



Home Office

# **Detention Services Order 04/2014**

## Working with independent monitoring boards

January 2017



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# Document Details

**Process:** To set out the jointly agreed working relationship between Independent Monitoring Boards (IMBs) and Home Office Immigration Enforcement.

**Implementation Date:** December 2015 (reissued January 2017)

**Review Date:** January 2019

**Version:** 2.0

## Contains Mandatory Instructions

**For Action:** Home Office staff and suppliers operating in Immigration Removal Centres (IRCs), residential and non-residential Short Term Holding Facilities (STHF) and Pre Departure Accommodation (PDA).

**For Information:** N/A

**Author and Unit:** Gillian Foley, Operational Support and Guidance Team

**Owner:** Alan Gibson, Head of Detention Operations

**Contact Point:** Gillian Foley

**Processes Affected:** Working with IMBs

**Assumptions:** N/A

**Notes:** This DSO replaces DSO 2/2011 Independent Monitoring Board.

# Instruction

## Introduction

1. This Detention Services' Order (DSO) provides instruction and guidance to Immigration Enforcement staff and suppliers at IRCs, residential and non-residential STHFs in relation to the national framework for working with Independent Monitoring Boards.
2. Appended to this order is the Memorandum of Understanding and Service Level Agreement signed with the Independent Monitoring Boards' National Council on 20 May 2014. These agreements show how organisations interface to allow Boards to fulfil their statutory functions and give Home Office Immigration Enforcement staff at centres a clear understanding of their supporting role to the Board's activities, including access to a detainee's personal data.

## Background

3. Independent Monitoring Boards (Boards) in Immigration Removal Centres (IRCs) are appointed by the Secretary of State in accordance with Section 152 of the Immigration and Asylum Act 1999 and operate in accordance with Part VI of the Detention Centre Rules 2001.
4. Boards with responsibility for monitoring short-term holding facilities, escorting services and removals are appointed by agreement on a non-statutory basis. They should, however, be afforded the same assistance as those appointed on a statutory basis as far as monitoring rights go.
5. Boards are responsible for monitoring the conditions in which detainees are held, their welfare and the way in which the detention estate operates. They report annually to the Secretary of State, although may bring any matter of concern to his or her notice at any point which requires more immediate attention.
6. The Memorandum of Understanding and Service Level Agreement (Annex A) signed with the IMB National Council on 20 May 2014 provides a framework for how the Home Office will work with Boards and maintain a positive relationship. It also sets expectations in relation to important matters of security. A copy of the Agreement has been sent to each Centre and Escorting Manager.

# Revision History

Review date	Reviewed by	Review outcome	Next review
January 2017	Jose Domingos	Reformat. Includes agreed amendments to security clearance requirements for IMB members.	January 2019

# Annex A – Memorandum of Understanding



Memorandum of Understanding and Service Level Agreement between Immigration Enforcement of the Home Office and The National Council of Independent Monitoring Boards for the Home Office's Removal Estate

## Version Control

Version No	Date	Comments	Author
0.1	04 Jun 2010	1 <sup>st</sup> draft	Alan Kittle
0.2	10 Jun 2010	DS comments	Alan Kittle
0.3	20 Jun 2010	LAB comments	Alan Kittle
0.4	23 Jun 2010	LAB comments	Alan Kittle
0.5	17 Jul 2010	IMB NC comments	Alan Kittle
1.0	10 Dec 2010	Final draft with IMB NC comments	Alan Kittle
1.1	24 Jan 2011	Final amendments	Alan Kittle
1.2	28 Feb 2014	Revised agreement	Gillian Foley
1.3	30 Mar 2014	Revised agreement incorporating CC comments	Gillian Foley
1.4	24 Jan 2017	Revised agreement with updated security clearance requirements for members.	Jose Domingos

# Memorandum of Understanding

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## Introduction

1. We, Home Office Immigration Enforcement and the National Council for Independent Monitoring Boards, formally agree this Memorandum of Understanding, also incorporating a Service Level Agreement, which sets out the arrangements between us in relation to the monitoring of Immigration Enforcement's detention estate in accordance with Part VI of the Detention Centre Rules 2001.
2. The Agreement is not a legally binding document but sets out our commitments and expectations and is designed primarily to support the Independent Monitoring Boards to fulfil their functions of monitoring the state of removal centre premises, the administration of removal centres and the treatment of detained persons.
3. It also recognises that Boards are independent from Immigration Enforcement. Their role is to ensure those held in the care of Immigration Enforcement are treated with humanity and respect and that it operates a safe and secure environment for detainees, staff and visitors alike.

