



# **Campsfield House Immigration Removal Centre**

## **ANNUAL REPORT 2008**

**January 2009**

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# Section 1

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## **Section 2**

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### **STATUTORY ROLE OF THE IMB**

#### **2.1 Monitoring**

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

**2.1.2** The Board operates independently from the United Kingdom Borders Agency (UKBA) and from the Management of the Centre.

#### **2.2 Responsibilities**

**2.2.1** The Board is specifically charged to:

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

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

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## Section 3

### DESCRIPTION OF THE CENTRE

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#### 3.1 Introduction

**3.1.1** Campsfield House Immigration Removal Centre (IRC), located near the town of Kidlington in North Oxford, was acquired by the Immigration Service (IS), now the United Kingdom Borders Agency (UKBA), in 1993. The capacity of the Centre is 216 places for male detainees. The average occupancy on the last day of the month was 202. As a result of the disturbances in 2007 the number of ex foreign national prisoners at any one time was restricted to about 30 percent of the total capacity and the average at the last day of the month was 65. Detail for the year is at Annex A.

**3.1.2** Detainees are accommodated in single, double and multiple occupancy rooms; a number of rooms are fitted with bunk bed accommodation. Individual rooms are not locked (unless unoccupied). There is no electrical power in the accommodation rooms and consequently television is not available on an individual room basis, however a programme to install power sockets in each room and provide individual televisions to each room has been agreed; the work is due to start within the next few months. Each of the three accommodation blocks is locked off at midnight until 6 a.m.; detainees have free access to toilets and showers within their blocks during this period. At all other times free association is permitted throughout all areas accessible to detainees.

**3.1.3** Facilities in the Centre include:

- Library
- Sports Hall
- Fitness Suite
- Information Room in each accommodation block
- Games Rooms
- Television Rooms
- Large Screen Room (films and television)
- Chapel
- Multi Faith Prayer Room
- Mosque
- Dining Room
- Shop
- Gardens with bench seats and tables
- Visitors Centre with garden
- Education facilities within the Centre
- Health Care
- Reception Area
- Large sports field

**3.1.4** The Centre is managed by GEO on behalf of the UKBA; GEO are now into the third year of their contract. Healthcare, Maintenance and Cleaning Services are sub-contracted as follows:

- Healthcare            Drummonds
- Maintenance        GFM
- Cleaning             GFM

**3.1.5** Education and Catering are directly under the management of GEO.

#### 3.2 Monitoring

**3.2.1** The contract is monitored by the residential UKBA Team at Campsfield House. The Team Leader is empowered to institute penalties against the contractor for poor performance and breach of Detention Centre Rules (DCR). In addition, GEO have established a post within their management structure to carry out a self audit of their performance.

### **3.3 Accessibility**

**3.3.1** The Centre is located on the outskirts of Oxford and has limited public transport. A free bus service, provided by GEO, runs from Oxford Station to the Centre on a regular basis throughout the week enabling visitors to reach the Centre more easily.

### **3.4 Voluntary Organisations Visiting the Centre**

**3.4.1** Bail for Immigration Detainees (BID) is an independent registered charity. Representatives from the charity visit Campsfield House on the first Wednesday in the month to discuss bail application on a one to one basis with individual detainees for the purpose of assisting detainees to complete bail applications. Bail Workshops were reintroduced in the autumn with meetings held on the last Thursday of the month. A number of meetings have been very poorly attended; this is disappointing. Detainees have told BID that the meeting have not been well advertised, BID have found the situation to be unsatisfactory. The tannoy system is old and no longer functions; it is understood that spares for repair are no longer available. Text messages are sent to detainees on their mobile phones, however there is no facility for sending a 'group' text message (only individual, which is time consuming and very inefficient), there are 'black spots' in the Centre, detainees do not always have their phones switched on, batteries can be exhausted. The Board consider that there is a need for an effective means of 'group' contacting detainees. Although tannoy is an obvious solution it is not the only solution – white Board placed in dining room, daily bulletin boards at strategic places, group texting, use of televisions once installed in rooms etc.

***The IMB recommend an effective means of group contacting detainees be researched and introduced.***

**3.4.2** The Immigration Advisory Services (IAS) visit the Centre every Tuesday and Thursday to advise detainees on immigration and asylum problems. Appointments must be pre booked. Additional visits are made as and when required.

**3.4.3** Asylum Welcome is a Charity based in Oxford, which works with asylum seekers, refugees and detainees to give them advice, support and access to their rights. Regular visits are made to the Centre every Thursday. The charity co-ordinates volunteer visitors to detainees who require help, support and advice. The Charity meets with the Management of the Centre approximately every three months. As in previous years, Asylum Welcome made a gift of ten pounds to each detainee present in the Centre at Christmas.

**3.4.4** The International Organisation for Migration (IOM) visits the Centre every Friday to discuss the voluntary return scheme with detainees. Appointments must be pre booked.

**3.4.5** Oxford Samaritans, who have been working with the Welfare Team and other staff to prepare training for Buddies, hold monthly confidential support meetings with the Buddies, along the lines of those held in prisons between Samaritans and Prison Listeners. Oxford Samaritans also attend a session of the Initial Training Course for new staff to describe the Samaritan role generally, and specifically at Campsfield, so that staff will understand the way Samaritans operate, know that they can speak to a Samaritan at any time if they feel the need, and be able to refer detainees to the Samaritans where appropriate. Oxford Samaritans are available to offer support to all at Campsfield, staff and detainees, and a protocol is being considered whereby Samaritans are part of the response to an incident where appropriate. The Samaritans make a contribution to The Weekly Bulletin which is seen by all staff.

## Section 4

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### EXECUTIVE SUMMARY

#### INTRODUCTION

##### 4.1 General

**4.1.1** Campsfield House has been an Immigration Removal Centre (IRC), formerly known as a Detention Centre (DC), since 1993. The Centre is managed on behalf of the United Kingdom Borders Agency (UKBA) by GEO. Health Care and Cleaning Services are sub-contracted out to Drummonds and GFM respectively (Reference paragraph **3.1.**).

**4.1.2** The capacity of the Centre is for 216 male detainees. The Centre was near to full capacity for the whole of the year, the average occupancy on the last day of each month was 202 (Reference paragraph **3.1.**). As a result of a recommendation made after the disturbances in 2007, the number of detainees ex prison at any one time was limited to about 30 percent of the total population. Detail for the year is at Annex A.

#### GENERAL OVERVIEW OF THE YEAR

**4.2. General.** The year has been fairly quiet. The two main factors affecting the Centre were the delayed completion to the refurbishment and the two major incidents that occurred with days of each other. The major incidents did not result in evacuation of the Centre and apart from the complete loss of the Education Block disruption to the Centre was slight.

##### 4.3. Refurbishment.

**4.3.1** The major part of the refurbishment was completed by the end of February with the handing over to GEO of the new kitchen and the much needed accommodation for segregation; the main work outstanding was completion of the refurbishment of the showers and toilets (Reference **6.2.**).

**4.3.2** The refurbishment resulted in the loss of the day room in the Induction Block (now redesignated as the 'The 24 hour Arrival and Removal Block'). The Board has always been concerned about the loss of this facility but is pleased that it is to be reinstated (Reference paragraph **6.2.**).

##### 4.4 Major Incidents

**4.4.1** There have been two major incidents during the year, both occurring in June within four days of each other.

**4.4.2** The first incident involved fires in the Centre and was associated with the removal of a detainee. Tornado Teams from the Prison Service National Operation Unit were deployed to the Centre in order to facilitate return of the Centre to normality. Damage to the Centre was occasioned, the main damage being total loss of the Education Block and damage and looting of the shop. (References paragraph **6.4.**).

**4.4.3** The second incident involved the escape of seven detainees during the early hours of the morning of 19 June. Four detainees were recaptured and three still remain at large. (Reference paragraph **6.5.**)

## **DIVERSITY**

### **4.5 General**

**4.5.1** The population at Campsfield House, as for other Immigration Removal Centres, is usually made up of 40 to 50 different nationalities, many languages are spoken, detainees are from diverse cultures, religious faiths and backgrounds. The vast majority are able bodied (Reference paragraph **5.1**).

**4.5.2** A diversity meeting is held every two months. The Meeting is chaired by the Head of Residence and Regimes and is attended by representatives from the Welfare Team, Chaplaincy, Health Care, Human Resource and the IMB; two or three detainees also attend the meeting (Reference paragraph **5.1**).

### **4.6 Religion and Culture**

**4.6.1** A new full time Religious Manager was appointed in June. A multi-faith Chaplaincy Team is staffed by a number of part-time chaplains from a diversity of faiths, these include two Muslim Clerics, a Sikh Minister, a Buddhist Minister, a Catholic Priest, African Pentecostal Chaplain, a Chinese Methodist and the Anglican Chaplains. In addition to the Chaplaincy Team, a number of Religious Visitors come into the Centre less frequently, some on a voluntary basis (Reference paragraph **5.5.1 and 5.5.2**).

**4.6.2** As far as is possible, detainees are now seen on arrival at the Centre by a member of the Chaplaincy Team (Reference paragraph **5.5.1**).

**4.6.3** An exit questionnaire is completed by detainees as they leave the Centre, in 2008, the 'Good' responses exceeded the 'OK' responses; very few detainees said that their religious needs were not met (Reference paragraph **5.5.3 and 5.5.4**).

**4.6.4** There have been only two formal complaints during the year on matters of diversity. These related to alleged racial attitude by the staff to detainees. Both complaints were investigated and neither was substantiated as being of a racial nature (Reference paragraph **5.6.1**).

**4.6.5** The Diversity Group has examined Temporary Confinement (TC), Removal From Association (RFA), Action Care Detainee Team (ACDT) and Use of Force to identify any diversity implications. However it has proved difficult to identify any trends or significant problem areas from month to month due to the small number of incidents and the large number of nationalities and ethnic groups present; a recommendation has been made (Reference paragraph **5.7.1**). The Board has examined the figures for the whole of the year and were satisfied that there was no discrimination against any one ethnic group (Reference paragraphs **5.7.2, 5.7.3 and 5.7.4 and 5.7.5**).

## **DETAINEE SUPPORT AND WELFARE**

### **4.7 Activities and Education**

**4.7.1** The Education Unit was completely destroyed in the first incident in June; a temporary replacement unit has been placed on the original site. Planning permission for a new purpose built unit has been agreed and a business case submitted to UKBA for approval (Reference paragraphs **5.9.1 and 5.9.2**).

**4.7.2** Although 'flexible deployment of staff' has now been introduced into the Centre which has increased the amount of activities available to detainees, the Board still remain concerned that there is insufficient formal contact between instructors and detainees. The contractual 30 hours have been split between an English Teacher, an IT Teacher and an Arts and Crafts Teacher. The effect of this

arrangement is that only one instructional activity can take place at any one time with a maximum participation of 10 detainees out of a total maximum capacity of 216. A recommendation was made in the last Annual Report, the matter is still under consideration with UKBA and in order that sight is not lost of the concern, the recommendation is repeated. This is particularly important as unless the contract of 30 hours per week is increased then the new amenities facility will be under used (Reference paragraph 5.11).

**4.7.3** The internet no longer competes for space with the teaching of English, however detainees have complained that the time 'slot' on the internet is too short and a recommendation has been made (Reference paragraph 5.10).

#### **4.8 Leisure Activities**

**4.8.1** The large screen room, as well as showing films and televisions programmes, has been used for visiting musical groups, bell ringing instruction, arts and crafts, bingo etc. all organised by the regime team (Reference paragraph 6.19).

**4.8.2** The newly renovated sports field has been used and a highlight of the year was the holding of a 'mini Local Olympic Games for detainees (Reference paragraph 6.21).

#### **4.9 Welfare**

**4.9.1** Two Welfare Officers have been appointed thus permitting cover seven days a week. Relocation of the Welfare Office and the daily surgeries has improved the service to detainees.

**4.9.2** By far the most concern was property issues. The number of issues raised by detainees ex prison fell dramatically from the previous year. This decrease is misleading as the number of detainees ex prisons accommodated in Campsfield also fell, in percentage terms there was no improvement from the previous year on the number of issues raised by detainees on release from prison. An average property case related to prison of one a week is not acceptable. Recommendation has been made (Reference paragraphs 6.6.5 and 6.10).

#### **4.10 Paid Work**

**4.10.1** The Board is pleased to be able to report that the amount of paid work has doubled since the last Annual Report. It is still proving to be popular with no shortage of volunteers.

**4.10.2** Work includes cleaning, painting, gardening, buddies, litter picking and kitchen work. Detainees working in the kitchen have helped in food preparation and advice on national dishes (Reference paragraph 6.11).

### **SAFER CUSTODY**

#### **4.11 Action Care Detainee Teamwork (ACDT)**

**4.11.1** The use of ACDT booklets has worked well, implementation and management of the ACDT at Campsfield was commended in the HMCIP Report; a total of 81 books were opened in 2008 (Reference paragraph 5.14).

**4.11.2** To run alongside ACDT a category of 'Enhanced Observation' has been introduced for detainees when the opening of an ACDT booklet is not considered warranted. This has been popular with detainees (Reference paragraph 5.14.3).

**4.11.3** Since its inception there have been no calls to the anti bullying telephone line (Reference paragraph **5.14.4**).

## **COMPLAINTS**

### **4.12 Formal Complaints**

**4.12.1** The formal complaints procedure was closely monitored by the Board during the year. These complaints covered a very wide number of issues with no pattern. The Board is able to report that log keeping of the complaints was much improved over the previous year. There were four complaints of alleged assault by staff two were found to be unsubstantiated and two are still under investigation; these complaints were investigated by the Professional Standards Unit (PSU) and not the Centre management. There were two complaints of a racial nature, neither was substantiated. Two complaints referred to the Detainee Escorting Population Management Unit were not resolved. It is of concern that results of 23 complaints, out of a total of 96, do not appear to have been conveyed to the detainee; the procedure has now been changed to include provision for a detainee to provide a forwarding address for the result of the claim to be sent in the event of removal from the United Kingdom or from the Detention Estate (Reference paragraph **6.7**).

### **4.13 New Complaints Procedure**

**4.13.1** A new complaints procedure was introduced in November to be effective from 1 December. Although the procedure is in its infancy and there are teething problems, the Board has concerns that the ability to monitor complaints has been unacceptably curtailed. Full details are contained in Section 6 of the Report and recommendations have been made (Reference paragraph **6.8**).

**4.13.2** The new procedure requires all complaints of a racial nature on a DCF9 to be referred to the PSU; however any complaints placed in the 'Race Relation Complaints Box' are investigated by the Centre. The Board consider that two levels of investigation to be inappropriate. Recommendations have been made (Reference paragraph **6.8.9**).

## **MOVEMENT, TRANSFER AND REMOVAL**

### **4.14 Detainee Reception**

**4.14.1** The new detainee reception area has now been in use for the whole of the year; the waiting areas are a great improvement. The Board no longer receive complaints from detainees about the length of time spent outside the Centre waiting to be admitted. There are short comings in the design of the facility and these have been high lighted (Reference paragraph **6.12.1**).

**4.14.2** Most detainees reported that they had been treated reasonably well by the escorting staff on the journey to the Centre and had been given comfort stops as required. There were some occasions when detainees reported that food had been poor. The main complaint was the length of time spent in travelling which has been reported as being 9 to 10 hours on occasion.

**4.14.3** Detainees on arrival are accommodated in 'The 24 hour Arrival and Discharge Unit'. This unit is also used for compliant detainees prior to their departure and also to accommodate more vulnerable detainees who require closer monitoring. This mix is far from ideal, however space in the Centre is at premium and on balance it is probably the best solution at the moment.

## **4.15 Movement**

**4.15.1** Movement of detainees through the Centre still continues to be high, during the year there were over 7000 movements. The percentage of movement to other Centres has continued to decrease from 43% of movements to other Centre in 2006, 38% in 2007 and 32% in 2008. This trend is encouraging (Reference paragraph **6.13.2**).

**4.15.2** The percentage of failed removals increased in 2008 to approximately 16% from a figure of 13% in 2007. It is disappointing that although UKBA constantly reviews the barriers to removal, the percentage of failed removals once the detainee has left the Centre for removal has increased (Reference paragraph **6.14**).

