Manager to inform them of any movements into R42/R40.

The IMB member "On Call" endeavours to visit all detainees confined to R42 for over 24 hours on the same day, and will visit a sample of detainees taken into R40.

The average stay in R42 is around one day and this regime is used sparingly. The average stay in R40 is between one and two days, this regime being used more extensively. Notwithstanding these relatively short averages, there have been detainees who have been held in R40 for extended periods during the year, these have included some cases of dirty protest, and some cases who have previously disrupted their removal directions being housed in R40 ahead of being served with removal directions to reduce the risk of them secreting razor blades.

Since the new contractor has taken responsibility for both the Colnbrook and Harmondsworth sites, a change has been implemented where any detainees who are subjected to R40/42 on the Harmondsworth site, which cannot be reintroduced to the normal regime the same day, will be transferred to the Colnbrook R40/42 unit. This inevitably leads to an increase in the use of these facilities at CIRC.

5.7. Residential Services

Generally the Accommodation at CIRC is of a good quality, and is well maintained. As part of the handover of the contract, Serco undertook a redecoration of the entire centre in order to bring the facilities to a good standard. Nevertheless, the facilities are now reaching an age where periodic breakdowns and failures are inevitable.

The design of CIRC creates a number of issues for detainees, particularly the lack of fresh air as there are no opening windows throughout the centre. The heating and air flow is provided via a ducting system into all rooms, so it is not possible to regulate the temperature at an individual room level. The mesh vents can become clogged and need to be cleaned regularly, and detainees do sometimes block vents into their rooms, which interferes with the flow of air/heat in CIRC. These issues are magnified when there are extremes of weather, in particularly cold or hot spells, although at other times the situation is acceptable. In the summer months roof vents can be opened on the units to increase the flow of fresh air in the centre. The Board acknowledge that during cold spells that CIRC do issue additional bedding to detainees on request and use portable heaters in the most badly affected areas of the building.

The Laundry rooms are another area of frequent complaint as there are regular failures in laundry equipment. Each of the four residential units is equipped with 2 washing machines and 2 dryers, which aim to provide laundry facilities for 66 detainees on each unit. The machines installed are essentially household appliances and are not really designed for the constant use they are subjected to in CIRC, and it is therefore inevitable that they will fail on a regular basis.

During the year there were issues reported by the IMB during 4 months, and two of these resulted in the Laundry Room on a unit being closed for a significant period so that two units, 132 detainees, had to share just two washing machines and dryers. This inevitably causes difficulties for the detainees.

There have been a number of major failures in the equipment at the Centre during 2014, including chillers for the air conditioning which took a significant time to replace during the summer months. These types of failure have a major impact on the operations of the centre when they arise. The IMB have also noted that more minor repairs are taking longer to

resolve than had previously been the case which suggests that there is an increasing level of minor repairs across the centre.

The Board recommend that there is a greater focus on maintenance of the fabric of the building and the services supporting the building with an approved maintenance plan agreed with Immigration each year as the building ages.

Towards the end of the year there were some concerns around the general cleanliness of the centre, this was connected with a reduction in the number of paid work opportunities for detainees and the general stretch on staff resources due to absenteeism and vacancies.

Accommodation issues have significantly deteriorated during the year rising from the seventh highest category of issue raised with the IMB during 2013 to the highest category this year at 33.3% (6.5% in 2013). The main driver for this increase has been the significant lengths of stay in the Induction Unit, which is covered in more detail at 6.6 below,

The Board receive a steady but stable number of complaints in relation to the food provided at CIRC. In our regular tasting of the food available at CIRC we generally find it to be of a good quality. The issues raised by detainees largely revolve around the different individual tastes of certain ethnic groups; that the menus are repetitive and choices somewhat limited; and particular dietary needs that they feel are not being met.

CIRC has operated a pre-select menu throughout 2014, which enables detainees to select their meals for the week ahead. The menus provide up to 4 choices per meal at lunch and dinner, including vegetarian options. The weekly menus do rotate on a monthly cycle.

Overall the Board are satisfied with the catering facilities available at CIRC and the quality of food provided, whilst acknowledging some difficulties that have arisen during the year.

The food issues raised with the IMB during 2014 at 7.8% (2013 7.4%) is stable when compared to previous years. However, there was a spike in complaints shortly after the new contract commenced, where the vegetarian detainees were very unhappy with reduced choices they were being offered. This issue was quickly resolved.

6. AREAS OF SPECIFIC CONCERN FOR THE BOARD

The following areas have been recurring themes noted from the Board's activities during 2013.