## Signed on behalf of Immigration Enforcement

<b>Clare Checksfield</b> Detention and Escorting Services Director Immigration Enforcement Home Office	
Date	

## Signed on behalf of IMB National Council

<b>John Thornhill</b> President National Council Independent Monitoring Boards	
Date	

## Principles

### Independent Monitoring Boards

4. Independent Monitoring Boards are appointed by the Secretary of State in accordance with Section 152 of the Immigration and Asylum Act 1999 and operate in accordance with Part VI of the Detention Centre Rules 2001.
5. Boards are responsible for monitoring conditions in Immigration Removal Centres by statute and other short-term holding facilities by agreement with the Secretary of State for the Home Department<sup>1</sup>, in order to monitor and report on the conditions in which immigration detainees are held, the administration of the removal centre and how detainees are treated.

### Immigration Enforcement

6. Immigration Enforcement within the Home Office is charged by Government to protect our border and to manage migration in the best interests of the United Kingdom, including enforcing the removal of those with no legal right to remain in the UK.

### Detention Operations and the Immigration Enforcement Detention Estate

7. Detention Operations within Immigration Enforcement is responsible for:
  - a) The operation of the Immigration Enforcement detention estate of holding rooms at ports of entry and reporting centres, residential short-term holding facilities (including the pre-departure accommodation facility Cedars) and Immigration Removal Centres.
  - b) In-country and overseas escorting
  - c) Electronic monitoring

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<sup>1</sup> Independent Monitoring Boards currently have no statutory basis to monitor short-term holding facilities but do so in some cases by appointment of the Secretary of State.

# Service Level Agreement

8. This Service Level Agreement sets out the services that Immigration Enforcement will provide to each Board in the interests of allowing them to function as effectively as possible.

## Accommodation

9. Home Office Immigration Enforcement will make arrangements for Boards to be provided with:
  - a) A single designated office in each Immigration Removal Centre which is equipped with a desk, chairs, computer, printer, telephone and lockable cabinet storage facilities.
  - b) Boards with responsibility for monitoring short-term holding facilities to be provided with a locked cupboard at each facility.
  - c) Reasonable access to black and white photocopying facilities.
  - d) A venue for monthly Board meetings.
  - e) IRCs will provide tea, coffee and water for Board meetings.

## Clerking

10. Immigration Enforcement will make arrangements for Boards to be provided with:
  - a) A clerk for up to 15 hours per month (including travel to and from and attendance at monthly Board meetings) to fulfil duties set out at paragraph 13; and
  - b) A deputy clerk to cover absences on the same terms as the clerk.
11. The Chairs of Boards will give clerks at least 6 weeks notice of Board meetings to enable rostering of suitable shifts.
12. Clerks will only be available to conduct clerking duties between the hours of 10.00am and 7.30 pm on working days<sup>2</sup> and will not be expected to be available outside of these hours or for longer than their rostered shift.
13. Where a dedicated clerk is not available on a temporary basis, Immigration Enforcement will nonetheless ensure the responsibilities of the clerk are covered.