## **SAFETY AND SECURITY**

### **4.16 Security**

**4.16.1** There is still easy access to the flat roofs in the Centre. Recommendations were made in previous Annual Reports. The Board is pleased to report that UKBA have completed a review and that a business case for improvements has been prepared and submitted by GEO to UKBA (Reference paragraph **6.15.1**).

### **4.17 Drugs.**

**4.17.1** The use of drugs in the Centre has continued to be at a very low level. Drugs have been found on visitors to detainees resulting in a ban on further visiting by the individuals (Reference paragraph **6.16.2**).

### **4.18 Escapes.**

**4.18.1.** There was one escape incident when seven detainees escaped, four were recaptured and three are still at large (see paragraph **6.5**).

### **4.19. Application of Handcuffs and Use of Force.**

**4.19.1** The ad hoc use of handcuffs has been used on site on 11 occasions during the year, a slight reduction on the previous year and the lowest since 2005 (Reference paragraph **6.18.1**).

**4.19.2** The use of force was used on 34 occasions during 2008. Although this was a small increase on the figure for 2007 (31), the occupancy was greater in 2008 and there was a slight reduction in the use of force as a percentage of occupancy. As for the use of handcuffs the figure is the lowest since 2005 (Reference paragraph **6.18.1**).

### **4.20 Self Harm.**

**4.20.1** There were eight incidents of self harm and attempted self harm during the year of which four resulted in minor injuries. Most were in protest against removal or deportation from the United Kingdom (Reference paragraph **5.16**).

### **4.21 Segregation and Removal from Association**

**4.21.1** The new Segregation Unit was taken into use in February. There is an omission in design and this is addressed in Section 5 (Reference paragraph **5.18.1**).

**4.21.2** Use of the Segregation Unit was identical to that in 2007; however the percentage use against occupancy was reduced in 2008 due to the larger number of detainees in the Centre. The main use of the Segregation Unit was for refractory

behaviour very often in connection with refusal to accept removal directions (reference paragraph **5.18.2**).

**4.21.3** The number of detainees removed from association in 2008 was almost identical to that for 2007, however as for segregation, the high occupancy in 2008 produced a reduction of about 10% of use of RFA against occupancy for the year 2008 (Reference paragraph **5.19**).

## **IMMIGRATION SERVICES**

### **4.22 Staffing**

**4.22.1** The Board is pleased to be able to report that at the end of the year the immigration staff was almost up to complement with only the position of the admin assistant being vacant, all contact office posts being filled. This is the first time since the decision to remove warranted immigration officers was made that the contact staff has been up to complement (Reference paragraph **7.2**).

**4.22.2** There has been no reduction in the percentage of request/complaints by detainees regarding their cases to the IMB during Rota Visits and this is disappointing and is still of concern to the Board. It is hoped that with a full complement of contact officers and when training is complete that the requests and questions from detainees regarding their status will decrease (Reference paragraph **7.1**).

### **4.23 Detainees ex Prison**

**4.23.1** The number of detainees ex prison has now been capped at no more than 30 percent of the total detainee population. The Board has monitored the number of detainees ex prison and is pleased to be able to report that the ceiling has been adhered to. Unfortunately the cases of many detainees ex prison are taking a long time to resolve. Although the Criminal Casework Department has been expanded and reorganised, the number of detainees ex prison in the whole of the detention estate has not reduced from the previous year (Reference paragraph **7.3**).

## **IMB MATTERS**

### **4.24 The Board.**

**4.24.1** Recommendations for the appointment of new members to the Board were made in November 2007. As a result, one new member was appointed to the Board in June and a second in October bringing the complement of the Board up to nine. It is extremely disappointing that the Board is still awaiting a decision on a third potential member after a recommendation made in November 2007. The Board believes that such a delay is completely unacceptable and a recommendation has been made (Reference paragraph **8.1.2**).

**4.24.2** An interview Board was held in August, the interviewee was recommended for appointment and a decision on appointment is still awaited (Reference paragraph **8.1.3**).

### **4.25 Attendance at the Centre**

**4.25.1** On average, two duty visits to the Centre per week were made despite the number of Board members being low. Board members attended the Centre as required by Detention Centre Rules (DCR) 40 and 42. Rota Visits took place in the morning, afternoon, during the whole of the day, evening and early hours of the morning.



**4.25.2** Board Meetings were well attended and individual members were assigned to specific interests and committees in the Centre.

**4.25.3** Members attended both serious incidents and witnessed the return to normality of the Centre on each occasion.

**4.25.4** Members also attended special festivals.

(Reference paragraph **8.2**).

#### **4.26 Training**

**4.26.1** One member attended an Experienced Members Course. The Chair and one other member attended a training day organised by UKBA. Two members attended to witness the final exercise at the National Technical Response Training Centre. Members have attended in house training courses run by GEO and informal training sessions have been held prior to Board Meetings.

**4.26.2** Presentations on the role and working of the IMB were given on training courses for new DCOs.

(Reference paragraph **8.3**).

#### **4.27 National Meetings, Visits and Liaison**

**4.27.1** The Annual Conference at Cambridge was well supported by the Board with only two members unable to attend.

**4.27.2** The Chair of the Board attended quarterly meetings of the IRC IMB Chairs Forum and the Annual Study Day. The Chair of the Campsfield Board represented the Chair of the Forum at the Detainee User Group Meetings when the Chair of the Forum was unable to attend.

**4.27.3** The Board visited CCD in February and IRC Haslar in April. The Chair of the Board visited IRC Harmondsworth.

(Reference paragraph **8.4**).

#### **4.28 Validation**

**4.28.1** Board Members have enjoyed good relationships with detainees throughout the year and have highlighted particular concerns over property, education and the complaints.

**4.28.2** The Board continues to enjoy good relationships with staff and acknowledges the co-operation and support received from UKBA and GEO that enables them to do their job effectively.

**4.28.3** The Board has enjoyed an open and honest relationship with GEO management and UKBA.

**4.28.4** Thanks are extended to the Centre Manager and her Staff, Contracted Staff and UKBA Staff. The Board wish to place on record the support received from all at the Centre, and commends their co-operation and support in facilitating the work of the IMB at Campsfield House.

**4.28.5** The Board acknowledged the good support and services offered to detainees by visiting outside agencies; in particular the sessions by Bail for Immigration (BID), the Immigration Advisory Service (IAS), International Organisation for Migration

(IOM), visiting musical groups, the visits by members of Asylum Welcome who have played an important part in assisting in the welfare of detainees.

(Reference paragraph **8.5**).

# RECOMMENDATIONS

## 1 ISSUES FOR THE MINISTER

1.1 *The IMB recommends that urgent action be taken to resolve the problem of detainees being transferred from prisons and from police custody into the detention estate without their property (Reference 6.6.5). \**

1.2 *The IMB recommends that Minister clarifies the legal position and responsibilities of the IMB with regard to the Data Protection Act and the Detention Centre Rules 2001 in general and in particular in relation to formal complaints submitted by detainees (Reference 6.8.5).*

## 2 ISSUES FOR UKBA

2.1 *The IMB recommends that the UKBA review the contractual requirements of the amount of formal education to be provided (Reference 5.11.3). \**

2.2 *The IMB recommends that UKBA review the complaints procedure to ensure that all complaints and subsequent responses are transparent and available to the IMB at the Centre and also the Centre Management (Reference 6.8.8).*

2.3 *The IMB recommends that UKBA and GEO review the policy of investigation of racial complaints (Reference 6.8.9).*

## 3 ISSUES FOR UKBA AND GEO

3.1 *The IMB recommends that the computer programme used by the Prison Service – Systematic Monitoring and Analysing of Race Equality Template (SMART) be examined for use at Campsfield and if appropriate investigated by UKBA for use across the Detention Estate (Reference 5.7.1).*

## 4 ISSUES FOR THE CENTRE

4.1 *The IMB recommends an effective means of group contacting detainees be researched and introduced (Reference 3.4.1).*

4.2 *The IMB recommends that the length of the booked Internet 'slot' be examined (Reference 5.10.1).*

\* Recommendation repeated from last year.

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## **Section 5**

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### **AREAS THAT THE BOARD ARE DIRECTED TO REPORT ON**

#### **DIVERSITY**

##### **5.1 General**

**5.1.1** The population at Campsfield House, as for other Immigration Removal Centres, is usually made up of 40 to 50 different nationalities at any one time; a typical breakdown of nationality is at Annex B. Many languages are spoken and only a minority of detainees have English as a first language; a snapshot of language spoken by detainees in the Centre is at Annex C. Detainees are from diverse cultures, religions and backgrounds; a snap shot of religious faiths is at Annex D. Ages of detainees range from 18 years to no upper age limit, the majority falling in the bracket of early twenties to late thirties; the detail is shown at Annex E. The Centre is designated to hold only male detainees. The vast majority of the detainees are able bodied.

**5.1.2** A Diversity Meeting is held every two months. The Meeting is chaired by the Head of Residence and Regimes and is attended by representatives from the Welfare Team, Chaplaincy, Health Care, Human Resource and the IMB; two or three detainees also attend the meeting.

##### **5.2 Health and Age**

**5.2.1** All detainees receive a medical screening on arrival and any medical conditions or disabilities are identified at this stage and appropriate provision taken. Occasionally detainees have disputed their age on admission to the Centre and when a detainee has claimed to be less than 18 years, the issue has been referred to Social Services for arbitration. Although elderly detainees are few, consideration is given to suitability of accommodation as to a single or multiple occupancy room. Detainees over the age of 65 are allocated a named nurse at their reception screening interview.

##### **5.3 Sex Discrimination**

**5.3.1** As all detainees are male there is no question of discrimination of sex.

##### **5.4 Nationality**

**5.4.1** Diversity of nationality is inevitable in a Removal Centre. Detainees do make requests to be accommodated with like nationality and requests are met as far possible. Potential problems have arisen when large numbers of one or two nationalities have started to be dominant and friction between groups has festered. In such instances requests have been made to Detention Escorting Population Management Unit (DEPMU) to restrict specific nationalities being sent to the Centre.

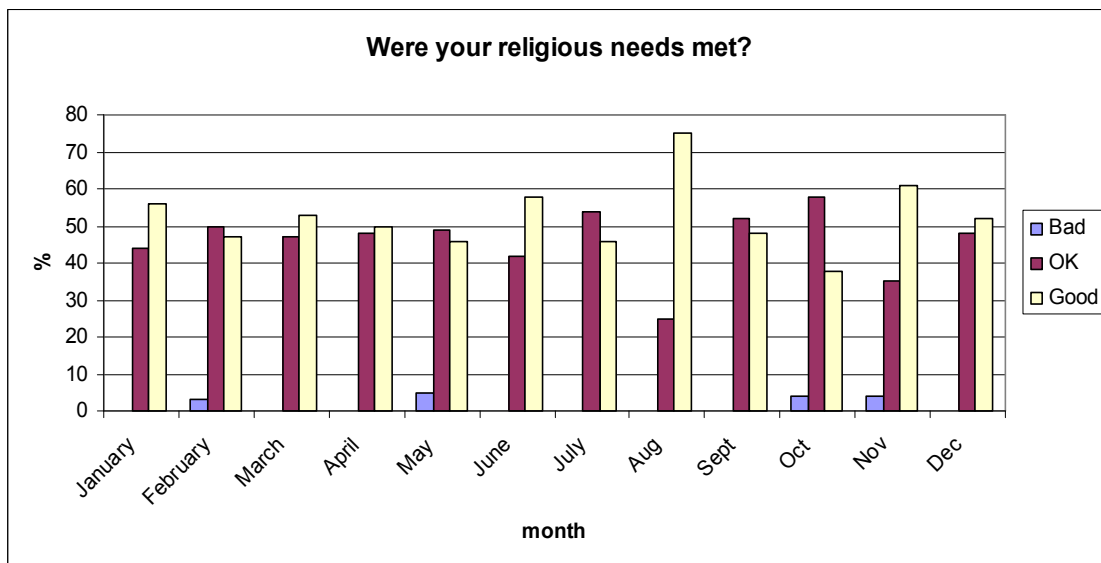
**5.4.2** Although English is not the first language of the majority of detainees, communication is not a serious problem. A number of the GEO staff speak a second language and use is made of this. With agreement, friends are used to translate when difficulties arise. 'Big Word', the telephone translating service is available. Many understand and speak English although reading and writing can be a problem, members of staff and IMB members assist in reading documents and completion of forms. The 'House Rules for Detainees' are available in 25 different languages. Informative notices are displayed in a variety of languages. Signage regarding making a racist complaint is displayed pictorially to help transcend language difficulties. Foreign language books are available in the library and foreign newspapers are available on the internet.

## 5.5 Religion and Culture

**5.5.1** Religion is well catered for in the Centre. A new full time Religious Manager, the Reverend Sarah Parkinson, was appointed in June. The Reverend Brian Stops had been acting manager for the previous ten months. A multi-faith Chaplaincy Team is staffed by a number of part-time chaplains from a diversity of faiths, these include two Muslim Clerics, a Sikh Minister, a Buddhist Minister, a Catholic Priest, African Pentecostal Chaplain, a Chinese Methodist and the Anglican Chaplains. All the Chaplains are regular visitors to the Centre and it is very unusual not to see one of the team present on the Centre. Pastoral duties are carried out not only within their own denomination but with others as needed. As far as is possible, detainees are now seen on arrival at the Centre by a member of the Chaplaincy Team (however the reception Centre is open 24 hours a day and the exact time of arrivals is not known). The numbers being seen have gradually increased from about 80 percent when the interviews were first introduced and reached 90 percent in December.

**5.5.2** In addition to the Chaplaincy Team, there are a number of Religious Visitors who come into the Centre less frequently, some on a voluntary basis. These include faith support for Jews, Orthodox Christian and Jehovah's Witnesses. A Hindu chaplain is recovering from an operation and then he also will come in regularly.

**5.5.3** An exit questionnaire is completed by detainees as they leave the Centre; the results with regard to religious satisfaction are shown below:



**5.5.4** In 2008, the 'Good' responses have exceeded the 'OK' responses, with very few detainees stating their religious needs were not met.

**5.5.5** The Centre facilities include a chapel, a mosque and a multi faith prayer room. Due to the large number attending, the large screen room is used by Muslim detainees on Fridays. Planning permission has just been granted to build an amenities centre in Zone six (open space behind Blue Block); this will include a chapel, mosque and multi faith room on the upper floor.

**5.5.6** Special arrangements were made during Ramadan. Other religious and national festivals are celebrated in the Centre, these included, Easter, Divali, Jamaican Independence Day, Indian Independence Day, Pakistan Independence Day, Chinese New Year and Christmas. Care is taken by the Catering Manager to ensure that food requirements of the different cultures are met. Theme evenings have been held at about monthly intervals when detainees have assisted and

advised the catering staff in the preparation of the evening meal. These have proved to be extremely popular and have been attended by all nationalities.

**5.5.7** Diversity is included in the Induction Training Programme (ITC) for new Detention Centre Officers (DCOs). All staff are made aware of the various cultures they will meet in the Centre. A Race Relations Liaison Officer (RRLO) has been appointed.

## **5.6 Complaints on Matters of Diversity**

**5.6.1** There have been only two formal complaints during the year on matters of diversity. These related to alleged racial attitude by the staff to detainees. Both complaints were investigated and neither was substantiated as being of a racial nature.

## **5.7 Monitoring of Diversity**

**5.7.1** A number of approaches have been examined by the Diversity Group to monitor Temporary Confinement (TC), Removal From Association (RFA), Action Care Detainee Team (ACDT) and Use of Force. However it has proved difficult to identify any trends or significant problem areas from month to month due to the small number of incidents and the large number of nationalities and ethnic groups present.