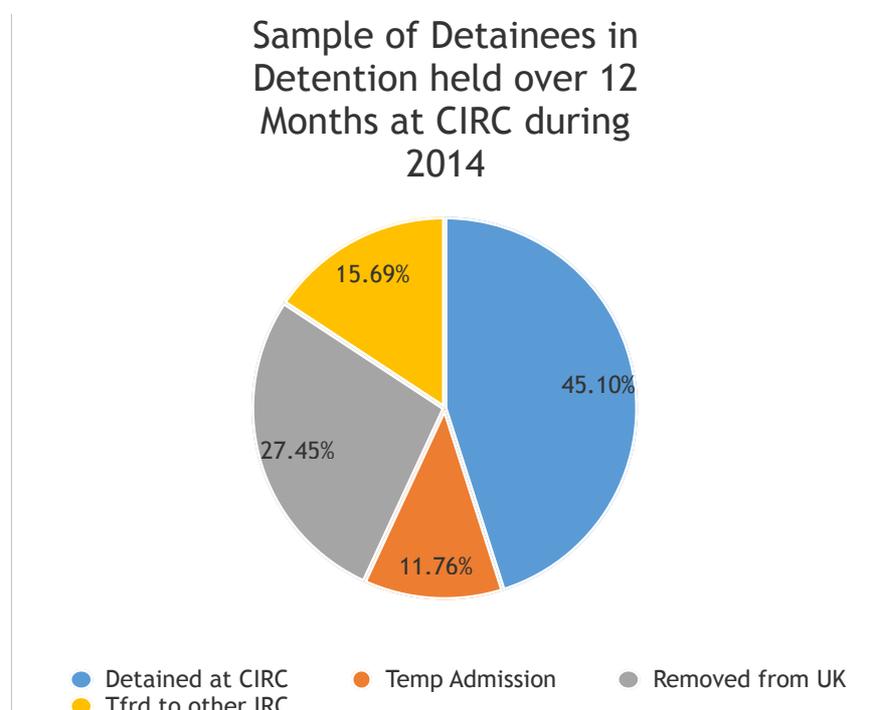
6.1.Length of Detention

The Board have raised this issue in our previous six Annual Reports and made recommendations which have been acknowledged as relevant in principle, although our 2013 recommendation to establish an independent review mechanism was rejected by the Minister. Having seen positive progress to reduce the number of detainees held at CIRC during 2013, with stays in excess of 12 months in detention, the Board are disappointed that there has been some deterioration in 2014, with the numbers increasing again. This reversal

of the improving trend noted in the previous year, adds further weight to the Board's concerns that there should be some independent external review of detention cases that exceed 12 months.

The Board were disappointed that the reporting instigated by Immigration in 2013 to provide a list of detainees resident at CIRC who had been in detention in excess of 6 months at the end of each month, was suspended without explanation between April and August 2014. Whilst this reporting has been reinstated since September 2014, it is a concern that previously agreed reports can be suspended without any prior warning and makes the role of monitoring the centre more problematic. The Board welcome the provision of this information which enables the identification of potentially vulnerable individuals.

The Board has undertaken an analysis of the 51 individuals reported in these reports, who had been held in detention in excess of 1 year. It has reviewed the Detention Management System (DMS) at CIRC operated by MITIE and updated by MITIE staff to identify the reason for discharge from CIRC. The Board acknowledges that this information has not been verified by the Home Office. The following chart shows the breakdown: -



The chart demonstrates that 45.10% (13.75% in 2013) remain in detention at CIRC, a further 15.69% (25% in 2013) have been transferred to other detention centres, and for these individuals we have no information as to whether they remain in detention or not. Immigration have successfully removed 27.45% (25% in 2013) from the UK, and 11.76% (36.25% in 2013) have been granted Temporary Admission to the Country. These figures appear to confirm that similar numbers to 2013 are being removed from the UK, but fewer people are being granted Temporary Admission and the numbers becoming trapped in the detention estate are on the increase again.

The Board are disappointed to note that the numbers of detainees held at CIRC who have been in cumulative detention for over twelve months has increased by two thirds to 25 at the end of the 2014, which reverses most of the improvement noted in 2013. The average time held in detention of the sample reviewed in 2014, has also increased to 631 days for those remaining in detention, compared to 550 days in 2013, which also suggests that there has been a deterioration in the progression of these more difficult and complex cases.

The Board remain concerned that there is a minority of detainees within the Immigration Detention Estate who are being held for excessive indeterminate periods, and this may have a detrimental effect on their mental health. At the end of 2014, a detainee held at CIRC had been in detention for over 3 ¼ years. This situation is most certainly not in the best interests of those being detained. Moreover, there is clearly a considerable cost incurred to keep individuals in detention and the current approaches may not be delivering the best value for money for the taxpayer.

In our previous two Annual Reports the Board has recommended that a review mechanism should be established that is independent of the UK Immigration authorities to ensure that continued detention when cases exceed 12 months remains appropriate. These recommendations have been rejected

Immigration have responded that they have already established a National Detention Review Panel to review all enforcement cases detained over a specified time period on a four weekly basis. According to Immigration this will act as an expert and impartial panel to unblock problems and make the decisions around the maintenance of detention. The issue is whether this mechanism is truly independent, whilst the Board accept that it is independent of the case-working teams, the authority to continue detention is not being independently tested by anyone not employed by the Immigration authorities, and therefore lacks transparency and independence. For the avoidance of doubt, the Board are not recommending that detention over 12 months should not be allowed, but rather that the small minority of cases that reach this milestone should be subjected to an independent review outside of the Immigration authorities to ensure that the detention remains appropriate. This would add an important safeguard to ensure that indefinite detention cannot arise without appropriate due process.

The Board are also concerned that recently introduced restrictions on the availability of legal aid for Immigration cases, has greatly reduced the ability of detainees to challenge their continued detention through the courts, so any independent review mechanism established should provide detainees with access to legal aid in order to properly represent their position.

The Board recommends that the Minister ends the practice of indefinite detention by establishing a mechanism independent of the Immigration Department, to review all cases exceeding 1 year in administrative detention, with legal aid being provided for detainees so that they may be properly represented at the review.

6.2.Night Time Movements

In our previous four annual reports we have commented upon concerns with the night time movements at CIRC. The largest category of night time movement continues to be removals through Heathrow Airport. During the month of July 2014, the IMB analysed all the departures and arrivals at CIRC to ascertain the extent of Night Time Movements. For the purposes of this report, the Board has used the time of lockdown within CIRC between 10pm and 8am the following morning as the night time state. The Board understand that DEPMU use a more constrained timeframe of 11pm to 6am, for their own measurement purposes of Night Time movements. The reality for detainees is that movements between 10pm and 8am will entail them being disturbed during what they would consider to be the night time state.