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<sup>2</sup> Working days are Monday-Friday only, excluding statutory Bank Holidays or other privilege days (i.e. holidays granted to Government officials such as the Queen's Birthday)

14. Duties of the clerk shall be to:

- a) Attend a national training course for Clerks.
- b) Agree the agenda for monthly Board meetings with the Chair at least 7 days in advance and circulate to all members of the Board, the Centre Manager and the Immigration Manager / Contract Monitor.
- c) Attend Board meetings and provide minutes to the Chair within 7 working days of the meeting for distribution within 14 working days.
- d) Handle correspondence on behalf of the Board.
- e) Circulate all relevant information to the Chair and applicable Board members as directed.
- f) Maintain up to date manuals and filing systems.
- g) Provide relevant statistics for Board meetings.
- h) Maintain records of the Board to enable the compilation of the Annual Report
- i) Maintain a current list of addresses and contact details of all members.
- j) Preside over the annual nominations for the election of Chair, Vice-chair and Board Development Officer.
- k) Meet with the Chair on a mutually agreed basis.
- l) Maintain Board confidentiality.
- m) Assist with all aspects of the recruitment process.
- n) Arrange interviews in conjunction with the Chair.
- o) Arrange ID cards and badges.
- p) Assist with the Triennial Review of Board Members by ensuring their attendance at the establishment is recorded.
- q) Give clerical support to arrange training courses.
- r) Keep the Secretariat informed of resignations and sabbaticals
- s) Verify security documents with applicants via a face to face meeting, usually at interview
- t) Ensure attendance at training courses is recorded.
- u) Process members' expense claims in accordance with the Clerk's Finance Manual.

- v) Maintain records and give support to the Chair in the administration of the Board's budget where requested.

## Matters of Security

### Security Clearance

15. The Independent Monitoring Boards' Secretariat will:
  - a) Ensure all Board members undergo an enhanced Disclosure and Barring Service (DBS) check once every 5 years. The Certification Team, Returns Directorate has responsibility for ensuring all Board members are security cleared to the necessary standards set by the Home Office's Departmental Security Unit before being allowed to take up their duties.
  - b) Provide the Chair to each Board with a list of contact details for all members to that Board.
  - c) Notify the Immigration Manager at their IRC immediately if any Board member:
    - i. Is suspended from duty
    - ii. Has their security clearance suspended or revoked
    - iii. Is subject to a disciplinary matter which impacts on the safety or security of the detention estate and those who live and work in them.
    - iv. Resigns their position.

### Security Passes and Clearances

16. The Chair of each Board is responsible for applying to the appropriate port operator or landlord of the facility being inspected for necessary security passes and airside clearances.
17. The Home Office will sponsor such applications, but responsibility lies with the Chair of each Board to liaise with the relevant authorities issuing security passes and clearances. Immigration Enforcement will, however, provide as much support as is required to assist the Chair.
18. Home Office Immigration Enforcement is unable to arrange exemption for Board members in relation to any requirements to obtain security passes and clearances (e.g. to sit tests).

### Physical Security

19. Board members will:

- a) Adhere to all Immigration Enforcement and its contractors<sup>3</sup> policies and procedures relating to the safety and security of the establishment being monitored. This includes the handling of keys, Immigration Enforcement or contractors' documents and other physical security procedures.
- b) Attend relevant training in relation to security (e.g. with the establishment's security officer before drawing keys for the first time).
- c) Report to the Centre Manager or the IRC Immigration Manager (hereafter referred to as the Immigration Manager<sup>4</sup>) without delay any breach or potential breach of security.

Board Members may:

- a) Retain their mobile telephones in accordance with DSO 8/2012 at the discretion of the Centre Manager. All mobile phones held by Board members should be declared at the entrance to the centre, and are liable for inspection both on arrival and on departure.

## Communication and Information Assurance

- 20. The Secretariat will issue Board members and establishments with a copy of the Information Assurance Policy on an annual basis which protects the integrity of Immigration Enforcement and its contractors' data and assures the safety and security of the estate and privacy of detainees and staff alike. The Secretariat will require Board members to adhere to this policy.
- 21. Board members should use secure e-mail (i.e. secure accounts and addresses which have been provided by the Ministry of Justice) to communicate electronically (i.e. by e-mail) with Immigration Enforcement and its contractors, and to communicate with each other about any matter to do with the detention estate, individual detainees or members of staff. Any deviance from these arrangements must be agreed by the IMB Secretariat and Immigration Enforcement.
- 22. The Chairs of the Boards also agree to notify the relevant Immigration Manager immediately where they believe there may have been a breach of data security, breach of the Information Assurance Policy or the loss of personal information relating to a detainee or a member of Immigration Enforcement or its contractors' staff.