**The IMB recommends that the computer programme used by the Prison Service – Systematic Monitoring and Analysing of Race Equality Template (SMART) be examined for use at Campsfield and if appropriate investigated by UKBA for use across the Detention Estate.**

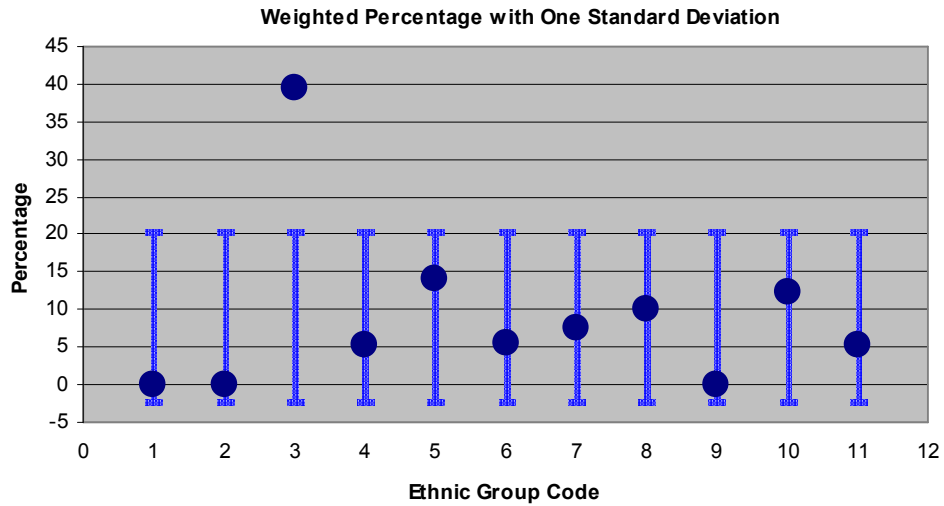
**5.7.2** The Board has examined the numbers in each ethnic group of detainees placed in TC and RFA, subjected to ACDT and Use of Force using the management figures for the whole of the year in an effort to identify any problem areas. In each case weighted percentages have been calculated to take into account the numbers in each ethnic group. The standard deviation from the mean value has been calculated and plotted along with the weighted percentage. The results for each category are shown below. It can be clearly seen that in each case there is one ethnic group which falls outside the band of one standard deviation, namely Group Code 3 – ‘Asian Other’, and in the case ACDT also Group Code 5 – ‘Black African’.

**5.7.3** The ‘Asia Other’ consists mainly of detainees from Iraq, Iran and Afghanistan, the most prevalent reasons for being placed in TC, RFA and Use of Force was refusal and refractory behaviour on attempting to remove or deport the detainee. Considering the very strong feelings shown by detainees against removal to these countries it is not unexpected that they are problematic when removal directions are served and acted on. The Board was satisfied that there was no discrimination against this group.

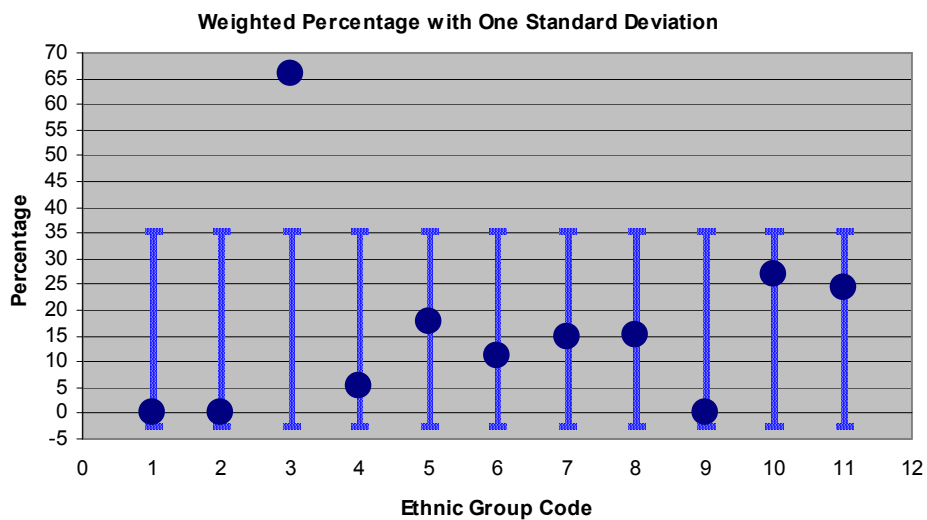
**5.7.4** A similar situation pertains with ACDT were again the ‘Asian Other’ were mainly from Iraq, Iran and Afghanistan and ‘Black African’ from trouble spots in Africa, namely Eritrea, Democratic Republic of the Congo, Ethiopia and it is to be expected that detainees from these countries will require more help and understanding. Again the Board was satisfied that there was no discrimination against the group

**5.7.5** The Board considers that diversity is not an issue or a problem at Campsfield House.

<b>TEMPORARY CONFINEMENT 2008</b>	1 Asian Bangladeshi	2 Asian Indian	3 Asian Other	4 Asian Pakistan	5 Black African	6 Black Caribbean	7 Black Other	8 Chinese	9 Mixed/Dual Heritage	10 Other	11 White
Number in Ethnic Group	67	116	212	174	528	166	249	184	5	378	346
Number of Group in TC	0	0	9	1	8	1	2	2	0	5	2
Percentage of Group in TC	0.0	0.0	4.3	0.6	1.5	0.6	0.8	1.1	0.00	1.3	0.6
Weighted Percentage of Total	0.0	0.0	39.6	5.4	14.1	5.6	7.5	10.1	0.0	12.3	5.4

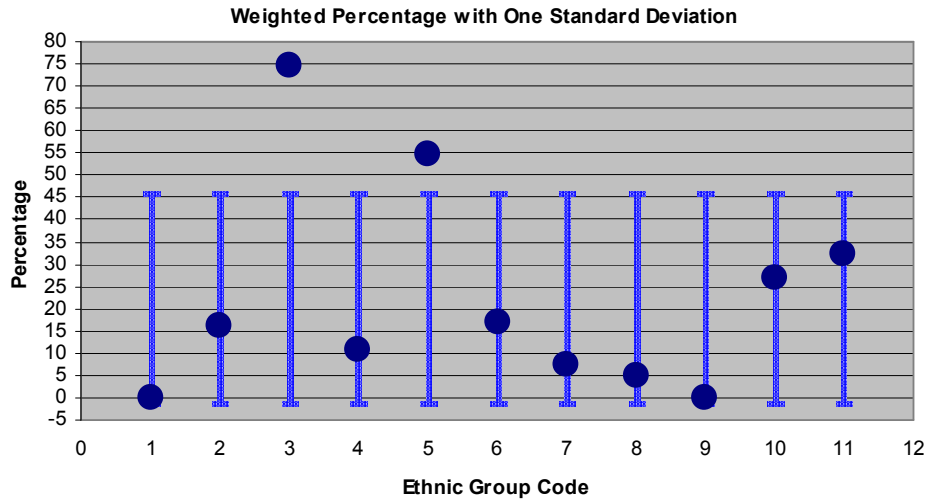


<b>REMOVED FROM ASSOCIATION 2008</b>	1 Asian Bangladeshi	2 Asian Indian	3 Asian Other	4 Asian Pakistan	5 Black African	6 Black Caribbean	7 Black Other	8 Chinese	Mixed/Dual Heritage	10 Other	11 White
Number in Ethnic Group	67	116	212	174	528	166	249	184	5	378	346
Number of Group in TC	0	0	15	1	10	2	4	3	0	11	9
Percentage of Group	0.0	0.0	7.1	0.6	1.9	1.2	1.6	1.6	0.0	2.9	2.6
Weighted Percentage of Total	0.0	0.0	65.9	5.4	17.7	11.2	15.0	15.2	0.0	27.1	24.2

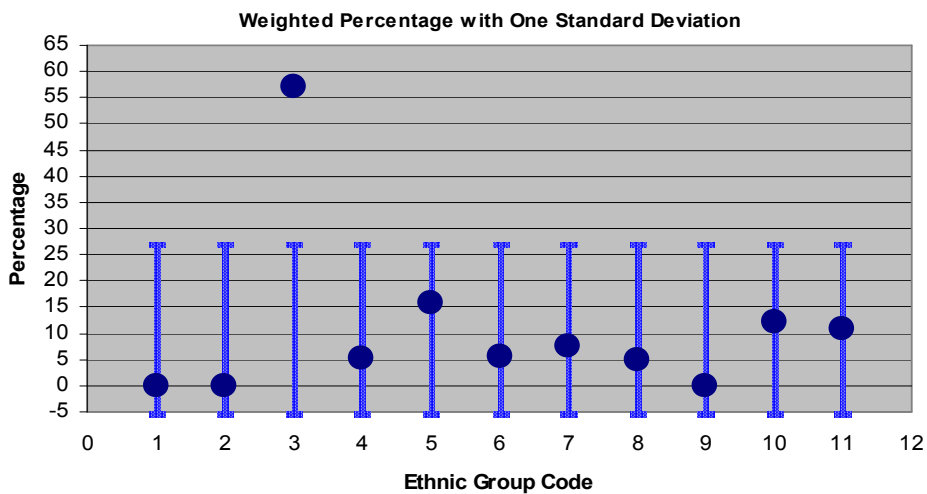




<b>ACTION CARE DETAINEE TEAMWORK 2008</b>	1 Asian Bangladeshi	2 Asian Indian	3 Asian Other	4 Asian Pakistan	5 Black African	6 Black Caribbean	7 Black Other	8 Chinese	Mixed/Dual Heritage	10 Other	11 White
Number in Ethnic Group	67	116	212	174	528	166	249	184	5	378	346
Number of Group in TC	0	2	17	2	31	3	2	1	0	11	12
Percentage of Group	0.00	1.72	8.02	1.15	5.87	1.81	0.80	0.54	0.00	2.91	3.47
Weighted Percentage of Total	0.0	16.1	74.7	10.7	54.7	16.8	7.5	5.1	0.0	27.1	32.3



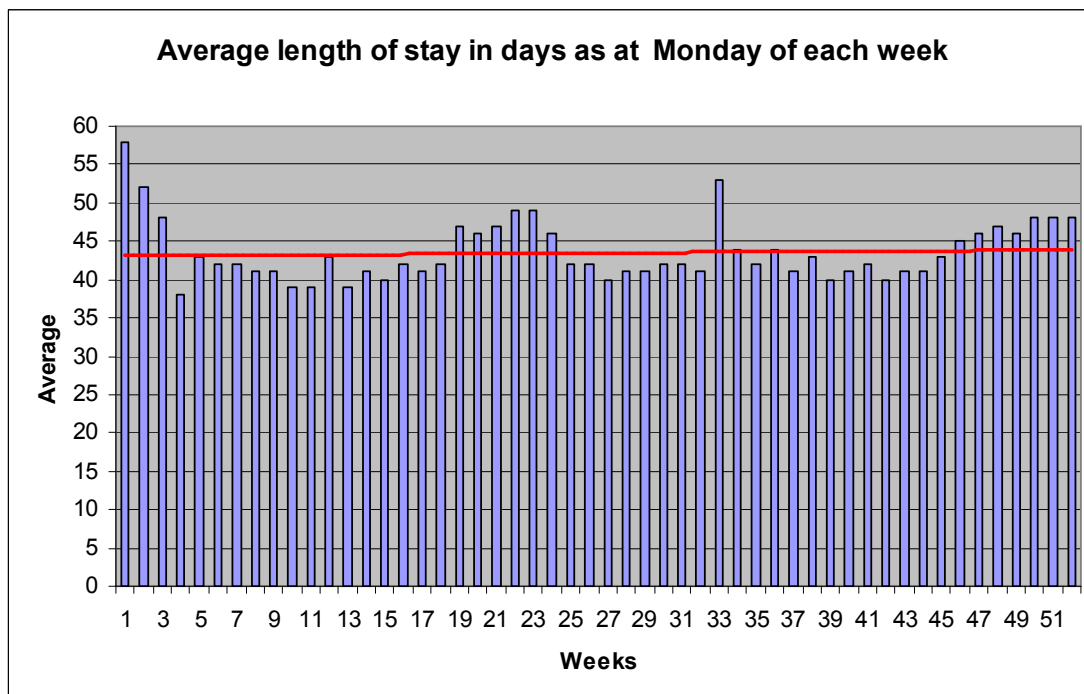
<b>USE OF FORCE 2008</b>	1 Asian Bangladeshi	2 Asian Indian	3 Asian Other	4 Asian Pakistan	5 Black African	6 Black Caribbean	7 Black Other	8 Chinese	Mixed/Dual Heritage	10 Other	11 White
Number in Ethnic Group	67	116	212	174	528	166	249	184	5	378	346
Number of Group in TC	0	0	13	1	9	1	2	1	0	5	4
Percentage of Group	0.00	0.00	6.13	0.57	1.70	0.60	0.80	0.54	0.00	1.32	1.16
Weighted Percentage of Total	0.0	0.0	57.1	5.4	15.9	5.6	7.5	5.1	0.0	12.3	10.8



## LEARNING SKILLS

### 5.8 Length of Stay

**5.8.1** The average length of stay of a detainee remaining at Campsfield levelled out in 2008 to about 44 days. At the end of December 2008, 23 detainees had been in the Centre for more than 3 months including 3 detainees who have been in the Centre for over a year. The chart below shows the average length of stay on the Monday of each week for the whole year.



**5.8.2** With the Centre no longer acting in the role of a transit Centre, as was the situation three years ago when the average length of stay was 7 to 10 days, it is extremely important that detainees are engaged in activities.

### 5.9 Education Facilities

**5.9.1** The Education facilities originally consisted of two small rooms in a temporary cabin, the facility was completely destroyed by fire as a result of the disturbance in June. It is a credit to GEO Management that temporary facilities for teaching English and Art and Crafts were very quickly in place and that the internet computers destroyed in the fire were replaced within days of the event.

**5.9.2** With the destruction of the Education Centre, the recommendation made in the last Annual Report that a new Education Facility should be costed has been overtaken by events. Plans have now been drawn up to provide a purpose built amenities centre in Zone 6 (behind Blue Accommodation Block). The plans were submitted to Cherwell District Council for planning permission and the Board is pleased to be able to report that permission has been granted. A business case has now been being submitted to UKBA. The facility will be a two storey building consisting of 3 classrooms, a workshop, store rooms, office space, new shop (internet café) and library on the ground floor and a mosque, chapel and multi-faith room chaplaincy and welfare offices on the upper floor. As a temporary measure a two room port-a-cabin has been placed on the original site and is now being used for the teaching of English and Arts and Crafts.

## 5.10 Internet Access for Detainees

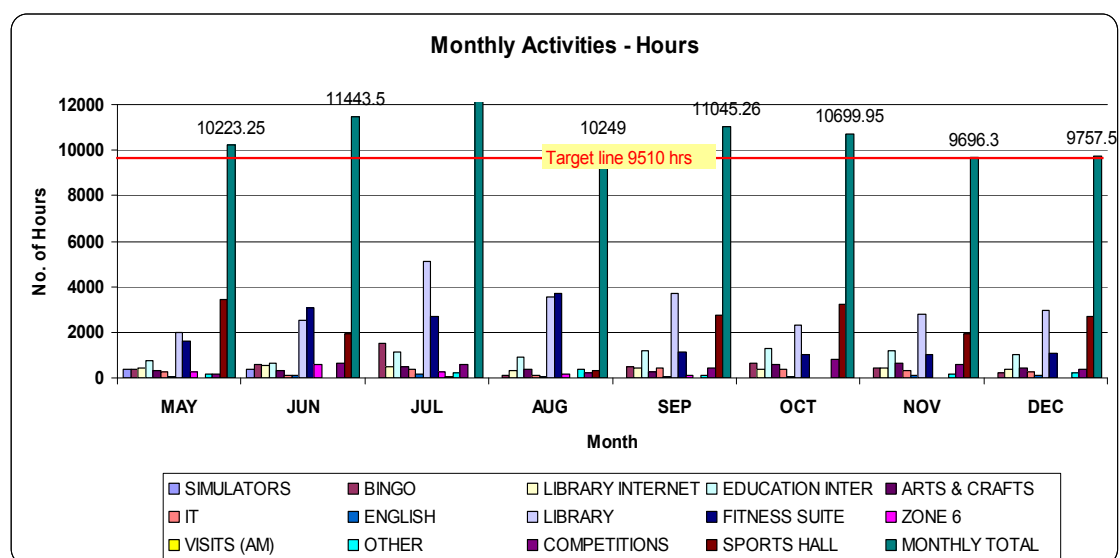
**5.10.1** The internet work stations no longer compete for space with the teaching of English as reported in the last Annual Report as they have been relocated in a dedicated room. The planned introduction of an internet café is now included in the new amenities building. Although the delay is disappointing, the cost effectiveness and rationale of including the facility in the new amenities block is understood. Internet is available to detainees between 09.30 and 20.30 seven day a week, sessions being booked in half hours 'slots'. Detainees have commented that half hour 'slots' are too short especially for down loading of iTunes and reading newspapers.