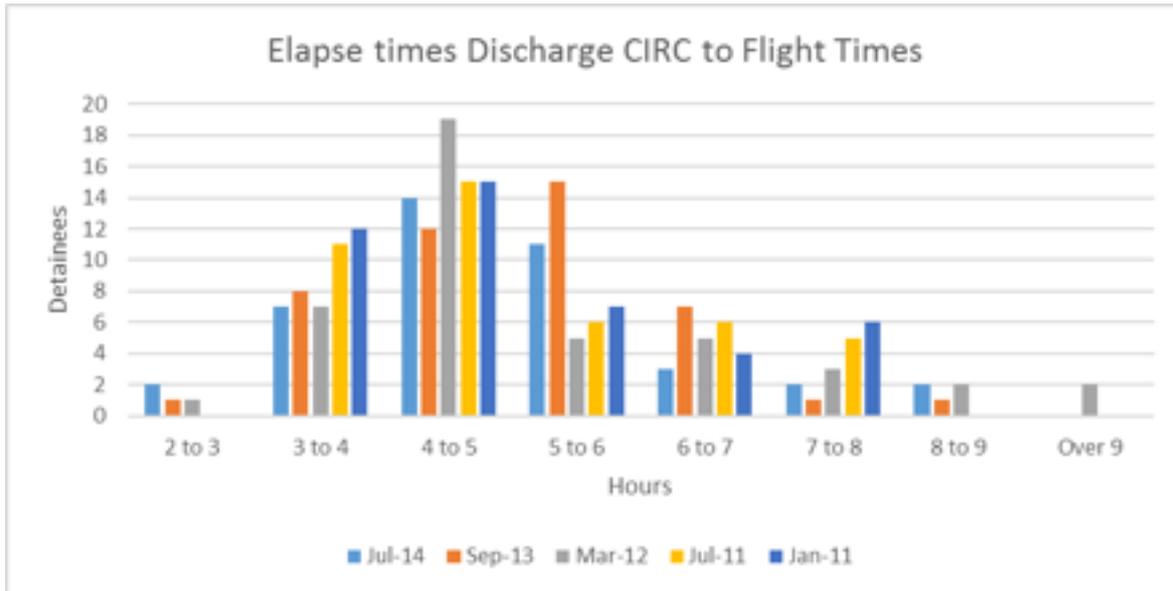
The following table summarise the departures from CIRC by reason of the discharge as recorded in the Custody Management System (CMS) at CIRC operated by SERCO, (the Board acknowledge that the Home Office have not verified the information contained in this system): -

Summary Discharges - July 2014				10pm to 8 am	
	All Discharges	Category by % of All	Night Discharges	Category by % of Night	Night as % of All
Bail/Court Hearing	41	4.16%	4	1.56%	9.76%
Transfer to Prison	29	2.94%	5	1.96%	17.24%
Hospital Visit	54	5.49%	4	1.56%	7.41%
Interview Offsite	87	8.83%	4	1.56%	4.60%
Charter Flights	36	3.65%	0	0.00%	0.00%
Removal Directions	425	43.15%	205	80.08%	48.24%
Temporary Admission	65	6.60%	0	0.00%	0.00%
Transfer to IRC	248	25.18%	34	13.28%	13.71%
Total	985	100.00%	256	100.00%	25.99%

Night time moves account for almost 26% of all discharges from CIRC, and this level of discharges is a reduction from the previous monitoring in September 2013 of circa 30%.

The removal directions category is the largest reason for night time moves by some distance, and the vast majority of these are through Heathrow Airport which is located close to CIRC. The only other significant reason for night time moves is transfers to other centres, and these two categories are now considered in more detail.

Of the night time moves, 80% (69% Sept 2013) of these moves related to Removals from the UK, and the timing will be largely dictated by the times of flights from Heathrow Airport. In order to test this hypothesis a sample of discharges to Heathrow airport were investigated with the assistance of Immigration Staff to ascertain the flight times that were related to these discharges, and the results of this sample of 41 flights from July 2014, were compared with previous samples taken over the last few years. The following chart outlines the results of this sample.



The SLA that Tascor are working to with Immigration, is that detainees will only be brought to the airport a maximum of 5 hours before their flights. As the measurement used here is the time of departure from Colnbrook, compared to the flight time, it is likely that those falling in the 5 to 6 hours category would probably meet the SLA as the van drivers would be in a position to determine when they arrive at the airport. Nevertheless, from a decency point of view the detainee will have been disturbed some 30 minutes prior to these departure times in order to go through the discharge process. From the above analysis, it would appear that there has been some marginal improvement in the length of elapse times since the September 2013 sample, although the number of exceptional outliers has increased with 4 (10%) of the sample exceeding a 7 hours elapse time, compared to 2 in September 2013.

The conclusion from this sample is that these night time moves are unavoidable if the removals are to be effectively executed. There would be some potential to reduce night time moves if the maximum of 5 hours before a flight was reduced, but Immigration maintain that this would increase the risk of failed removals due to flights being missed.

The next most significant discharge category in the table above, accounting for nearly 13.25% of night time moves (34 movements), were transfers to other IRCs which were initiated during the night time. This category has reduced significantly from September 2013 when there were 64 movements, and this reduction is welcomed by the Board. Further analysis of the transfers to other centres has been undertaken and is set out in the table on the following page.