## Special Notifications

- 23. Immigration Enforcement will make arrangements to ensure the Chair or another designated member of the relevant Board is notified 24 hours in advance of:

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<sup>3</sup> Contractors include partners who deliver a service for the Home Office, such as HM Prison Service.

<sup>4</sup> The Immigration Manager is legally known as the "Contract Monitor".

- a) A Centre being used as a point of collection for chartered flights or other special operations such as a documentation exercise.
  - b) The number and nationality of detainees to depart on the flight and the anticipated time of departure from the Centre.
  - c) A chartered flight where the Board monitors the airport from which the flight will be departing, including the details of when detainees are expected to arrive at the airport and the scheduled time of departure of the flight.
24. Immigration Enforcement will make arrangements to ensure that the Chair or another designated member of the relevant Board is notified within 2 hours of:
- a) Any detainee removed from association in accordance with Rule 40 of the Detention Centre Rules 2001.
  - b) Any use of force in accordance with Rule 41 of the Detention Centre Rules 2001.
  - c) Any detainee temporarily confined in accordance with Rule 42 of the Detention Centre Rules 2001.
  - d) Any use of special control or restraint in accordance with Rule 43 of the Detention Centre Rules 2001.
  - e) The commencement of an unannounced inspection by HM Inspectorate of Prisons or the Children's Commissioners.
  - f) Any serious incident, including:
    - i. Death of a detainee or member of staff whilst on duty or as a direct result of an incident occurring at work
    - ii. Concerted indiscipline (active or passive)
    - iii. Escape or attempted escape from a Centre
    - iv. Escape or attempted escape by a detainee under escort by a Centre's staff
    - v. Hostage taking
    - vi. Roof climbing
    - vii. Bomb threat or explosion
    - viii. Find of a firearm, ammunition or explosive
    - ix. Full lock-down search
    - x. Breach or attempted breach of security or control by outsiders

- xi. Barricades
- xii. Serious fire
- xiii. Evacuations (other than other those conducted as part of a fire drill practice)
- xiv. Industrial action taken by staff.

Immigration Enforcement will make arrangements to ensure the Chair or another designated member of the relevant Board is notified within 24 hours of:

- a) Detainees who have been subject to a strip or intimate search.
- b) Detainees who have been subject to a compulsory drug or alcohol test.
- c) Emergencies requiring a detainee being admitted to hospital
- d) Detainee on detainee assaults
- e) Key compromises or other serious security matters
- f) Detainees who have refused official meals for 48 hours as a form of protest where there is no evidence or reasonable grounds to assume they are eating or drinking from another source.
- g) Detainees about whom Healthcare have a medical concern as a result of ongoing food or fluid refusal.
- h) Detainees who healthcare are satisfied have been refusing fluids as a form of protest for 24 hours or more where there is no evidence that they are drinking from another source.
- i) Outbreaks of any contagious disease

25. Immigration Enforcement will make arrangements to ensure the Chair or another designated member of the relevant Board is notified weekly of:

- a) Detainees who have been subjected to close monitoring in accordance with suicide and self-harm prevention policies (Assessment Care in Detention Teamwork).
- b) Detainee on staff assaults
- c) Detainees who claim to be under 18 years of age and where an age assessment has not yet been conducted by Children's Services.

26. Immigration Enforcement and its contractors will exercise their discretion to decide when Boards should be notified of other incidents:

- a) Which constitute a serious threat to security;

- b) Which are likely to attract unfavourable publicity for Immigration Enforcement or its contractor; or
- c) Where it would be desirable, in the interests of detainees or staff, to have an independent witness present.

27. Boards will:

- a) Notify immediately a member of staff and the duty manager of any detainee, member of staff or visitor about whom they have concern with regards to their personal safety or security.
- b) Complete a Security Information Report (SIR) or advise the Duty Manager about any incident they witness or another matter brought to their attention about the safety and security of the Centre (e.g. escape attempts, drug dealing, etc.).
- c) Notify the Immigration Manager of any matter which they feel requires their attention.
- d) Seek to resolve minor issues at a local level first, and if necessary then with Detention Operations Area Manager, Detention Operations Delivery Manager and the Head of Detention Operations.
- e) As a matter of courtesy, notify the Immigration Manager of any matter relating to their establishment they intend to bring to the attention of the Secretary of State.
- f) Bring any matter which they consider to affect good order and discipline within the Centre to the attention of the Centre Manager/Contract Director and Immigration Manager without delay.