***The IMB recommends that the length of the booked Internet 'slot' be examined.***

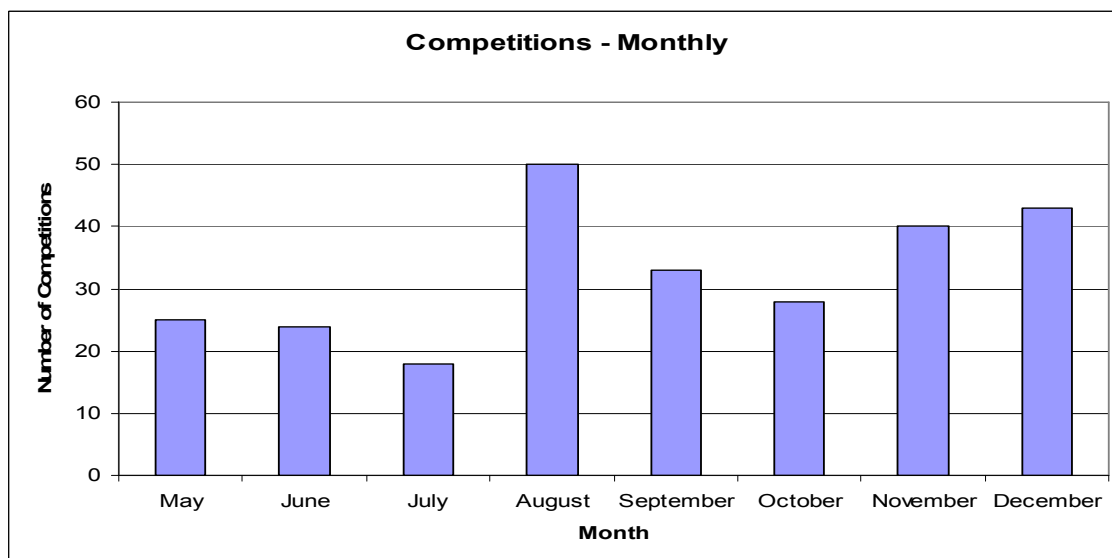
**5.10.2** The facility is extremely popular with detainees and is working well. A dedicated tutor attends the Centre twice a week to instruct and help detainees in all matters concerned with IT.

## 5.11 Activities

**5.11.1** A six month pilot of 'flexible deployment of staff' commenced on 1<sup>st</sup> May. This allowed for a minimum of 9510 hours per month of availability of regime for detainees. The target of 9510 hours per month has been exceeded every month since the trial began. The trial period has now ended and a notice of change has been implemented to allow the scheme to remain in place.



**5.11.2** Competitions are popular with detainees; competitions have included sports, console games, board games, art, themed x factor, Olympics etc. The target per month is 24 competitions per month and this target has been achieved every month since the trial started with the exception of July. The number of competitions held each month since the introduction of 'flexible deployment of staff' is shown below:



**5.11.3** Whilst the flexible deployment of staff has improved the welfare of detainees, the Board considers that the amount of formal education is still insufficient. The contract calls for 30 hours per week with 4 sessions per day for five days a week for a maximum of 10 detainees at each session. In the last Annual Report the Board expressed an opinion that this contact time does not satisfy the requirements of the detainees, a recommendation was made. The Board is also of the opinion that when the new amenities facility is completed that unless the formal teaching staff is increased then the facility will be much under used.

**Last year the Board recommended:**

*The IMB recommend that the BIA review the contractual requirements of the amount of formal education to be provided.*

**Response received from UKBA:**

*A review of activities required for longer term detainees at all centres will be conducted by September 2008 (received May). An up date received stated. 'An overall strategy for activities and education across the estate is to be developed by the end of Dec 08'.*

UKBA has now advised that the matter is still under consideration but unforeseen staffing difficulties within the business development team have led to a delay in formulating a strategy. Regrettably the process has taken longer than expected and UKBA have advised that a draft paper will be produced by the end of January 2009. However in order that sight is not lost of the issue and as the recommendation has not been answered to conclusion it is repeated.

***The IMB recommend that the UKBA review the contractual requirements of the amount of formal education to be provided.***

**HEALTHCARE AND MENTAL HEALTH**

**5.12 General**

**5.12.1** Health care is provided by a private company who specialise in providing healthcare within a closed environment of a standard at least equivalent to the service provided to the community under the National Health Service. The staff consists of a Healthcare Manager, a Senior Nurse and a nursing team who provide 24 hour cover. A doctor visits the Centre every weekday and is on call at weekends.

## **5.13 Appointments and Clinics**

**5.13.1** Nurse clinics are held as follows:

- 09.15 – 11.00 prescribed medication and drop in nurse clinic
- 11:00 – 12:00 dressings, other procedures, by appointment only
- 14.00 – 15.30 prescribed medication and drop in nurse clinic
- 19.00 – 20.45 prescribed medication and non urgent treatments

In addition specialist clinics by appointment are held between 16.00 and 16.45. These include a 'well man' clinic, mental health, diabetes, hypertension, asthma etc.

**5.13.2** Doctor surgeries are held on weekdays at either 11:30 or 14:30 depending on the doctor attending

**5.13.3** When necessary, referral to a Hospital or a National Health Service consultant will be made by the visiting doctor if required.

**5.13.4** Appointments for emergency and urgent dental problems are made with a local dental practitioner. Reconstructive and cosmetic dentistry is not available.

**5.13.5** Referrals to an optician can be made as required and reading glasses supplied if needed.

**5.13.5** Two of the permanent nursing staff and two bank nurses are registered mental nurses (RMN), they fulfil a role assessing and supporting detainees who have mental health issues. If they or the doctors feel that a higher level of psychiatric input is necessary the services of a consultant psychiatrist can be accessed.

## **SAFER CUSTODY**

### **5.14 Implementation of Action Care Detainee Teamwork (ACDT)**

**5.14.1** The use of ACDT booklets has bedded down well at Campsfield, including detainees as key stakeholders in the process. The detainees now feel that they are more listened to, and are treated as adults. The implementation and management of ACDT at Campsfield House was commended in the HMCIP report published in December 2008. The detainee's immigration case is always a factor, and usually the prevailing factor, distance from family is another.

**5.14.2** A total of 81 ACDT Booklets were opened in 2008. A diversity analysis is discussed under the Section on Diversity.

**5.14.3** To run alongside ACDT a category of 'Enhanced Observation' has been introduced for detainees who may have received bad news from a family member or friend, or have had a difficult visit, received removal directions, without causing the level of concern that would warrant opening an ACDT booklet. These observations are valued by detainees and are working well.

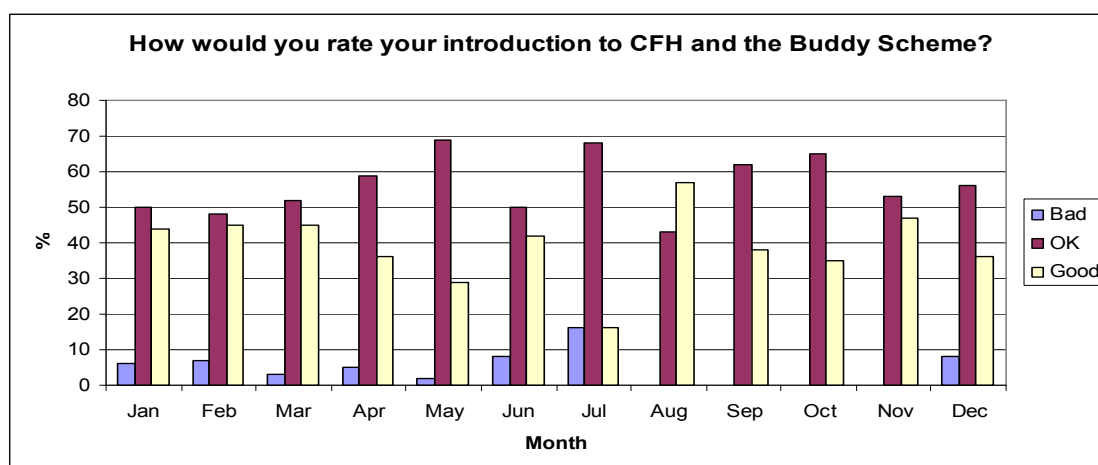
**5.14.4** Since its inception there have been no calls to the anti bullying telephone line. Bullying has been the cause of opening four ACDT booklets to level 1 in the past 12 months.

**5.14.5** It is planned to produce an information booklet for detainees which will contain information about the Samaritans, Buddy and Welfare schemes. This will be translated into 5 languages available in each bedroom, and the information in a further 25 languages will be available in the library.

## 5.15. Buddy Scheme

**5.15.1** During 2008 there have at various times been between 1 and 3 detainees trained and working, under the paid work scheme, as 'Buddies'. One Buddy is allocated a single room, the care/crisis suite, in Yellow Block which has a 'put-you-up' bed which is available if a detainee wishes, and has the need, to share a room with a Buddy for a very limited period. To date this situation has not arisen. The role of the Buddies is kept under constant review with the changing personnel involved. Their primary role is to be available in Detainee Reception to speak to new arrivals, help them familiarise themselves with the centre, signpost them to services and be a listening support when needed.

**5.15.2** From information from the exit questionnaire, the 'Buddy Scheme has been a success as shown by the chart below. Only 4% for the whole year said that the 'Buddy Scheme' and their Introduction to Campsfield was bad.



## 5.16 Self Harm

**5.16.1** There have been eight incidents of self harm or attempted self harm during the year, this was a considerable reduction from the previous year and the lowest recorded since the year 2001. Most were in protest against removal or deportation from the United Kingdom. Of these eight, four sustained minor injuries. Details are shown below:

Self Harm and Attempts to Self Harm	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Attempts		1											1
Cuts		1	1										2
Strangulation			1	1		1					1		4
Other					1								1
<b>TOTALS FOR 2008</b>													<b>8</b>
Occupancy at last Day of Month	197	206	207	207	204	195	204	204	191	197	208	199	
TOTALS FOR 2007	1	1	0	3	3	1	1	0	0	0	1	0	11
TOTALS FOR 2006	4	5	3	0	1	4	0	1	0	1	1	0	20
TOTALS FOR 2005	2	0	1	3	4	3	0	1	0	0	0	0	14
TOTALS FOR 2004	2	1	0	0	2	0	6	2	3	1	1	3	21
TOTALS FOR 2003	1	1	5	3	1	4	3	2	4	2	0	3	29
TOTALS FOR 2002	2	1	1	4	4	1	0	5	3	0	2	0	23
TOTALS FOR 2001	2	1	0	1	1	3	1	1	7	1	1	0	19

## SEGREGATION AND REMOVAL FROM ASSOCIATION

### 5.17 General

**5.17.1** The Board was satisfied that it was notified appropriately about the use of the segregation unit, and removal from association facilities, as required by the Detention Centre Rules. Detainees subjected to Rule 40 (Removal from Association) and Rule 42 (Segregation) were visited by a member of the Board within 24 hours of notification, the exception being when detainees were removed from the Centre within a very short time frame.

**5.17.2** Paperwork was generally found to be in order, procedures adhered to and detainees well cared for within the limits of the accommodation for RFA.

### 5.18 Segregation

**5.18.1** The Board were very pleased to report that the long awaited new segregation unit was taken into use in February 2008. However there is an omission in design in that the block, which is separate from the main Centre, does not contain shower facilities and it is necessary to return any detainee under escort to the main block when a shower is requested.

**5.18.2** Use of the Segregation Unit was identical to that in 2007, namely 30 although the Centre occupancy was greater than in 2008 than in 2007, producing about a 10% reduction in percentage use of TC against occupancy from the previous year. The main use of the Segregation Unit was for refractory behaviour very often in connection with refusal to accept removal directions. Analysis of the use of TC against ethnic groups is detailed in the Diversity Section.

**5.18.3** Detail of the use of the segregation unit with figures for previous years for comparison is shown below:

<b>RULE 42 Temporary Confinement</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>TOTAL</b>
<b>TOTALS 2008</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>30</b>
Occupancy at last Day of Month	197	206	207	207	204	195	204	204	191	197	208	199	2419
Percent of Segregation to Occupancy as at last Day of Month	0.51	0.97	2.90	1.45	.98	1.03	0.00	2.45	0.52	2.03	1.44	.50	1.24
<b>TOTALS 2007</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>30</b>
<b>TOTALS 2006</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>54</b>
<b>TOTALS 2005</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>25</b>
<b>TOTALS 2004</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>41</b>
<b>TOTALS 2003</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>11</b>	<b>12</b>	<b>4</b>	<b>8</b>	<b>11</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>74</b>
<b>TOTALS 2002</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>46</b>
<b>TOTALS 2001</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>28</b>

### 5.19 Removal from Association

**5.19.1** The number of detainees subject to Rule 40 (removal from association) was almost identical to that in 2007, namely 54 although the Centre occupancy was

greater in 2008 than in 2007 and as for segregation producing about a 10% reduction of use of RFA against occupancy from the previous year. The main reasons for the use of Rule 40 were refusal to accept removal directions and aggressive behaviour.

**5.19.2** Detail of the use of Removal from Association facilities with figures for previous years for comparison is shown below:

<b>RULE 40 Removal from Association</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
<b>TOTALS 2008</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>54</b>
Occupancy at last Day of Month	197	206	207	207	204	195	204	204	191	197	208	199	2419
Percent of RFA to Occupancy as at last Day of Month	2.54	2.91	2.42	0.97	1.96	3.59	0.98	3.92	2.09	2.54	1.44	1.51	2.23
TOTALS 2007	4	1	4	2	9	13	5	4	1	3	6	1	53
TOTALS 2006	7	11	7	3	3	11	5	5	4	4	5	8	73
TOTALS 2005	1	5	3	10	13	5	8	4	1	5	5	5	65
TOTALS 2004	20	8	6	6	7	19	17	7	7	3	1	7	108
TOTALS 2003	2	12	14	13	9	14	12	12	13	7	8	11	127
TOTALS 2002	7	8	7	6	12	11	5	8	9	4	5	4	86
TOTALS 2001	9	2	0	9	4	1	2	4	8	5	20	1	65



## **Section 6**

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### **OTHER AREAS OF INTEREST OR CONCERN**

#### **FABRIC OF THE BUILDING**

##### **6.1 General**

**6.1.1** Interior areas were maintained to a reasonable standard throughout the year. Detainees who have been employed as cleaners and painters under the paid work scheme have contributed to the improvements in the cleanliness and décor of the Centre. The change in the colour scheme for the walls in Blue Block has created a much more relaxing atmosphere in the Block.

##### **6.2 Refurbishment of the Centre**

**6.2.1** Further delays in the refurbishment programme were experienced. The first meals were prepared in the new kitchen in early February and the remainder of the refurbishment with the exception of the showers and toilets was completed by the end of the month. Regrettably the showers and toilets were not completed until September; this caused a certain amount of inconvenience for most of the year. Snagging is still taking place and it is disappointing that paint is peeling away from the ceilings in the refurbished showers; this is the subject of discussion between the building contractor and UKBA.

**6.2.2** Expansion of the Reception Area resulted in the loss of the day room in the Induction Block. The IMB Annual Report for 2006 raised concerns at the planning stage about the loss of this day room. The Board feel that the standard of induction has deteriorated with the loss of the Day Room as Board members have been asked questions which should have been covered at induction. However the Board is very pleased to be now informed that this Day Room is to be reinstated, it is hoped that the standard of induction will improve.

#### **SERIOUS INCIDENTS**

##### **6.3 Introduction**

**6.3.1** There were two serious incidents during 2008, although unrelated both occurred in the month of June. In the first incident the Education Block was completely destroyed and in the second 7 detainees escaped during the early hours of the morning on 19 June.

**6.3.2** Both incidents were the subject of formal enquiries by UKBA.

##### **6.4. First Incident – 16 June 2008**

**6.4.1** The incident started on the afternoon of Saturday 16 June and was associated with the removal of a Jamaican detainee. Some of his friends had indicated that they would cause trouble if he was removed. His removal had been delayed nevertheless his friends started fires in the education block, shop and Fitness Suite and some accommodation rooms whilst he was still being held at Campsfield. All detainees were evacuated to Zone 6 (open sports field) and the staff were withdrawn from the Centre.