Summary of Transfers to Other Centres - July 2014

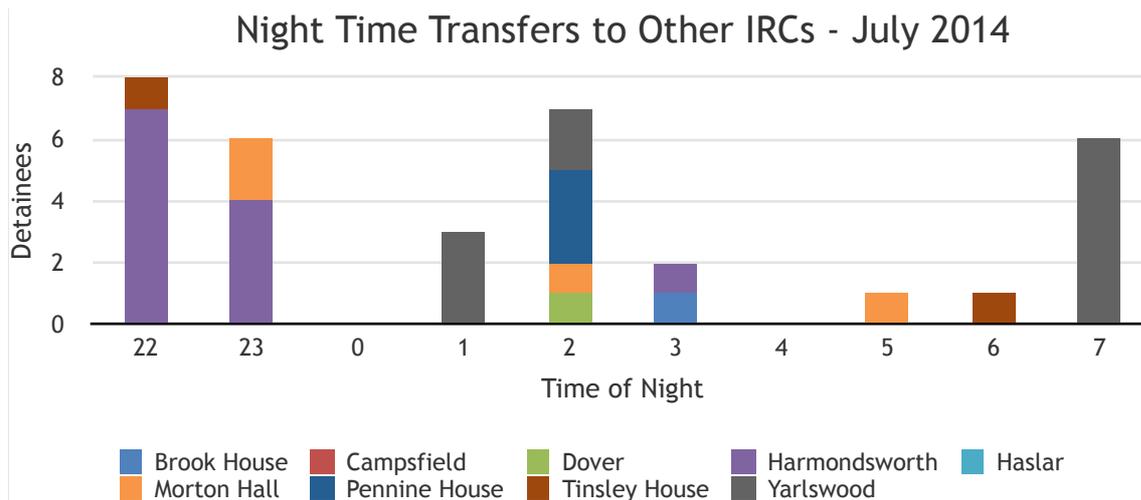
	All Moves	Night Moves	All Moves	Night Moves	Night %
Brook House	5	1	2.05%	2.94%	20.00%
Campsfield	12	0	4.92%	0.00%	0.00%
Dover	17	1	6.97%	2.94%	5.88%
Harmondsworth	26	12	10.66%	35.29%	46.15%
Haslar	18	0	7.38%	0.00%	0.00%
Morton Hall	28	4	11.48%	11.76%	14.29%
Pennine House	6	3	2.46%	8.82%	50.00%
Tinsley House	3	2	1.23%	5.88%	66.67%
Yarlswood	129	11	52.87%	32.35%	8.53%
Total	244	34	100.00%	100.00%	13.93%

This is greatly improved picture since the last sample was taken in September 2013. The moves between CIRC and Harmondsworth, largely occur between 10pm and midnight. These moves will be assisted by the new contract that came into force from 1 September 2014, where there will be one contractor managing both sites, and the IMB's understanding is that internal moves between the two centres can be undertaken by the new contractor MITIE Care & Custody, without involving DEPMU directly. The IMB would expect that such moves would not be undertaken during the Night Time.

As with the previous sample in September 2013, the other main IRC that receives transfers during the night is Yarlswood, and this reflects the need to move females to a better environment. The vast majority of these moves occur between 7 & 8 am in the morning, so would arrive at Yarlswood during the day time state.

The Board recognise that DEPMU only regard movements during the period 11pm and 6am as being night time movements, if this shorter timeframe is applied to July 2014, then the number of night time moves between IRCs would reduce from 34 to 19.

The following chart shows the distribution of transfers from CIRC across the night time state



This is a greatly improved position since 2013, which the Board welcomes

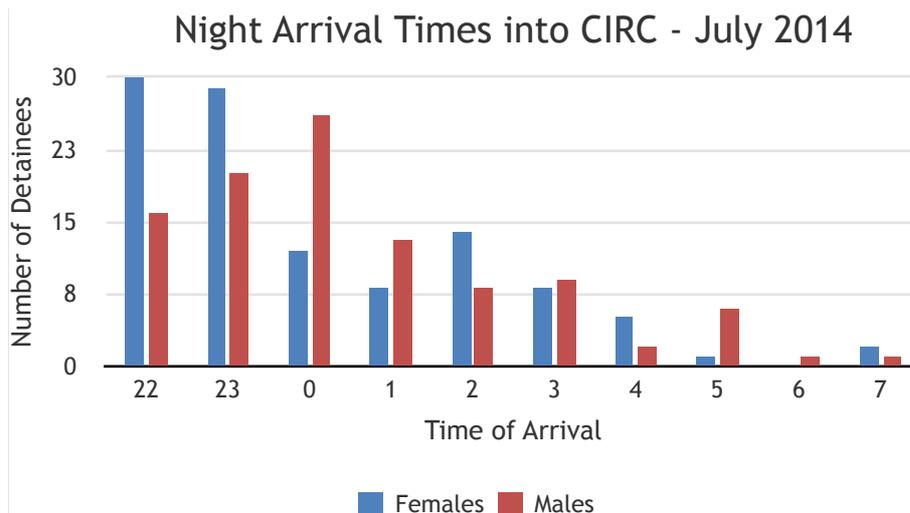
There is not the same information recorded in CMS on where detainees arriving at the CIRC have come from. This analysis is therefore restricted to an analysis of arrival times, to establish those arrivals that have occurred during the night state. The analysis has been broken down between Males and Females to ascertain if there is any different pattern between the genders.

Gender	All Arrivals	Night Time Arrivals	Night Time %
Male	550	102	18.55%
Female	235	109	46.38%
Total	785	211	26.88%

The proportion of night times moves are very similar to the previous sample taken in September 2013, so there does not appear to have been a major change in approach during the last year.