## Access to Records, Statistics and Management Information

### Records

28. Home Office Immigration Enforcement:

- a) Will provide access to records in accordance with Detention Centre Rule 63(3).
- b) Will be as open as possible with Boards and allow access to other records which may be reasonably required by them to exercise their duties.
- c) Will not provide Boards with copies of records other than:
  - i. DCF1 forms where detainees have been removed from association in accordance with Rule 40 of the Detention Centre Rules 2001
  - ii. Use of Force reports raised in accordance with Rule 41 of the Detention Centre Rules 2001

- iii. Incident reports raised following the use of control and restraint
  - iv. DCF3 forms where detainees have been temporarily confined in accordance with Rule 42 of the Detention Centre Rules 2001
  - v. DCF9 complaint forms and responses unless the detainee has indicated that he or she does not wish the Board to be provided with such access.
- d) May refuse access to records if it has reasonable grounds to suspect that access is being requested for a purpose which is not directly related to the functions of the Board.
  - e) May refuse access to records if information contained within is protected or classified to a level requiring a higher level of security clearance than that held by the individual Board member. Such instances are expected to be rare, and a full explanation why access is being refused will be provided. Where a Chair is unhappy with the explanation provided, he or she may appeal the matter to the Detention Operations Delivery Manager in the first instance, and thereafter to either the Head of Detention Operations or the Returns Director.
  - f) Will facilitate reasonable access to elements of individual contracts relating to facilities for which they have monitoring responsibility which are not confidential or commercially sensitive.

#### 29. Boards:

- a) Accept that they are not entitled to review immigration casework files or records for individual detainees.
- b) Require the written permission of an individual detainee before being given access to medical records. Even then, medical records may nonetheless be withheld in accordance with Section 5 of the Access to Health Records Act 1990.
- c) Agree not to make copies of documents without the permission of the Immigration Manager.
- d) Accept that they are not entitled to see information which is commercially confidential or does not relate directly to the administration of the establishment for which they have monitoring responsibility.

## Statistics and other management information

### Definitions:

- 30. **Statistics** relate to information which has been published formally by the Home Office on its website. This information has been checked carefully for accuracy to a high degree, including cross-referencing, before publication.

31. **Management information** relates to that which is generally held locally and has not necessarily been checked for accuracy to a standard whereby it might be published. Management information in particular is liable to change.
32. Detention Operations will make clear where numerical information is being provided to Boards whether it relates to official statistics or management information.
33. Detention Operations will provide Boards on a monthly basis with information relating to the detainee population relevant to the facility for which the Board has responsibility in monitoring (see section on reports).
34. Boards may be directed to the Home Office website to obtain published statistics about wider detention matters.
35. Where a Board would like statistical information which is not published, a request should be made by the Chair in writing to the relevant Immigration Manager.
36. Home Office Immigration Enforcement will endeavour to provide such information where it is readily held locally within 5 working days of the request being received. Any delays will be communicated to the Chair in writing with an explanation for the delay together with revised timescales.
37. Where the information requested is not held locally or is not readily available, the request will be referred by the Immigration Manager to the Operational Practice and Inspection Team within Detention Operations where it will be treated in the same way as a request made under the Freedom of Information Act.
38. Requests for general information about the detention estate or that which cuts across the detention estate should be submitted in writing by the Chair of the Forum or the National Council representative to the Detention Operations Delivery Manager, or in his or her absence to the Head of Detention Operations or the Returns Director.
39. Boards agree:
  - a) To treat information provided in accordance with the Information Assurance Policy published by the Secretariat.
  - b) Not to publish management information about the Immigration Enforcement detention estate without the written permission of the Director of Returns, unless it has been collated by the Board as a direct result of its monitoring activities (i.e. the information was not provided to the Board by Immigration Enforcement or its contractors).
  - c) In such instances, to make it clear that the information has been sourced from their own monitoring activities and does not form part of the Government's own statistics or management information.