**6.4.2** The Prison Service National Operation Unit was informed of the incident and Tornado Teams were deployed to the Centre. Tornado teams initiated a controlled surrender. The ring leaders were segregated and removed. Apart from the ring leaders, no further evacuation of the Centre was necessary. The Centre was returned to normal regime by about 21.00 hours. Although the fire initiated the automatic cut off of the gas supply to the kitchen, food was supplied to all detainees.

#### **6.4.3** Damage occasioned to the Centre included:

- Loss of Education Block
- Shop damaged and looted
- One room in Blue Block totally burnt out
- One room in Blue Block damaged
- One room in the Induction Block damaged
- Fitness suite damaged and unusable.
- Number of windows throughout the centre smashed.

**6.4.4** A member of the IMB attended the incident from mid afternoon until its conclusion. Increased attendance by members of the IMB was arranged during the week immediately after the incident.

**6.4.5** The Board is pleased to report that temporary education facilities and new computers were in place within four days of the incident.

#### **6.5 Second Incident – 19 June 2008**

**6.5.1** At approximately 03.00 hours on the morning of 19 June it was discovered that seven detainees had escaped through a window on the ground floor in Blue Block and then climbed the 21 foot perimeter fence. Although it appeared to be a planned escape the detainees did not take their property with them.

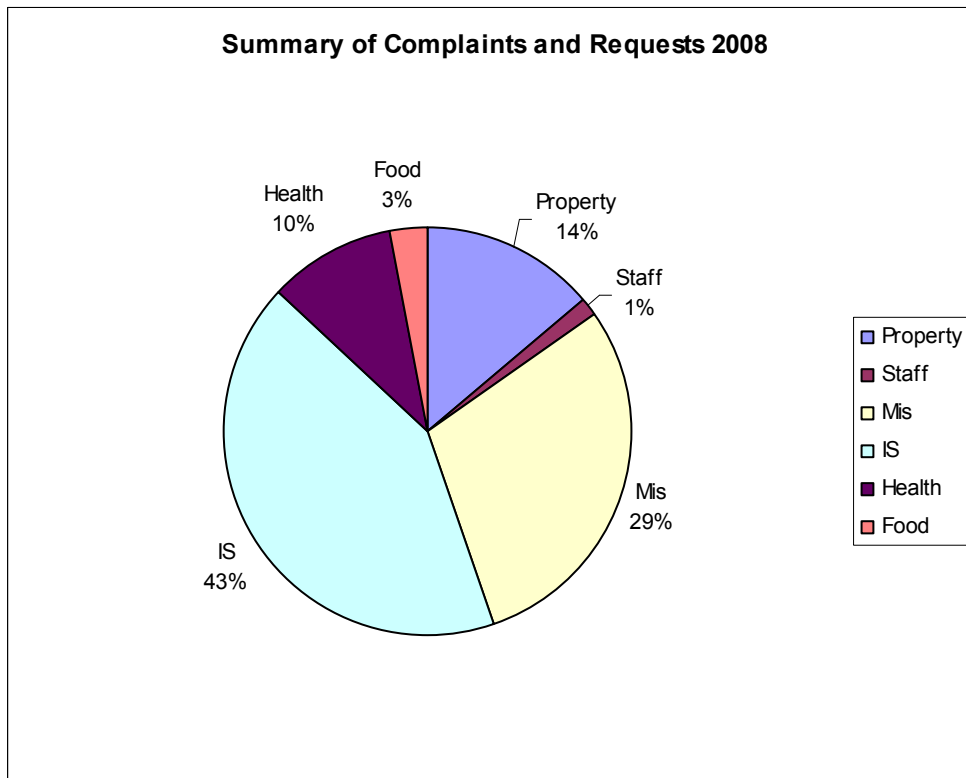
**6.5.1** One detainee injured himself during the escape and was immediately recaptured. Two further detainees were quickly recaptured within a mile of the Centre, one having stolen a bicycle. A fourth detainee was recaptured in Oxford during the day following the escape. The remaining three detainees are still at large.

### **COMPLAINTS**

#### **6.6 Complaints Raised by Detainees to IMB Members**

**6.6.1** Much of the time on the member's rota visit is spent talking to detainees about their problems. Added to the work of the Chaplaincy and Welfare Team, this gives detainees a much needed opportunity to vent frustrations, hopes and fears, and seek answers to pressing questions.

**6.6.2** The Board made 104 Rota Visits during the year and received about 250 requests for assistance from detainees during the year; most of these were received whilst walking around the Centre talking to detainees. Whilst written requests were received, many detainees prefer to approach an IMB member directly rather than submit a request for an interview. The number of detainees with requests or complaints was considerably fewer than in 2007 (370 requests/complaints) although the number of Rota Visits remained about the same. It is postulated that this reduction is associated with the work of the welfare team who now hold surgeries every morning and issues are dealt with immediately. Issues raised were referred to the appropriate body for investigation and further action. Detainees were kept informed. A breakdown of complaints and requests by category is below:



**6.6.3** Requests and complaints ranged over issues concerning property, inadequate legal support, family concerns, food and attitude of staff. However it is significant that about 100 out of the 250 were concerned with immigration issues; this is almost identical to the percentage of immigration issues raised last year.

**6.6.4** After immigration issues the subject of most concern was property. The issue of detainees being transferred from prisons and police stations without property has been raised in previous reports and a recommendation was repeated in the Annual Report for 2007.

**Last year the Board recommended that:**

*That urgent action be taken to resolve the problem of detainees being transferred from prisons and from police custody into the detention estate without their property.*

The response received from UKBA was:

**Response received from UKBA that:**

*We are likely to adopt the introduction of a standardised Prisons Escort Record (PER) which will be a single document used by the police, UKBA and the Prison Service for the escorting of detainees, including property records.*

*Detention Services have worked with the Prison Service to ensure policies for volumes and storage is consistent. Further work is underway to address excess property being delivered to Detention Services.*

It is understood that the PER is to be introduced in April, the document will contain all the information relating to the individual including their property. Whilst this will assist in the flow of consolidated information between the sending and receiving custodial establishments, it is not clear to the Board how this will improve the actual physical transfer of property and valuables with the individual; property cards already exist in prisons. The Board appreciates that the volume of property has been a problem to UKBA and that this has been addressed but this was not the issue of the recommendation; the issue has not been raised at Campsfield by detainees.

**6.6.5** The percentage of property complaints received by members on their Rota Visits has increased to 14% from 11% last year. Many of these complaints relate to detainees leaving prisons and police stations without their property and valuables, not about the amount they are permitted to have or excessive amounts when leaving the country. (Note: about 50 percent of the issues dealt with by the Welfare Team related to property from prison and police stations – see paragraph **6.10.3**). In view of an apparent lack of progress on the issue, and as there is no clear indication that the actual recommendation has been addressed, the recommendation is repeated for the attention of the Minister.

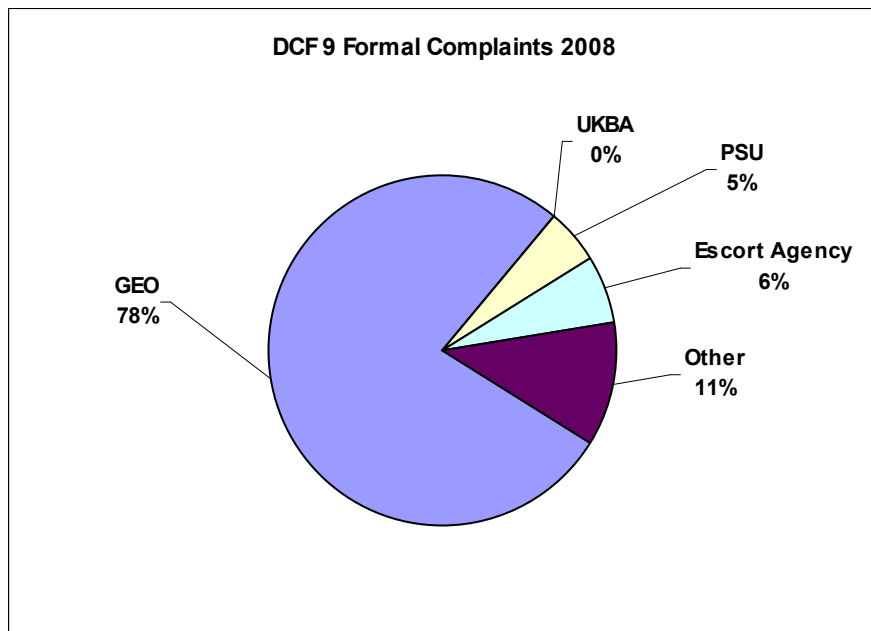
***The IMB recommends that urgent action be taken to resolve the problem of detainees being transferred from prisons and from police custody into the detention estate without their property.***

## **6.7 Formal Requests and Complaints**

**6.7.1** For eleven months of the year the procedure for dealing with formal complaints (raised on DFC9s or complaints referred to the Ombudsman) was contained in Detention Service Order (DSO) 09/2006. A new procedure which replaced DSO 09/2006 was published in November for implementation with effect from 1 December 2009. The Board has concerns about this new procedure and these are addressed at paragraph **6.8**.

**6.7.1** Chapter 11 of DSO 09/2009 places a remit on the IMB to act in a ‘watchdog’ role to monitor the system for dealing with complaints and to examine the complaints log and monthly statistics.

**6.7.2** There were 96 complaints on DCF9s raised by detainees during 2008. Analysis by department or agency responsible for investigation of the complaints is in the table below:



**6.7.3** The maintenance of the complaints log was much improved from last year. The majority of complaints were investigated; two recent complaints are still under investigation by PSU and three by GEO. It is of concern that two complaints, referred to DEPMU concerning escorts, failed to obtain a response despite a number of email and telephone requests for results of the investigation. It is also of concern that in 23 cases the detainee does not appear to have been informed of the outcome of the investigation, due to either removal from the country or the Detention Estate; the definition of ‘completion’ in DSO 09/2006 is receipt by the detainee of a response.

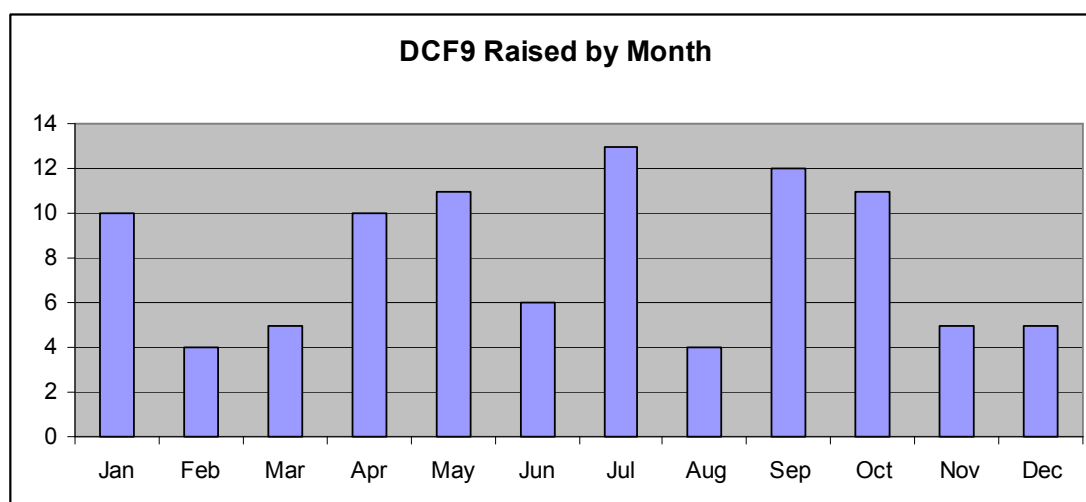
However a new procedure was effective from 1 December 2008 no recommendations are therefore made. It should be noted that under the new procedure the DFC9 makes provision for a forwarding address to be included in the event that the detainee is removed or released.

**6.7.4** The subjects of the complaints were extremely diverse and a large percentage falls in the 'miscellaneous' category; in order to illustrate the diversity of complaints the complete breakdown by subject is therefore shown at Annex F.

**6.7.5** Of the four cases of alleged assault two were found to be unsubstantiated and two are still under investigation. The largest single category was property, some were substantiated and appropriate recompense made. There were two racial complaints, neither was substantiated.

**6.7.6** The number of complaints submitted to the Ombudsman is not known as there is no remit for the Centre to record such complaints, nor is there a requirement for a detainee to inform the Centre that he is submitting a complaint to the Ombudsman. There is no remit for the Ombudsman to inform the IMB of the outcome of any investigation.

**6.7.7** The pattern of DCF9s submitted per month is shown in the chart below:



## **6.8 The New Complaints System introduced 1 December 2008**

**6.8.1** Although the new complaints procedure is in its infancy and has yet to settle down, the Board has concerns that the ability to monitor complaints has been unacceptably curtailed. Examination and monitoring of complaints is an important tool in the monitoring of the 'temperature' of the Centre. There are two separate but related issues to consider, firstly the actual disclosure of data, and secondly the procedure.

**6.8.2** The Detention Centre Rules 2001, which postdates the Data Protection Act, states that members of the IMB shall have access to the records of the Centre. It is open to interpretation as to whether or not a complaints form is part of the Centre records. Does an actual complaint constitute personal data? It should be noted that the Home Office Guidance to support the DCR clearly states *'that any complaint involving allegations against any officer at the centre shall be brought to the attention of a contract monitor as soon as possible. Matters of this kind should also be made known to the visiting committee'*. The Board believes that it is implicit that *'as soon as possible'* also applies to notification to the Board members. Whilst such complaints will be included in the monthly summary, there is concern regarding delays; an incident at the beginning of the month may not come to the attention of the IMB until weeks after the incident.

**6.8.3** UKBA maintains that the Data Protection Act precludes Board members from having sight of a complaint and the response unless the detainee has given written permission (UKBA have agreed to include a 'tick box' in the DCF9 for a detainee to give permission to the IMB to see the complaint). The procedure allows only for a quarterly summary to be provided to the Board. However the procedure also places a remit on the Board to monitor the system, examine the complaints log and the monthly complaints statistics. The complaints log is maintained by Centre Management and will only include complaints investigated by the Centre. There is no requirement in the new procedure for a central log of complaints to be maintained in the Centre, although it is understood that an instruction has been published to suggest that such a log may be created by local UKBA staff. The Board would like to see this as a mandatory requirement. It is difficult to reconcile examination of the log maintained by the Centre management with the embargo on seeing the actual complaint and response as the log records the detainee name along with a brief summary of the complaint and investigation. The log is part of the Centre records.

**6.8.4** The restriction on access to detainee complaints raises the broader issue of access to all records and data. The Data Protection Act is complex and open to interpretation, there are of course limitations and exceptions, and provision for access to data to be authorised. It is not clear to the Board whether the Act does prevent members from seeing complaints and associated responses. The Board is also concerned that restriction in the case of complaints may set a precedent and that access to other records may be denied. The Board considers that unless unhindered access to all records (with the exception of medical records and decisions and correspondence relating to immigration status etc) is permitted, then the monitoring role of the Board and its independence will be compromised. The Board will be hindered in its remit to monitor Centres to ensure that they are run in accordance with the DCR and to ensure that detainees are treated with dignity, humanity and respect. Members of Boards are public appointees, appointed by a Minister to undertake monitoring functions within an establishment.

***The IMB recommends that Minister clarifies the legal position and responsibilities of the IMB with regard to the Data Protection Act and the Detention Centre Rules 2001 in general and in particular in relation to formal complaints submitted by detainees.***

**6.8.5** Complaints made by detainees in the Centre are sent to a central office staffed by UKBA who then distribute them to the appropriate contractor or outside agency for investigation. Complaints of a serious and racial nature will always be sent to the Professional Standards Unit (PSU) for investigation. The PSU and contractors external to the centre only have a remit to inform the complainant and the Central UKBA Team of the outcome of any investigation. It is the complaints of a more serious nature, alleged assaults, alleged racial abuse, bullying, and property issues etc, which are more likely to be investigated outside the Centre.