The IMB remain concerned about the significantly higher proportion of night time moves for the female population. However, given that CIRC is located close to Heathrow, and is one of the few IRCs that can house female detainees, this is not really that surprising, and the facilities available in the Sahara Unit at CIRC are a considerable improvement over the facilities available in the holding rooms at Heathrow Airport.

The following chart shows the distribution of arrival times during the night state: -



For both the male and female populations, there is a significant concentration of arrivals between 10pm and midnight, with the male arrivals peaking in the midnight to 1am period.

Overall the July 2014 sample is showing an improving trend compared to September 2013.

6.3. Reception Processing Time

The Board reported in the previous three annual reports that we had identified instances of male detainees taking over 5 hours in the reception area before they are allocated a room, which we view as being excessive and unacceptable.

A further review was undertaken in July 2014, and for the period 1st to 7th July inclusive, the Custody Management System (CMS) was interrogated to ascertain the times that the detainees were allocated to accommodation within CIRC.

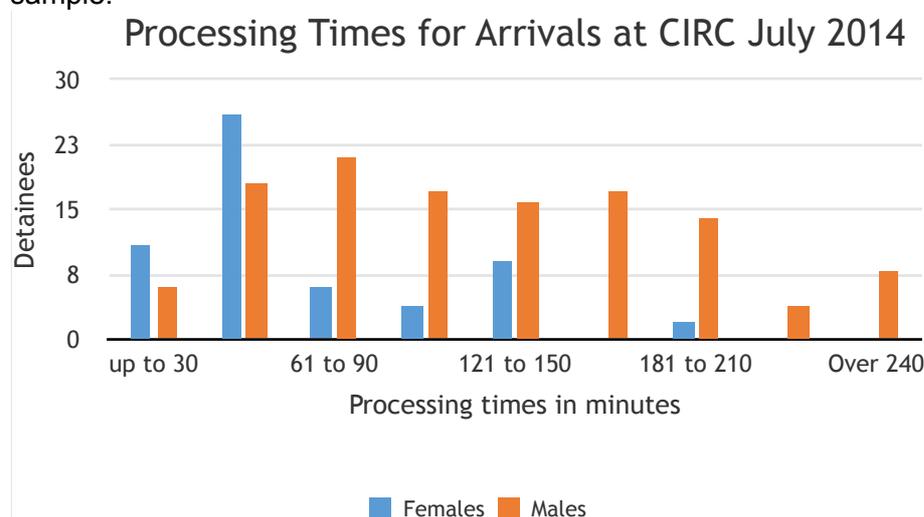
The results of this analysis are set out below.

	Number	Lowest	Highest	Mean	Median
Females	58	6 minutes	3 hours 26 minutes	1 hour 6 minutes	52 minutes
Males	121	4 minutes	5 hours 16 minutes	2 hours 3 minutes	1 hour 51 minutes
Total	179				

These results are showing encouraging signs, in that the average times for the Male population have reduced marginally since our previous sample in September 2013, and the average times for Female detainees have improved considerably. The Female detainees on average continue to be processed into CIRC faster than the male detainees and on these measures are achieving around the hour in reception which is below the 90 minute target that was previously recommended by the IMB. Whilst the situation has improved for the male population, at around 2 hours on average, the IMB feel that further improvement is possible.

Notwithstanding the improving trend, there continue to be examples of detainees who are spending unacceptable times in the reception process, with a female detainee taking around 3 1/2 hours to be processed into the Centre, and a male detainee taking over 5 hours to be processed. In addition to these two extreme examples 8 male detainees took in excess of 4 hours to be processed, so circa 4.5% of the total sample took longer than 4 hours to house.

The chart below shows the range of processing times for the 7 day period of the July 2014 sample.



The following tables set out the daily performance for the male and female cohorts over the period of the sample.

Summary of Male Admissions					
	Number	Longest	Shortest	Mean	Median
01-Jul	22	197	38	128	130.5
02-Jul	29	274	33	141	125
03-Jul	19	316	20	179	197
04-Jul	19	192	4	95	103
05-Jul	9	78	20	50	41
06-Jul	10	185	47	94	78
07-Jul	13	162	50	106	101
Total	121	316	4	123	111

Summary of Female Admissions					
	Number	Longest	Shortest	Mean	Median
01-Jul	13	136	22	48	31

02-Jul	10	142	42	108	128
03-Jul	6	114	33	74	76
04-Jul	6	206	32	108	77
05-Jul	6	68	6	39	34.5
06-Jul	8	54	27	43	40
07-Jul	9	94	13	50	53
Total	58	206	6	66	52

What both these tables demonstrate is that there are wide fluctuations on a daily basis, generally there is a correlation between the volumes being processed and the time taken to house detainees, although this is not a perfect correlation, so there are other factors at work.

The Board welcome the progress that continues to be made to improve processing times into the Centre, but continue to believe that the length of time to process male detainees into the Centre should be reduced further against the current experience, and feel that a target of 90 minutes ought to be the aim.

The Board recommend that there should be an agreed service level to house detainees within their accommodation within 90 minutes of arrival at CIRC

6.4. Property

Concerns related to their property have remained stable during 2014 at 37 (2013: 35) although as a percentage of all concerns raised property has fallen to the fifth highest category of issues raised with the IMB (fourth highest in 2013).

Generally CIRC deals well with detainee's property whilst they are resident in the centre; there is a central store area where most of their property is stored and they can arrange access to their property within reasonable timescales via the Customer Service Applications Process. There has been some deterioration in the access to property since the change in contractor which reflects the availability of staff to take detainees to the reception area to access their property.

CIRC operates a cashless environment, all detainees have an account set up for their cash on arrival and can use their account to make purchases at the shop. Since the change in contractor there have been a number of disputes regarding cash going missing in the centre, and actions are underway to strengthen the processes.