- d) To ensure that where permission to publish information is given, any disclaimer or other statement provided by the Home Office in relation to the statistics or management information is clearly displayed.

## Contract Tenders

40. Home Office Immigration Enforcement will:

- a) Make arrangements for the relevant Board to review documentation which relates to services being tendered prior to publication to potential bidders.
- b) Consider carefully any comments made by the Board.
- c) Notify the Chair of the Board once a final decision has been made on contract award and the new supplier has been notified.
- d) Make arrangements for the Chair to meet the new Centre Manager/Contract Director designate (where applicable) once contracts have been signed between the supplier and Immigration Enforcement.

41. Boards agree:

- a) Not to make copies of any of the documentation in relation to contract tenders
- b) Not to discuss the contents of any such documentation with any third party, including the incumbent contractor or potential suppliers.

## Serious Incidents

42. Immigration Enforcement will ensure the relevant Board is notified where a serious incident occurs in an establishment, details of which are given in paragraph 23 above.

43. Where the Silver Command Suite, that is the room used for commanding response to an incident occurring in the Centre, is opened, a single Board member will be permitted to attend the Suite but only as an observer.

44. The Silver Commander, that is the manager in charge of the response to an incident occurring in the Centre, will seek to update the Board member at regular intervals as to the management of an incident. However, the management of the incident itself will be the priority and situations can change quickly; there may therefore be delay in doing so on occasion.

45. Neither Immigration Enforcement nor the Centre Manager/Contract Director will seek to impede the right of Board members to have access to any part of the Centre, unless the safety and security of either the Centre or the individual or another individual is at risk. Where permission to access a part of the Centre is denied, full reasons will be given, which will be confirmed in writing as soon as is reasonably possible.

46. Board members agree to make themselves and any notes taken during the management of an incident available to any management review or investigation, and if necessary to provide witness statements.
47. The Centre Manager/Contract Director and the Immigration Manager will make themselves available within 7 days of the conclusion of an incident to meet with the Chair of the Board to discuss the Board's observations, and any recommendations the Board wishes to make.

## Meetings and Reports

### Meetings

48. Boards agree to:
  - a) Invite the Centre Manager/Contract Director and Immigration Manager to attend their monthly meetings (or in part), normally providing at least 6 weeks notice of meetings.
  - b) Provide the Centre Manager/Contract Director and the Immigration Manager with a copy of rota reports and any issues of concern at least two working days in advance of the meeting to allow them to prepare.
49. Home Office Immigration Enforcement will:
  - a) Ensure both the Centre Manager/Contract Director and the Immigration Manager attend meetings, or make arrangements for attendance by deputies where necessary.
  - b) Ensure a report is given at the meeting on the state of the Centre, including but not limited to:
    - i. The size of the population
    - ii. Any incidents in the month, including serious self-harm attempts, suicides, assaults, escapes, use of force and separation
    - iii. Changes to management of the Centre
    - iv. New notices to staff which impact on the operation of the Centre
    - v. Immigration Enforcement policy changes which impact on the operation of the Centre or detainees
    - vi. New Detention Services' Orders or changes to operating standards
  - c) Agree with the IMB National Council both the content and lay-out of the report so that information is presented in the same way to all Boards. A sample report

template is attached at Annex B. It is at the discretion of individual Boards to advise Centres where data suggested in the template is not required or to request the addition of additional data reporting on matters pertaining to their individual centres.

- d) Consult with the Board about any significant changes to local policy or process (where appropriate) but decisions rest with the Centre Manager/Contract Director in consultation with the Immigration Manager / Contract Monitor.
- e) The Performance Compliance Unit (PCU) of the Home Office supply directly to Board Chairs management information on cumulative lengths of detention.

50. Either the Returns Director or the Head of Detention Operations will, by invitation, attend the Chairs' Forum and other meetings and present matters of a strategic nature.