**6.8.6** Thus the procedure is such that the IMB are no longer in the 'loop' in real time, as complaints are sent to the Central Team and there is no mandatory complete register in the Centre (see paragraph **6.8.3**). Whilst the Board will be sent a quarterly report and will see the monthly statistics, this is not a substitute for a weekly monitoring of complaints (as a minimum). Complaints, particularly of a serious nature or involving outside contractors, may go unnoticed until the monthly statistics are seen. Such delays are not conducive to monitoring the temperature of the Centre in real time as recommended by the Ombudsman. The procedure does not require the IMB to be informed of the result of the investigation, unless written permission is given by the detainee, or even to see or receive even a depersonalised copy of the response.

**6.8.7** The procedure is also vague as to when the Management will be informed of serious incidents referred to the PSU. Although it is understood that recent

instructions have been given to local UKBA staff to inform Centre management of such issues (PSU have a window of 12 weeks complete an investigation).

**6.8.8** A similar situation pertains in respect of complaints to escort contractors, these often relate to property and are of considerable concern to detainees and have potential for raising tension.

***The IMB recommends that UKBA review the complaints procedure to ensure that all complaints and subsequent responses are transparent and available to the IMB at the Centre and also the Centre Management.***

**6.8.9** The new procedure requires all complaints of a racial nature on a DCF9 to be referred to the PSU; however any complaints placed in the 'Race Relation Complaints Box' are investigated by the Centre. The Board consider that two levels of investigation to be inappropriate.

***The IMB recommends that UKBA and GEO review the policy of investigation of racial complaints.***

## **DETAINEE SUPPORT AND WELFARE**

### **6.9 General**

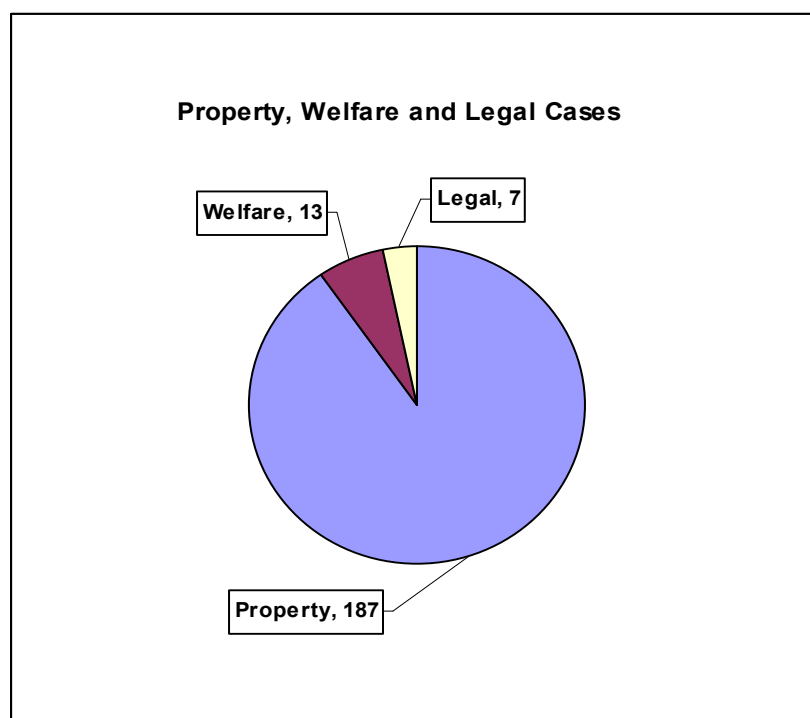
**6.9.1** The specialist support teams continued to meet during the year in compliance with contractual requirements and DC Rules. Board members attended the meetings.

### **6.10 Welfare Officer**

**6.10.1** Two Welfare Officers have now been appointed and a Welfare Office, shared with the Chaplaincy, set up in the old information room. This permits easy informal access to the Welfare Team.

**6.10.2** The daily dedicated surgery introduced last year has continued and proved to be very successful.

**6.10.3** The numbers of logged cases in respect of property, welfare and legal are shown below:



By far the most concern was over property issues, these ranged from property being delayed when transferred from prisons and police stations, lost during transfer, matters related to Campsfield and other IRCs. The number of property issues fell dramatically from 2007 (244 cases), this was mainly due to issues relating to transfer from the prisons into the Detention Estate when the number of cases fell from 112 in 2007 to 53 in 2008. This decrease is misleading as the number of detainees ex prisons accommodated in Campsfield in 2008 also fell, in 2007 the number of detainees ex prison was sometimes as high as 70 percent whereas in 2008 it was capped at 30 percent. In percentage terms there was no improvement from the previous year on the number of issues raised by detainees on release from prison. An average property case related to prison of one a week is not acceptable.

## **6.11 Paid work**

**6.11.1** Last year it was recommended that the paid work scheme be extended to more detainees. The Board is pleased to be able to report that the number of detainees doing paid work has now doubled to 40; the scheme is mostly financed by GEO and GFM. Work includes cleaning, painting, gardening, litter picking and kitchen work. Detainees working in the kitchen have helped in food preparation and advice on national dishes

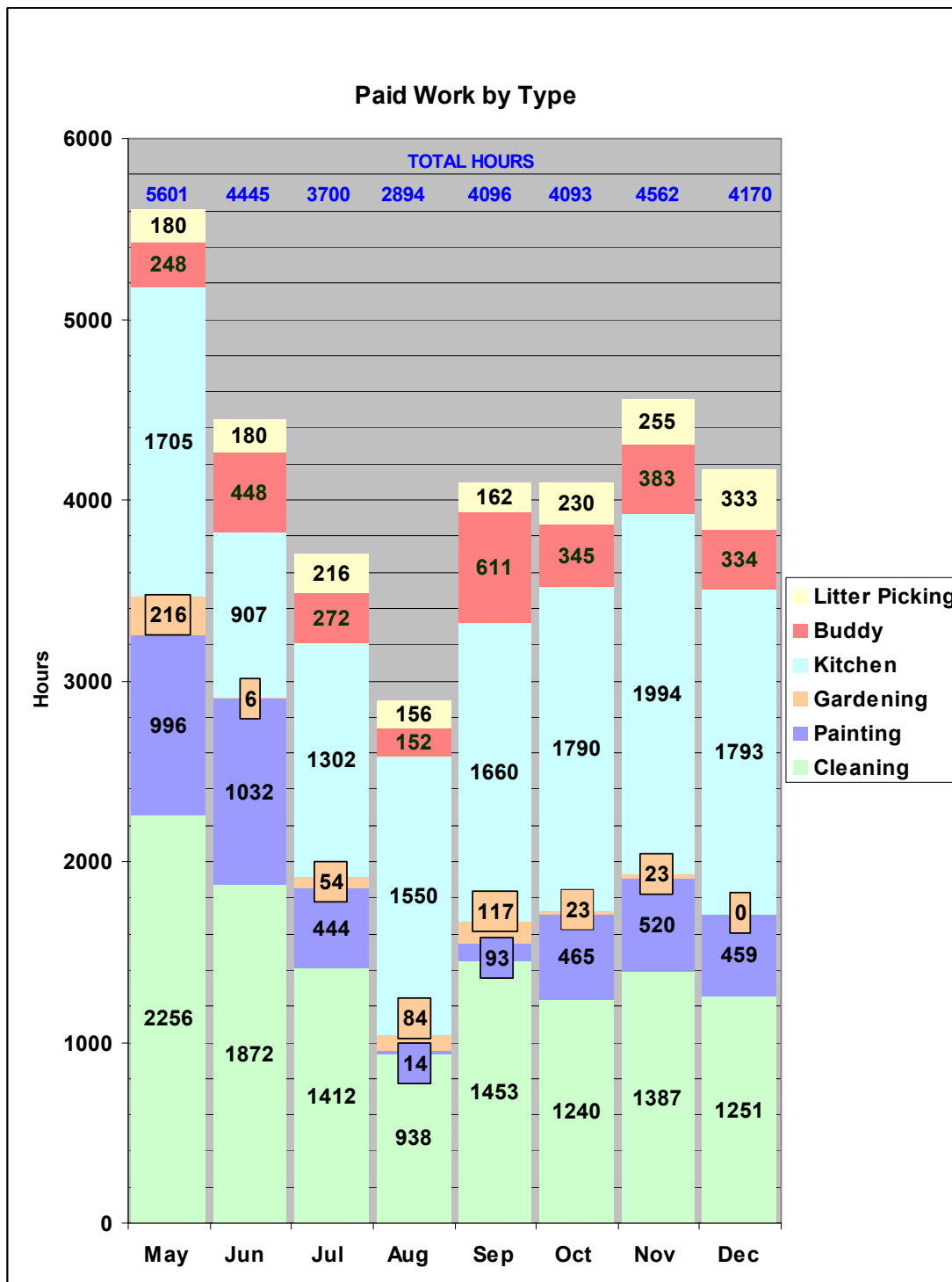
**6.11.2** Unfortunately the poly tunnel project for growing plants for hanging baskets was destroyed in the fire that destroyed the education block. The plans for the new amenities centre include a workshop which will bring potential for considerable increase in paid work.

**6.11.4** Paid work is still proving to be popular with no shortage of volunteers to work. Detainees involved in paid work are more content, and help to maintain the Centre at a lower level of tension.

**6.11.5** Care is exercised to ensure that no ethnic or national bias is introduced when work is allocated. It is of note that although the percentage of Chinese detainees has been high, none are involved in the paid work scheme. This has been addressed in the periodic meeting with management and the Chinese detainees. They do not wish to be involved in the paid work scheme; however they are willing to work in the kitchen to prepare Chinese meals for the Centre. Instead of accepting payment the money has been used to provide ingredients for the Chinese meals which would not have otherwise been available.

**6.11.6** Detail of the type and hours of work allocated since the introduction in May of flexible working is shown below:





## RECEPTION, MOVEMENT, TRANSFER AND REMOVAL

### 6.12 Detainee Reception

**6.12.1** The new detainee reception area has now been in use for the whole of the year; the waiting areas are a great improvement. The Board no longer receive complaints from detainees about the length of time spent outside the Centre waiting to be admitted. However the actual area where detainees are processed is very cramped, in particular there is a lack of privacy when the initial personal interview takes place, detainees can be overheard. This is compounded by the fact that the only toilet is behind the reception desk and detainees must pass the reception desk when going to and from the outside area (this is the only permitted smoking area in reception). It is hoped that UKBA take cognisance of the shortcomings in design of future Centres and refurbishment of existing facilities.

**6.12.2** The Reception Centre is open 24 hours a day and as the time of arrival of detainees is not known the monitoring of detainees on arrival is random. In general there was also concern from detainees ex prisons and police stations that their property and valuables had not travelled with them (see paragraph **6.6.5** and **6.10.3**). Many detainees arriving from police stations were glad to have arrived at Campsfield reporting that their treatment at police stations had not been good; observations included lack of showering and washing facilities, unsuitable food and no exercise or activity.

**6.12.3** Detainees on arrival are accommodated in the 'Pink Block', formerly known as 'The Induction Block' and now redesignated as 'The 24 hour Arrival and Discharge Unit'. In addition to new detainees to Campsfield, this unit is now used for compliant detainees prior to their departure and also to accommodate more vulnerable detainee who require closer monitoring. This mix is far from ideal, however space in the Centre is at premium and on balance it is probably the best solution at the moment. The Unit is small and is easier to control and monitor than other areas in the Centre.

### **6.13 Movement**

**6.13.1** The movement of detainees through the Centre increased during 2008 against the figure for 2007. The total number of new arrivals was 3844 against a figure of 3373 for 2007 and the total number of departures was 4016 against 3377 for 2007. (Note these figures do not include arrivals and departures for movements for hospital visits, court hearings, interviews etc). Detail is at Annex G.

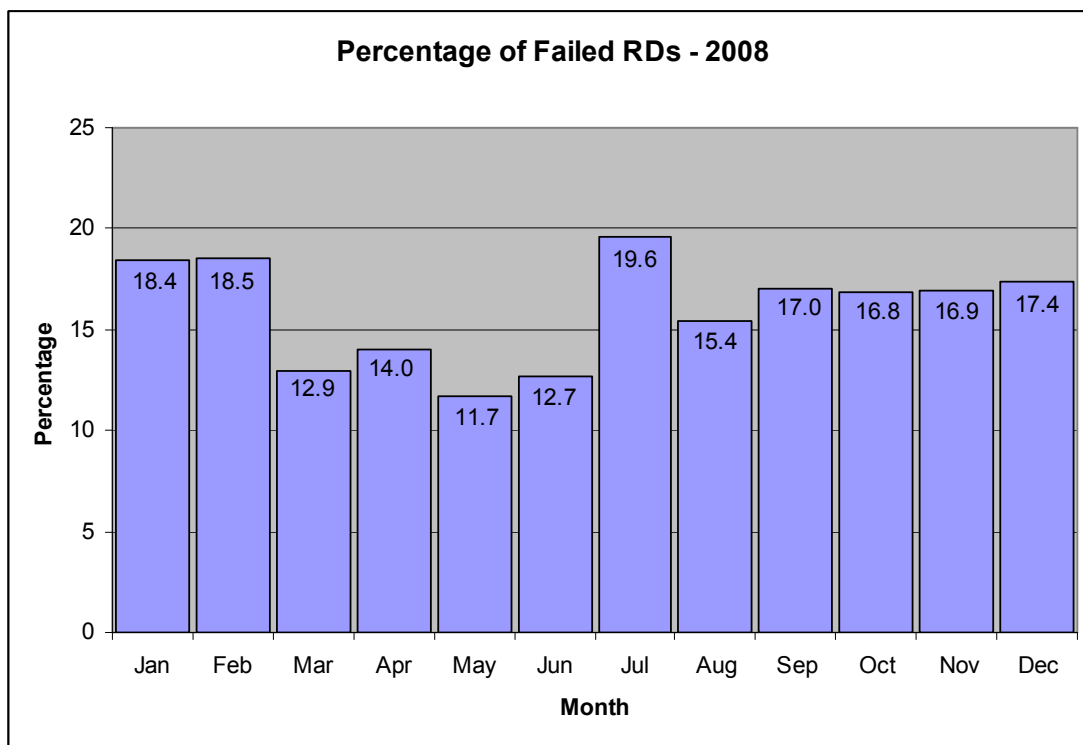
**6.13.2** Comparison of movements from the Centre for 2006, 2007 and 2008 is as follows:

<b>Percentage</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
Removal Directions	42.6	46.6	48.4
Removed to Other Centres	45.1	38.2	31.6
Temporary Admission	9.1	11.5	16.0
Bail	2.9	3.2	3.4
Other	0.3	0.5	0.6

With three years of comparison there is indication of a favourable trend with regard to the category of movement with a gradual increase in percentage of removal directions, temporary admission and bail, with a decrease in movement to other Centres. This is encouraging as it reflects more the role of a removal centre and it is hoped that the trend to reduce movement of detainees to other centres will continue.

### **6.14 Failed Removals.**

**6.14.1** In 2007 approximately 13 percent of removals/deportations from Campsfield failed, in 2008 approximately 15.9 percent failed. It is disappointing that although UKBA constantly review the barriers to removal, the percentage of failed removals once RDs have been set has increased. The detail for 2008 is shown below:



## **SAFETY AND SECURITY**

### **6.15 Security**

**6.15.1** Despite recommendations made by UKBA in relation to the serious incidents, and comments and recommendations in previous IMB Annual reports, the flat roofs are still very easily accessible to detainees. However some progress has been made during the year under report. A full physical review has been completed by UKBA resulting with a recommendation that a Business Case should be submitted by GEO to improve the security. The Case has now been completed by GEO and proposals, along with a quotation, have been submitted to UKBA for consideration/agreement. Meanwhile a Human Recognition System has been fitted to roofs which activates an alarm when triggered. This of course does not prevent detainees gaining access to the roofs.

**6.15.2** As a result of a recommendation in a report following one of the incidents in 2007, ear pieces have been introduced for use with the radios.

### **6.16 Searches**

**6.16.1** Searches of public areas and rooms were carried out on a regular basis in accordance with contractual requirements. These were recorded on the Search Certificate and assessed by the Centre's Security Section.