The issue relating to property that causes most difficulties is in respect of property that has been lost either in transit or at a previous IRC, Prison or Police Cells. Detainees do experience difficulties in tracking down their property and arranging for them to be reunited with their property. Assistance is provided by the Welfare Officer at CIRC but it can often become a protracted process.

6.5. Complaints

The Home Office operate a formal complaints process at CIRC where detainees can make complaints using complaints boxes which are emptied by staff employed by the Immigration rather than the contractor. All complaints lodged in this way are recorded by the local Immigration team, and are then forwarded to a separate Complaints Unit based in Croydon.

The Complaints Unit then allocate the complaint to the appropriate contractor to respond to the complaint, which includes the contractor running the Centre, Tascor for escorting complaints, the Healthcare provider for health related complaints, the relevant Immigration Unit for detention related complaints, or if the complaint involves serious issues of professional conduct, they can be allocated to the Professional Standards Unit (PSU) for an independent investigation to be undertaken.

The Complaints Unit provided the IMB with monthly reports on the complaints relating to CIRC until the end of March 2014, but these monthly reports have not been forthcoming for the remainder of 2014. This has made it more difficult to monitor the complaints process for the remainder of the year. The local contractor Serco up to end of August and MITIE thereafter, do maintain their own records on the complaints that have been allocated to them, so this provides some visibility on these complaints.

The IMB are asked to review outcomes of complaints by detainees from time to time, and we find generally that the complaints that are allocated to the Centre, are often investigated by the DCMs for the area where the complaint emanated without any independent scrutiny. The investigation usually takes the form of obtaining statements from staff involved in the incident that resulted in the complaint, and seldom involves speaking to the complainant to fully understand their perspective on the issue. The vast majority of complaints are not substantiated.

On occasions the IMB will challenge the outcome of the complaint, an example in the current year was a detainee with a cast on his leg was escorted up a flight of stairs to be taken to suitable shower facilities, on his return down the flight of stairs he tripped and fell and needed hospital attention. He complained about why he had been asked to climb up and down stairs when there was a lift available, and that the escorting DCO did not attempt to assist him on the stairs. The complaint was initially found to be unsubstantiated, but after discussion with more senior management at the Centre the decision was reversed.

This type of example suggests that there is a lack of quality review built into the complaints process, and there is no oversight of the complaints responses provided from the Complaints Unit within the Home Office, which appears to be no more than a post box, and an administrative function to record the outcomes for each complaint.

The IMB also meet resistance from detainees when suggesting that they should make formal complaints, some detainees fear that any complaints they make will affect their immigration case, and are therefore reluctant to use the process. Whilst the IMB always seek to reassure them that this will not be the case, more could be done to communicate this message to detainees.

The Board understand that the Home Office are currently undertaking a review of the Complaints process, but during 2014, the Board have serious reservations as to whether there has been an effective complaints process operating in CIRC.

The Board recommend that Complaints review underway is completed as a matter of urgency, and that the Complaints Process is adequately resourced to ensure that Complaints are fully and impartially investigated with a quality review and supervision of responses by the Home Office.

6.6. Induction and First Night/Last Night Units

As extensively covered in our 2012 Annual Report, the Induction Unit (60 beds) and First Night / Last Night Unit (40 beds), were created in 2012 out of the former STHF, and are now considered part of the IRC and as such covered by IRC rules rather than STHF rules.

The accommodation in these units is considerably more cramped than the rooms on the main units in the IRC, being formed of 2 bunk beds, a screened off shower / toilet area, a small wash basin and a TV mounted on a high level shelf. There is very limited open floor space in these rooms.

The accommodation on the ground floor is designated as a First Night/Last Night Unit (FN/LN) which operates on the basis that detainees are locked in rooms until they have been properly risk assessed. These 20 rooms have a more limited access to the activities in the Centre and detainees have to be escorted to the small exercise yard.

The 1st and 2nd floors are designated as the Induction (IND) unit, rooms remain unlocked allowing the detainees freedom to associate with each other, and a number of former meeting rooms have been converted into a lounge area, a games area, an education area, and a room with IT facilities. Detainees on this unit are also escorted twice a day to the main activities corridors in CIRC which provide access to a wider set of activities, and the ability to associate with detainees housed on the main units in CIRC. Due to the physical design of the building, it is not feasible to give these detainees unrestricted access to the main activities corridors. Clearly this is a more restricted access to these facilities than is available to detainees in the main IRC wings who can freely circulate and return to their rooms as they wish.

Immigration do acknowledge that the rooms in IND and FN/LN are more cramped than those in the main wings of the IRC, and that it is the intention of Immigration that these rooms are to be used for short term stays only, with a limit on stays in this accommodation to a maximum of 7 days, which was consistent with the regime that existed under the STHF rules. CIRC have set up a management reporting system to track the length of stay in these rooms, so that action can be taken to re-house them onto the main IRC units as 7 days approach.

This reporting has demonstrated that due to high turnover of detainees and high occupancy rates at CIRC that it is not always possible to re-house detainees into the main wings within 7 days, and there are regular occurrences where detainees are spending considerably longer than 7 days in these facilities. The previous statutory safeguard has been removed and replaced with an operational measure which is not as effective in ensuring that these facilities are only used for short stays.

The two main reasons given to the IMB for detainees getting stuck in these rooms for more than 7 days, are the need for a smoking room to become available on the main units or for a single occupancy room to become available. The first of these issues will be addressed Q1 2015, when the centre becomes a smoke free centre, so detainees will no longer be able to smoke in their own rooms, and will have to use designated smoking areas outside the building. The single occupancy issue is more problematic and to an extent reflects the difficult nature of the population of detainees housed at CIRC. The Board do acknowledge that some detainees prefer to stay in the Induction Unit and refuse to be re-located, although this is not considered the major contributor to the numbers exceeding 7 days in these units.

The Board recommend that cumulative stays in FN/LN and Induction units at CIRC should not exceed 7 days.

6.7.Change of Contractor to Manage CIRC

The contract to manage CIRC was held by Serco until 31 August 2014, with effect from 1 September the contract moved to MITIE Care & Custody, who have been awarded a contract to manage both CIRC and the adjacent Harmondsworth IRC as one contract to operate both centres as a Heathrow Cluster of IRCs.

The handover from Serco to MITIE was handled very professionally, with a major programme of redecoration undertaken throughout the centre prior to the handover. However, the staffing position could not be addressed until the new contractor became responsible for the site, so in the final four months of 2014, there was considerable effort to consult with all the staff under TUPE legislation, and MITIE also offered a Voluntary Redundancy package to those who wished to leave the organisation. This process inevitably impacted on the staff morale at CIRC and the staffing issues have yet to be fully resolved. There has been a considerable turnover in staff during this process and some of the longer serving and most experienced staff have left. This type of experience cannot be replaced quickly.

The situation at the end of 2014 was not stable, there are clearly staffing shortages being experienced on a daily basis at CIRC, this reflects higher staff turnover than had been anticipated, the decision to release all those applying for voluntary redundancy on one date, and high levels of sickness and absence. The result is that staff are overstretched and have less time available to interface with detainees, resulting in an increasing level of dissatisfaction amongst the detainees. This can be evidenced by 43% of the applications raised with the IMB arising in the last 4 months of the year, after the contract was changed.

The Board has also observed a general deterioration in the cleanliness of the centre, activities not being operated as frequently as before the change in contract, and staff morale being low. It is not apparent whether these issues are teething problems associated with the significant changes inherent in a change of contractor or whether the staffing profile envisaged in the new contract is inadequate. The IMB have not been given sight of the new contract on the grounds that it is commercially sensitive.

The Board recommend that the Staffing Levels / Operational Model is reviewed by Immigration after 6 months of operation to ensure that it is adequate for the safe and efficient running of the Centre and the welfare of detainees.

7. THE WORK OF THE IMB

7.1. Board Statistics for 2014

Approved complement of Board Members	16
Number of Board Members as at January 2014	9
Number of Board Members as at December 2014	7
Number of new members joining during 2014	0
Number of members leaving during 2014	2
Number of members on sabbatical during 2014	1
Number of Board Meetings during the Year	12
Number of visits to CIRC	312
Total Number of Concerns raised with the Board	513
Total Number of Segregation/Separation Visits	71

7.2. Issues raised in requests to see IMB

Code	Subject	2011 No.	2011 %	2012 No.	2012 %	2013 No.	2013 %	2014 No.	2014 %
A	Accommodation	22	6.8	35	12.4	23	6.5	171	33.3
B	Rule 40/42	6	1.9	1	0.4	5	1.4	3	0.6
C	Equality & Diversity	4	1.2	6	2.1	19	5.4	15	2.9
D	Education/Activities	7	2.1	15	5.3	7	2.0	8	1.6
E	Family/Visits	10	3.1	7	2.5	11	3.1	16	3.1
F	Food/Kitchen	29	8.9	23	8.1	26	7.4	40	7.8
G	Health	58	17.9	66	23.3	67	19.0	106	20.7
H	Property	43	13.2	26	9.2	35	9.9	37	7.2
I	Detention/Immigration Status	90	27.7	57	20.1	78	22.1	47	9.2
J	Staff/Detainee	22	6.8	24	8.5	41	11.6	22	4.3
K	Transfers	27	8.3	16	5.6	28	7.9	26	5.0
L	Miscellaneous	7	2.1	7	2.5	13	3.7	22	4.3
	Total Number of Concerns Raised	325		283		353		513	

8. GLOSSARY OF ABBREVIATIONS USED

Abbreviation	Meaning
ACDT	Assessment, Care in Detention & Teamwork
CIRC	Colnbrook Immigration Removal Centre
DIAC	Detainee Information Activities Committee
ESOL	English for Speakers of Other Languages
Ex FNO	Ex Foreign National Offender
HMCIP	Her Majesty's Chief Inspector of Prisons
IDE	Immigration Detention Estate
IMB	Independent Monitoring Board
IRC	Immigration Removal Centre
PPO	Prison and Probation Ombudsman
PSU	Professional Standards Unit
SLA	Service Level Agreement
STHF	Short Term Holding Facility

Andrew Newell

Chair of IMB at Colnbrook IRC

March 2015

STATUS OF PREVIOUSLY REPORTED MATTERS

Matter Reported in 2013 Report	Progress in 2014	Status for 2014 Report
To the Minister		
<p>The Board recommend that the Minister establishes from the Department of Health what is causing the delays in the NHS taking on the responsibility for commissioning of Health Services within the IDE.</p>	<p>Recommendation Accepted NHS England Commissioner: Following a request from the Home Office, NHS England agreed to a national procurement exercise to take place instead of only the original "Phase 1" sites. Therefore, it was agreed that the transfer of responsibility would be aligned to the earliest detention centre re-procurement/re-contracting which was for the Heathrow estate on the 1st September 2014.</p>	<p>The new contract commenced on 1st September 2014, commissioned by NHS England.</p> <p>Matter Resolved</p>
<p>The Board would recommend that the National Detention Review Panel is made independent of Immigration and issues an annual report to publish its findings on the recommendations made.</p>	<p>Recommendation Rejected This recommendation was rejected by Immigration Enforcement</p>	<p>The Board continue to have concerns and further recommendations will be made in the 2014 Report.</p> <p>Matter Deteriorating</p>
<p>The Board recommend that transfers between IRCs are not undertaken during the Night State, except in exceptional circumstances.</p>	<p>Recommendation Accepted in principle</p> <p>A review was undertaken by DEPMU in April 2014 which concluded that 8% of Night Moves were centre to centre moves. This was considered acceptable by Immigration Enforcement but would continue to be monitored to ensure there was no further deterioration.</p>	<p>A further review by the IMB in August 2014, demonstrated that the situation had improved and that efforts were being made to minimise the number of inter centre night moves.</p> <p>Matter Resolved</p>