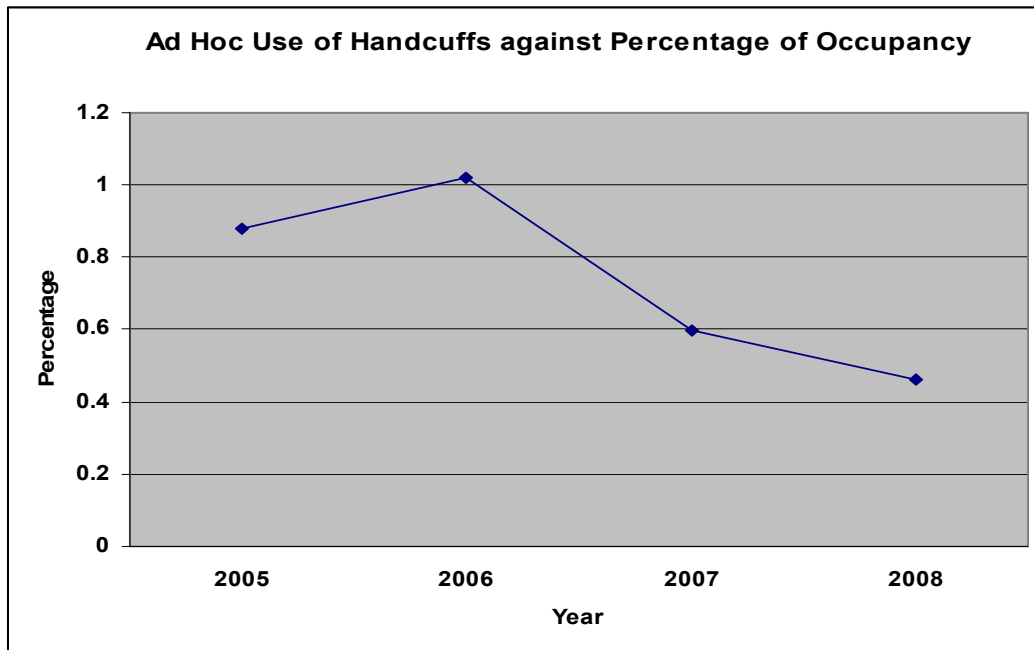
**6.16.2** The use of drugs in the Centre is still at a very low level and has been limited to a small use of cannabis. The situation has been kept in check by the proactive attitude of management with searches, including random searches using dogs, monitoring of detainee visitors and scanning of incoming post.

### **6.17 Escapes**

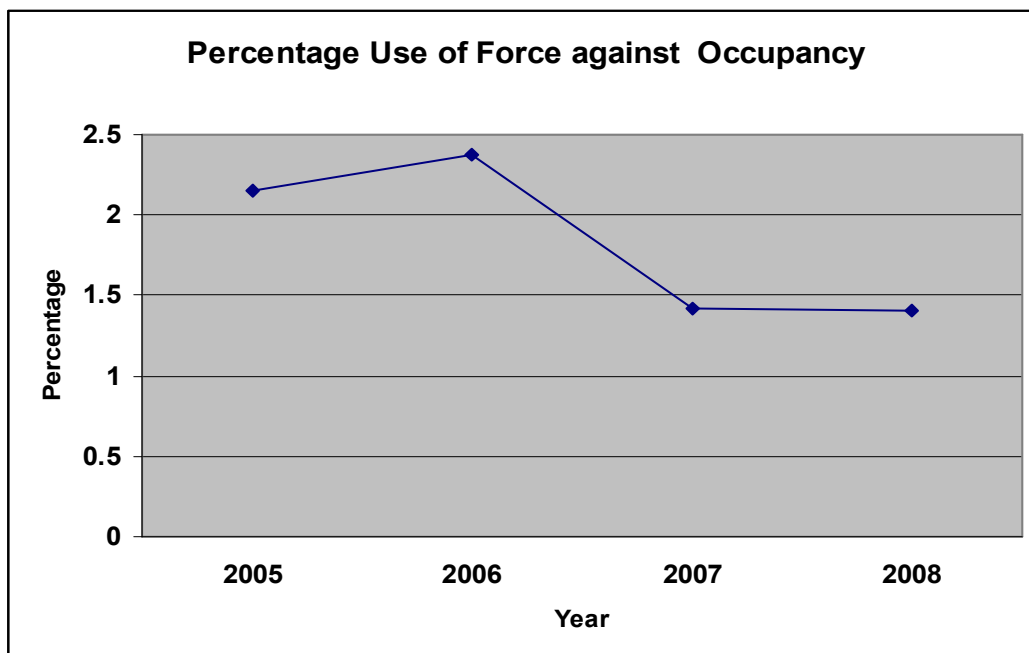
**6.17.1** There was one escape incident when seven detainees escaped four were recaptured and three are still at large (see paragraph **6.5**).

## 6.18 Application of Handcuffs and Use of Force.

**6.18.1.** The ad hoc use of handcuffs has been used on site on 11 occasions during the year, a slight reduction on the figure for the previous year (13) and also a reduction as a percentage against occupancy and the lowest since 2005 as shown below:



The use of force was used on 34 occasions during 2008. Although this was a small increase on the figure for 2007 (31), the occupancy was greater in 2008 and there was a slight reduction in the use of force as a percentage of occupancy. As for the use of handcuffs the figure is the lowest since 2005 as shown below:



**6.18.2** The use of handcuffs has been for either disruptive or non-compliant behaviour, and in situations associated with C&R under Rule 41. Detail of the ad hoc use of force and use of handcuffs is at Annex H.

## **CENTRE AMENITIES**

### **6.19 Leisure Activities**

**6.19.1** The large screen in the Cinema Room continues to be popular. Films in foreign languages with English sub titles were shown as well as Sky television programmes. Televised sport is especially popular. The room has also been used for visiting musical groups, bell ringing instruction, arts and crafts groups etc and for bingo organised by the regime team.

**6.19.2** The games room provides a welcome area for detainees to relax. The pool tables, table football games and table tennis are in constant use. A room has now been set aside for electronic game machines and is also very popular.

### **6.20 Library**

**6.20.1** The library is a quiet room where detainees often sit and read newspapers. Newspapers are no longer downloaded from the internet unless specially requested as they are now readily accessible to detainees on the internet in real time. The availability of newspapers is not a problem. A selection of books is available for detainees to take out on loan. The number of books in Chinese is still limited, also books in Farsi. The Board is continuing to source a supply.

**6.20.2** DVD and CD players are available in the library for overnight loan by detainees.

### **6.21 Fitness Suite and Sports Activities**

**6.22.1** Indoor sporting activities were organised in the gymnasium. The programme includes football, badminton, tennis, cricket, volley ball and circuit training sessions.

**6.21.2** Use has been made of the reinstated sports field (Zone 6). A particular high was the organisation of a 'mini Local Olympic Games' for detainees in the summer. This included such events as sack races and was a huge success. Detainees fully entered into the spirit and the efforts to organise the event were very much appreciated.

**6.21.3** The Fitness Suite continues to be popular. It was rendered out of commission as a result of the fire in June. However it is a credit to the management of the Centre that much of the equipment was transferred without delay to one end of the gymnasium. The Fitness Suite has now been restored and improved with the inclusion of a new floor.

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## **Section 7**

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### **UKBA CONTACT MANAGEMENT SERVICES**

#### **7.1 General**

**7.1.1** The contact team at Campsfield House has worked hard during a difficult year to ensure the requirements of seeing detainees within 72 hours are met, serving deportation and removal documents, replying to written requests and seeing long term detainees every month. In a normal working day as many as 30 detainees may be interviewed.

**7.1.2** There has been no reduction in the percentage of requests/complaints by detainees regarding their cases to the IMB during Rota Visits, this is disappointing and is still of concern to the Board. A similar situation is found in other IRCs. Members of the contact team were very helpful in providing updates and confirmation of the status of individual cases etc and information was passed on to the detainees. It was often found that a detainee was unwilling to accept the information given by the contact team which resulted in requests for more information in the hope that it would change.

#### **7.2 Staffing**

**7.2.1** The Board is pleased to be able to report that at the end of the year the UKBA staff at Campsfield was almost up to complement with only the position of the admin assistant being vacant. All contact officer posts were filled by the end of the year with the last contact officer due to join the team in January. This is the first time since the decision to remove warranted immigration officers was made that the contact staff has been up to complement. The office is staffed 7 days a week between 7 am and 7 pm.

#### **7.3 Detainees ex Prison**

**7.3.1** The number of detainees ex prison has now been capped at no more than about 30 percent of the total detainee capacity of the Centre. The Board has monitored the number of detainees ex prison and is pleased to be able to report that the ceiling has been adhered to. Unfortunately the cases of many detainees ex prison are taking a long time to resolve. Reasons for delays include late applications for asylum, High Court hearings, awaiting the outcome of Judicial Reviews, awaiting European Court of Human Right decisions, difficulty in obtaining travel documents and also lack of co-operation by the detainee. Although the Criminal Casework Department has been expanded, reorganised and improved, the number of detainee in the detention estate as a whole has not reduced from the previous year.

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## **Section 8**

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# **THE WORK OF THE INDEPENDENT MONITORING BOARD**

### **8.1 The Board**

**8.1.1** The existing Chair and Deputy Chair were unanimously elected by the Board to continue in office for the year 2008. The existing Board Development Officer was also elected for a further year. There were no resignations during the year.

**8.1.2** The recommendations of an interview panel for new members were sent to the Secretariat in November 2007. As a result one new member was appointed to the Board in June and a second in October bringing the complement of the Board up to nine. It is extremely disappointing that the Board is still awaiting a decision on a third potential member recommended for appointment; the issue has been raised with the Secretariat on a number of occasions. Although the potential member still wishes to join the Board, such a delay is not conducive to recruitment. The Board believes that such a delay is completely unacceptable.

***The IMB recommends that the procedure for appointment of members to Boards be reviewed in order to reduce delays.***

**8.1.3** An interview Board was held in August, the interviewee was recommended for appointment and a decision on appointment is still awaited.

### **8.2 Attendance at the Centre**

**8.2.1** Due to the smaller number of Board members the arrangement of having two members on duty each week was discontinued early in the year, with the duty member making two Rota Visits during the week if possible. A total of 104 rota visits were made during the year and 250 complaints/requests were recorded; in addition Board Members attended the Centre as required by Detention Centre Rules 40 and 42. Rota Visits took place in the morning, afternoon, during the whole of the day, evening and early hours of the morning.

**8.2.2** Board Meetings were well attended and individual members were assigned to specific interests and committee meetings in the Centre.

**8.2.3** Members attended both serious incidents in June and witnessed the return to normality of the Centre on each occasion.

**8.2.4** Members observed the admission and removal of detainees, use of C&R, and the evacuation of the building during Fire Drills. On all occasions the IMB were impressed with the duty of care and efficiency with which these were carried out.

**8.2.5** Members also attended some special festivals and noted detainees' appreciation of the efforts made by staff and visitors.

### **8.3 Training**

**8.3.1** One member attended an Experienced Members Course. The Chair and one other member attended a training day organised and run by UKBA. Two members attended to witness the final exercise at the National Technical Response Training Centre. Members have attended in house training courses run by GEO and informal training sessions have been held prior to Board Meetings.

**8.3.2** Presentations on the role and working of the IMB were given on training courses for new DCOs.

## **8.4 National Meetings, Visits and Liaison**

**8.4.1** The Annual Conference at Cambridge was well supported by the Board with only two members unable to attend. The sharing of ideas and experiences with members of other Boards is always very much appreciated and worthwhile.

**8.4.2** The Chair of the Board attended quarterly meetings of the IRC IMB Chairs Forum and the Annual Study Day where Centre issues and national policy issues were discussed with UKBA and the Secretariat. The Chair of the Campsfield Board represented the Chair of the Forum at the Detainee User Group Meetings when the Chair of the Forum was unable to attend.

**8.4.3** A visit to IRC Haslar was made by the Board in April. The whole Board visited CCD in February. The Chair of the Board visited Haslar.

## **8.5 Validation**

**8.5.1** Board Members have enjoyed good relationships with detainees throughout the year and have again highlighted particular concerns over property and lack of information about immigration cases, particularly from detainees ex prison.

**8.5.2** The Board continues to enjoy good relationships with staff and acknowledges the co-operation and support received from UKBA and GEO that enables them to do their job effectively.

**8.5.3** The Board has enjoyed an open and honest relationship with GEO management and UKBA.

**8.5.4** Thanks are extended to the Centre Manager and her Staff, Contracted Staff and UKBA Staff. The Board wish to place on record the support received from all at the Centre, and commends their co-operation and support in facilitating the work of the IMB at Campsfield House.

**8.5.5** The Board acknowledged the good support and services offered to detainees by visiting outside agencies; in particular the sessions by Bail for Immigration (BID), the Immigration Advisory Service (IAS), International Organisation for Migration (IOM), visiting musical groups, the visits by members of Asylum Welcome who have played an important part in assisting in the welfare of detainees.

## Section 9

### GLOSSARY OF ABBREVIATIONS

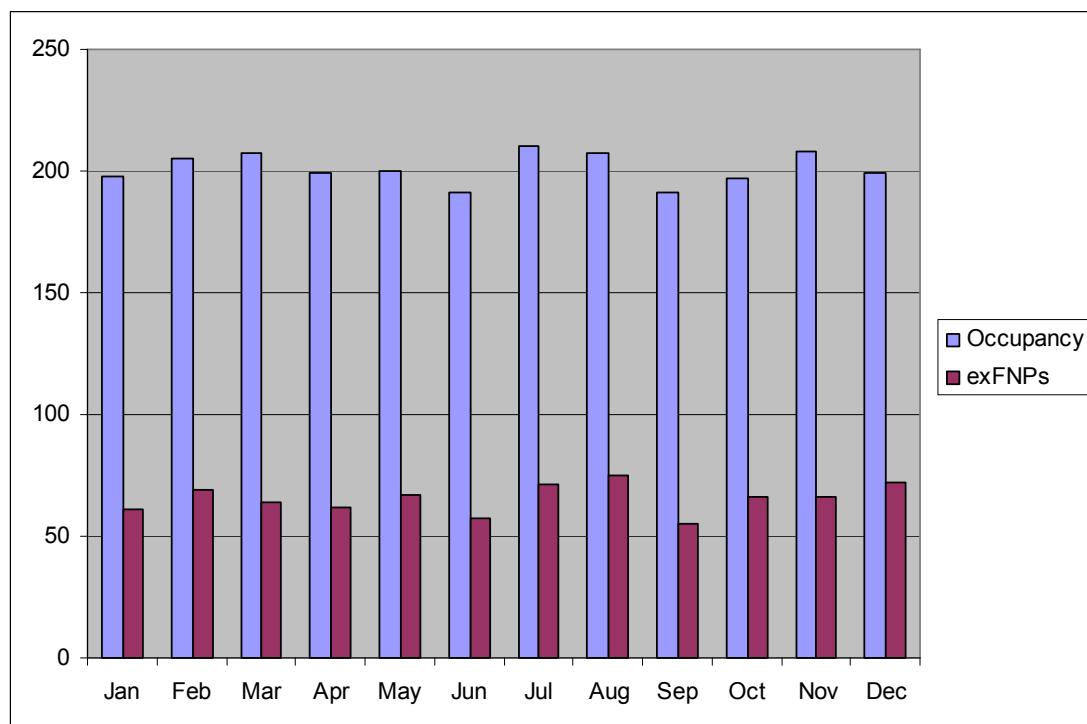
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<b>ACDT</b>	Assessment, Care in Detention and Teamwork
<b>AO</b>	Administrative Officer
<b>AVID</b>	Association of Visitors to Detainees
<b>AVRIM</b>	Assisted Voluntary Return for Irregular Migrants
<b>AW</b>	Asylum Welcome
<b>BIA</b>	Borders and Immigration Agency
<b>BID</b>	Bail for Immigration Detainees
<b>CCD</b>	Criminal Casework Department
<b>CIO</b>	Chief Immigration Officer
<b>C&amp;R</b>	Control and Restraint
<b>DC</b>	Detention Centre
<b>DCO</b>	Detention Custody Officer
<b>DSO</b>	Detention Services Order
<b>DSPU</b>	Detention Services Policy Unit
<b>DEPMU</b>	Detention, Escorting, Population Management Unit (Immigration)
<b>EO</b>	Executive Officer
<b>EPU</b>	Enforcement Policy Unit
<b>FRS</b>	Facilitated Returns Scheme
<b>HMCIP</b>	Her Majesty's Chief Inspector of Prisons
<b>HMP</b>	Her Majesty's Prison
<b>IAS</b>	Immigration Advisory Service
<b>IO</b>	Immigration Officer
<b>ILPA</b>	Immigration Law Practitioners Association
<b>IS</b>	Immigration Service
<b>JCWI</b>	Joint Council for the Welfare of Immigrants
<b>IND</b>	Immigration Nationality Department
<b>IMB</b>	Independent Monitoring Board
<b>IOM</b>	International Organisation for Migration
<b>IRC</b>	Immigration Removal Centre
<b>LSC</b>	Legal Services Commission
<b>MODCU</b>	Management of Detained Case Unit (Immigration)
<b>NC</b>	National Council
<b>NOMS</b>	National Offender Management Services
<b>OISC</b>	Office of the Immigration Services Commissioner
<b>PSI</b>	Prison Service Instruction
<b>PSO</b>	Prison Service Order
<b>PSU</b>	Professional Standards Unit
<b>R &amp; C</b>	Requests & Complaints
<b>RD's</b>	Removal Directions
<b>RFA</b>	Removal from Association
<b>RLC</b>	Refugee Legal Council
<b>RRLO</b>	Race Relations Officer
<b>SASH</b>	Suicide and Self Harm
<b>TA</b>	Temporary Admission
<b>TC</b>	Temporary Confinement
<b>UKBA</b>	United Kingdom Borders Agency
<b>UNHCR</b>	United Nations High Commission for Refugees

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**OCCUPANCY AT THE LAST DAY OF THE MONTH -2008**

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total	198	205	207	199	200	191	210	207	191	197	208	199
Ex NPs	61	69	64	62	67	57	71	75	55	66	66	72



Length in Campsfield	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
3-6 months	6	10	14	16	20	13	13	11	9	16	19	12	159
6-9 months	14	8	2	3	4	8	5	5	4	4	6	7	70
6-12 months	4	4	6	5	5	0	3	1	2	1	1	1	33
Over 12 months	0	1	1	1	1	5	4	3	3	3	3	3	28
<b>Total over 3 months</b>	<b>24</b>	<b>23</b>	<b>23</b>	<b>25</b>	<b>30</b>	<b>26</b>	<b>25</b>	<b>20</b>	<b>18</b>	<b>24</b>	<b>29</b>	<b>23</b>	<b>290</b>
<b>Total Occupancy</b>	<b>197</b>	<b>206</b>	<b>207</b>	<b>207</b>	<b>204</b>	<b>195</b>	<b>204</b>	<b>204</b>	<b>191</b>	<b>197</b>	<b>208</b>	<b>199</b>	<b>2419</b>
<b>Percent over 3 months against Occupancy</b>	<b>12.2</b>	<b>11.2</b>	<b>11.1</b>	<b>12.1</b>	<b>14.7</b>	<b>13.3</b>	<b>12.3</b>	<b>9.8</b>	<b>9.42</b>	<b>12.2</b>	<b>13.9</b>	<b>11.6</b>	<b>12.0</b>

**SNAPSHOT OF NATIONALITIES OF DETAINEES - 2008**

<b>NATIONALITY</b>	<b>NUMBER</b>
Afghanistan	13
Albania	1
Algeria	3
Angola	2
Bangladesh	4
Bolivia	1
Congo	2
Cote D'Ivoire	1
Egypt	1
Eritrea	11
Ethiopia	3
Gambia	3
Ghana	9
India	9
Iran	6
Iraq	18
Jamaica	4
Kenya	1
Kosovo	2
Lebanon	1
Liberia	1
Macao	1
Malawi	1
Morocco	1
Nigeria	18
Pakistan	12
Palestine	3
Peoples Republic of China	19
Sierra Leone	2
Somalia	6
South Africa	2
Sri Lanka	15
Sudan	4
Syria	1
Turkey	7
Uganda	4
Ukraine	1
USA	1
Vietnam	3
Zaire	1
Zimbabwe	2
Unknown/Doubtful	3

**LANGUAGES IN THE CENTRE**

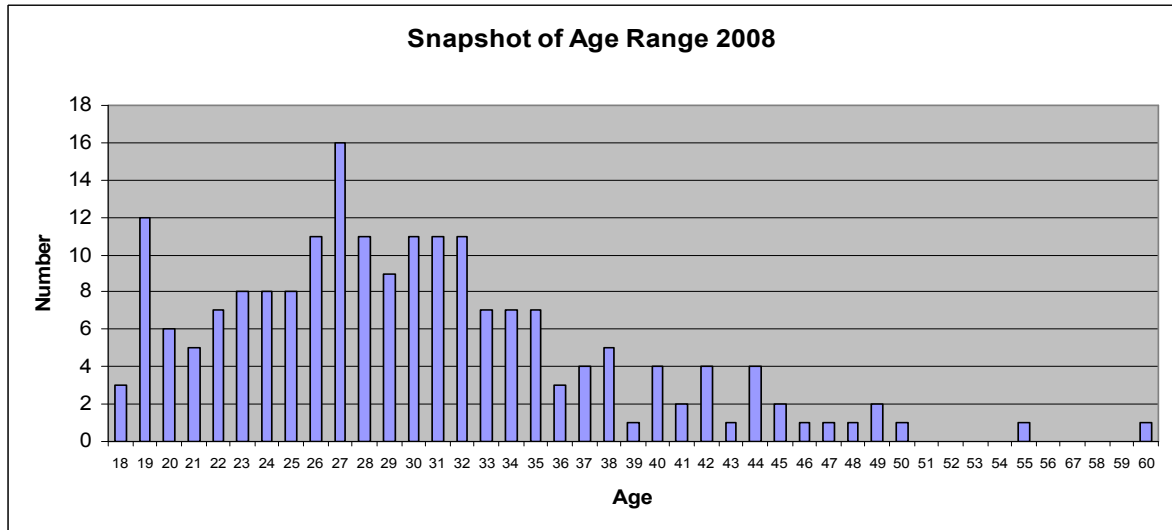
	<b>1<sup>st</sup> Language</b>	<b>2<sup>nd</sup> Language</b>
English	31.3	20.2
Tamil	8.2	0.0
Arabic	7.7	1.0
Punjabi	5.8	0.5
Urdu	5.8	1.5
Mandarin	5.8	0.5
Kurdish	4.8	0.5
Tigrinya	4.4	0.0
Turkish	2.9	0.0
Chinese	2.9	0.0
Farsi	2.9	0.5
Pushtu	2.4	0.5
Dari	1.5	0.5
Hindu	1.5	1.0
Bengali	1.5	0.5
French	1.5	1.4
Somali	1.5	0.0
Russian	1.0	0.0
Portuguese	1.0	0.0
Vietnamese	1.0	0.0
Polish	0.5	0.0
Gujarati	0.5	0.0
Albanian	0.5	0.0
Amharic	0.5	0.0
Spanish	0.5	0.5
Sorani	0.5	2.9
Krio	0.5	0.0
Cantonese	0.5	1.4

**SNAPSHOT OF RELIGIONS FAITHS -2008**

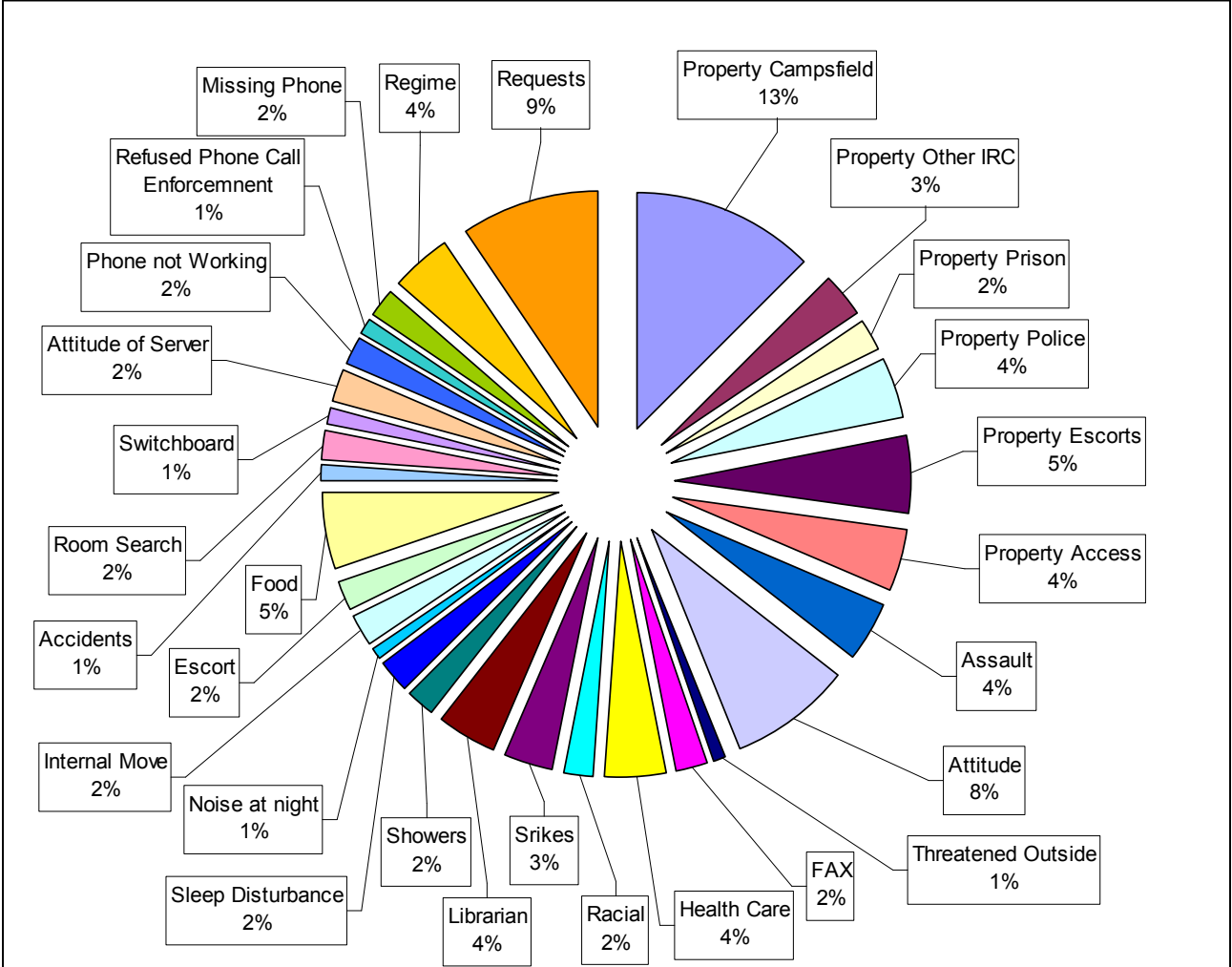
<b>Religion</b>	<b>Religion Count</b>	<b>Religion Percent</b>
Muslim	98	48.7
Christian – Non Specific SSSpecific	44	21.8
Catholic	17	8.5
Buddhist	14	7.0
Hindu	12	6.0
No Religious Faith	6	3.0
Sikh	5	2.5
Orthodox	2	1.0
Pentecostal	1	0.5
Agnostic	1	0.5
Atheist	1	0.5
Totals	201	100

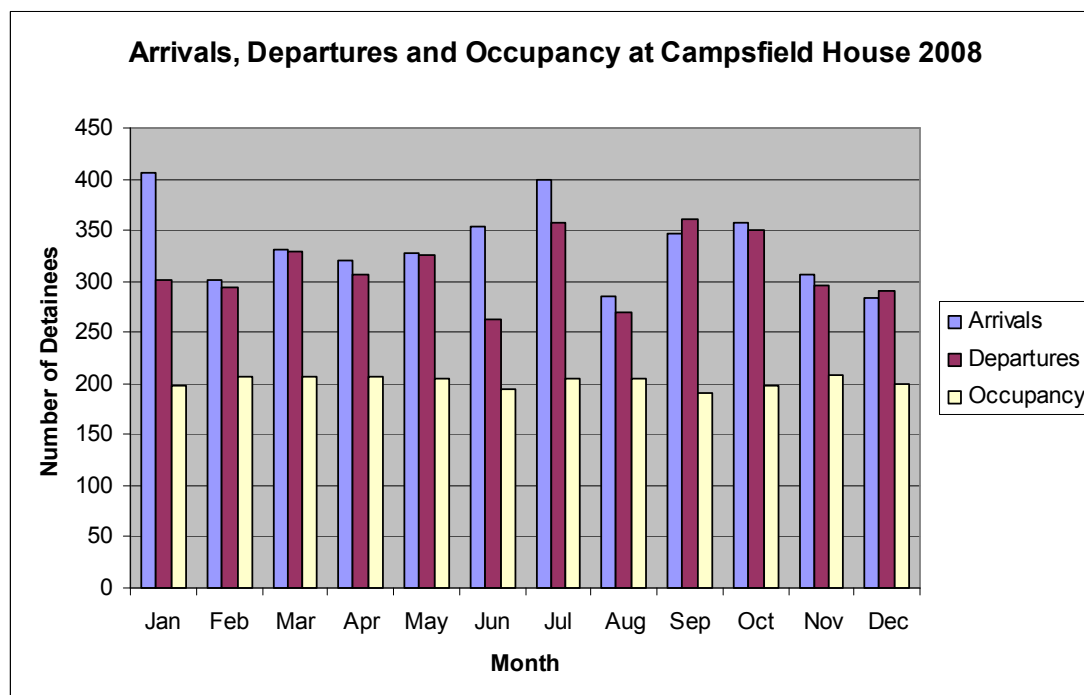


**SNAPSHOT OF AGE OF DETAINEES- 2008**



**COMPLAINTS RAISED ON DCF9s**



**ARRIVALS, DEPARTURES AND OCCUPANCY - 2008**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Removal Directions	147	162	170	157	179	158	153	117	171	155	142	149	<b>1860</b>
Transfer to other Centres	82	65	93	100	101	134	131	104	117	124	91	75	<b>1217</b>
Temporary Admission	58	55	56	38	38	46	57	42	66	61	57	40	<b>614</b>
Bail	12	12	9	11	7	14	16	7	5	8	5	22	<b>128</b>
Other	3	0	1	1	0	10	1	0	2	2	1	4	<b>25</b>
<b>Total Departures</b>	<b>302</b>	<b>294</b>	<b>329</b>	<b>307</b>	<b>325</b>	<b>362</b>	<b>358</b>	<b>270</b>	<b>361</b>	<b>350</b>	<b>296</b>	<b>290</b>	<b>3844</b>
<b>Total Arrivals</b>	<b>406</b>	<b>301</b>	<b>331</b>	<b>321</b>	<b>328</b>	<b>353</b>	<b>399</b>	<b>286</b>	<b>346</b>	<b>357</b>	<b>307</b>	<b>281</b>	<b>4016</b>

**USE OF FORCE AND HANDCUFFS****USE RULE 41**

<b>Rule 41 Use of Force</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
Total 2007	1	2	4	2	4	5	3	4	0	2	0	4	31
Total 2006	3	4	5	1	6	4	4	6	1	4	2	9	49
Total 2005	4	1	1	2	2	3	5	2	1	1	6	2	30
Total 2004	4	4	0	0	5	3	4	2	5	6	3	2	38
Occupancy at last day of Month	191	184	97	181	190	200	214	198	209	203	202	107	2176
Percent against Occupancy	0.52	1.09	4.12	1.10	2.11	2.50	1.40	2.02	0.00	1.00	0.00	3.70	1.42

**AD HOC USE OF HANDCUFFS**

<b>Rule 41 Use of Force</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
Total 2007	1	1	0	1	1	5	2	0	0	1	0	1	13
Total 2006	3	2	1	0	5	3	2	0	1	1	1	2	21
Total 2005	1	0	0	2	1	1	4	2	0	0	2	1	14
Occupancy at last day of Month	191	184	97	181	190	200	214	198	209	203	202	107	2176
Percent against Occupancy	0.52	0.54	0.00	0.55	0.53	2.50	0.93	0.00	0.00	0.49	0.00	0.93	0.60

**A SEASONAL ACTIVITY**



**A seasonal activity resulted in an unusual arrival.  
Long stay not anticipated.**