Matter Reported in 2013 Report	Progress in 2014	Status for 2014 Report
To the Minister (cont)		
<p>The Board recommend that the Minister imposes a deadline for a decision to be made on the award of future new contracts that will allow sufficient time for an effective handover to be achieved.</p>	<p>Recommendation Accepted in principle</p> <p>Home Office accept that sufficient time is a pre-requisite to permit to effect a smooth transition between suppliers. The current transition between Serco & GEO to MITIE has allowed a period of 6 months, which is currently on target and in many respects ahead of the plan. We shall continue to revise our plans accordingly to meet the demands of the business and maximise overall effectiveness.</p>	<p>The centre was handed over from Serco to MITIE on schedule, and there were no significant issues at the point of handover.</p> <p style="text-align: center;">Matter Resolved</p>
<u>To Immigration / Supplier</u>		
<p>The Board recommend that Immigration either install suitable facilities for disabled detainees at CIRC or alternatively, ensure that disabled detainees are not held at CIRC</p>	<p>Recommendation Accepted</p> <p>Home Office agree that only detainees suitable for the establishment should be held in Colnbrook, but can only manage within the physical facilities in place. Options for modifications to support some disabled detainees have been provided to the Home Office and these will be discussed with the new service provider, MITIE, who is due to take over the operating of Colnbrook on 1st September 2014.</p>	<p>No progress has been made in 2014, we have been informed that MITIE will be undertaking a review of Disabled facilities in 2015.</p> <p style="text-align: center;">Matter Outstanding</p>

Matter Reported in 2013 Report	Progress in 2014	Status for 2014 Report
<u>To Immigration / Supplier (cont)</u>		
<p>The Board recommend that there should be an agreed service level to house detainees within their accommodation within 90 minutes of arrival at CIRC, and this should be embedded in the New Contract.</p>	<p>Recommendation Accepted Home Office responded that appropriate facilities are in place for a decent and full admissions process. One of the considerations is ensuring that there is sufficient time to prepare rooms on the induction unit. We currently achieve an average time in reception of less than 1 hour. This has now been discussed with MITIE with a view to working to achieve this 90 minute target. It is requested that the IMB appreciate the new contract stipulates a requirement for MITIE to accommodate within 3 hours however this will be discussed with MITIE to see if a contractual change can be administered for direct compliance across the two sites.</p>	<p>The response is encouraging, and monitoring by the IMB during the year has indicated that improvements are being made towards achieving improved times, although further improvement is still required to consistently achieve a 90 minute target.</p> <p>Matter Improving</p>
<p>The Board recommend that DEPMU should be equipped with the appropriate IT systems to effectively manage the logistics of population movements in the IDE.</p>	<p>Recommendation Rejected This recommendation was rejected by Immigration as the improved systems envisaged had been cancelled due to cost pressures.</p>	
<p>The Board recommend that cumulative stays in FN/LN and Induction units at CIRC should not exceed 7 days</p>	<p>Recommendation Accepted in principle Immigration acknowledge that it is desirable to minimise stays on these units, however, there are difficulties in moving detainees who have been assessed as needing single occupation rooms and those requiring smoking rooms due to the IRC operating at high capacity levels.</p>	<p>The situation has worsened during 2014, with the length of stays in the FN/LN and Induction units increasing and more detainees remaining on these units for periods exceeding 7 days.</p> <p>Matter Deteriorating</p>

Matter Reported in 2013 Report	Progress in 2014	Status for 2014 Report
<u>To Immigration / Supplier (Cont)</u>		
<p>The Board recommend that all detainees are advised face to face of the time of their Doctor's Appointment, and provided with a written appointment confirmation from Healthcare, and that they need to be in their rooms 10 – 15 minutes before that time so they can be escorted to their appointment in good time.</p>	<p>Recommendation Accepted in part</p> <p>A process was put in place to notify face to face detainees of their doctors' appointment and this was backed up with a written confirmation. There is a register of all appointments held by the unit staff should detainees have any queries. However, it is the residents' responsibility to attend at the appropriate time.</p>	<p>Recommendation was actioned in the early part of the year, subsequent changes to both the centre operator and the healthcare provider have resulted in further issues emerging for detainees seeking to gain access to appropriate healthcare services</p> <p>Matter Resolved</p>
<p>The Board recommend that Hospital Appointments are given a higher priority when scheduling operational activities, to ensure that the missed appointments are eliminated.</p>	<p>Recommendation Rejected</p> <p>This recommendation was rejected as Immigration believe that hospital appointments are given a high priority and only 1% are missed due to operational issues.</p>	<p>The Board continue to find evidence of hospital appointments being missed on a regular basis. Under the new contract there is only provision for 2 outside escorts each morning and afternoon, if there are more requests then these are prioritised by Healthcare on the basis of clinical need</p> <p>Matter Deteriorating</p>