## Publication of Annual Reports

51. Boards agree to:

- a) To provide the Centre Manager/Contract Director and the Immigration Manager with a draft copy of any reports intended for publication, providing a minimum of 3 weeks for comment with regards to factual accuracy.
- b) To provide the Minister and Immigration Enforcement with a final version of the report at least 4 weeks prior to publication and to provide a confirmed publication date.
- c) To consider carefully any representations that Immigration Enforcement makes about the content of a report or an intended publication date. However, any decision to accept the representations remains for the Board and the Board alone.

52. Home Office Immigration Enforcement will:

- a) Consider draft reports promptly, providing details of any factual inaccuracies within 3 weeks of receipt.
- b) Provide a detailed response, including where recommendations are either accepted or rejected, together with reasons why and proposed actions, within 6 weeks of publication of the report.
- c) Provide Boards with updates at their monthly meetings on progress against any recommendations which have been accepted.

## Public Relations

### External Visits

53. Immigration Enforcement accepts that from time to time, Boards may, as part of their duties, wish to make arrangements for external visitors to view the detention estate, in particular prospective new Board members.
54. Boards should normally submit requests for such visits to the Centre Manager and the Immigration Manager / Contract Monitor at least 2 weeks in advance of a proposed visit, although requests providing less notice will still be considered. Visit requests should be accompanied with:
- a) Full details of the visitors, including their name, date of birth, nationality, the organisation they represent and position
  - b) Objectives of the visit
  - c) Proposed date, time and duration of the visit
55. Whilst Immigration Enforcement and its contractors will seek to facilitate such visits, the decision whether or not to permit such visits rests with Immigration Enforcement in consultation with its contractors, in particular where there is concern about the safety and security of the Centre or to manage the number of visits a particular part of the estate is receiving.

Where permission for a visit is refused because of timing (e.g. to manage the number of visits to a Centre in a particular week), Immigration Enforcement and its contractors will work with the Chair to agree an alternative date and time.

Where permission for a visit is refused for another reason, a full explanation will be provided to the Chair of the Board.

### Media

56. Immigration Enforcement accepts that Boards may wish to speak to or otherwise engage with the media from time to time, e.g. in relation to the publication of annual reports.

In doing so, Boards agree:

- a) As a matter of courtesy, to notify the Immigration Manager in advance of an intention to engage with the media.
- b) Not to use photographs of the estate, detainees or staff without prior permission of the local Immigration Manager and the individuals concerned.
- c) To provide a copy of any press statement or in the case of an interview, an outline of key messages, to both the Immigration Manager and the Secretariat.

- d) Not to comment to the media about anything that might adversely affect the course of events or jeopardise the safety or security of the estate, detainees or staff.
- e) Not to comment to the media whilst discussions are taking place in relation to an industrial dispute.
- f) Not to discuss individual cases of detainees.

## Disputes and Review

57. All issues relating to disputes, allegations and/or complaints about Board Members will be dealt with in accordance with the guidelines as set out in the 'Independent Monitoring Boards, Procedures for Dealing with Allegations and/or Complaints about Conduct and Poor Performance Manual'.

# Annex B – Combined Report

## Combined report to the Independent Monitoring Board

### Population Data (Supplier to provide)

- 1.1. Occupancy on the last day of the month:
- 1.2. Foreign National Offenders (last day of the month):
- 1.3. Number of new ACDTs opened in past month:
- 1.4. Total number of ACDTs (new and existing) for the month:
- 1.5. Instances of Use of Force during month:
  - Planned
  - Spontaneous
- 1.6. No. of detainees subject to Rule 40 (Removal from Association):
- 1.7. No. of detainees subject to Rule 42 (Temporary Confinement):
- 1.8. Number of off- site escorts in past month by type:
  - Hospital appointment (other non-emergency medical appointment)
  - Emergency medical
  - Other (specify)
- 1.9. Length of stay at IRC:

Less than one week	
One week to one month	
One to two months	
Two to four months	
Four to six months	
Six to twelve months	
Twelve months or more	
- 1.10. Average length of stay of current detainees:

1.11. No. of arrivals during the month:

1.12. No. of departures during the month:

1.13. Departures by type:

Removals	
Transfers	
TA/TR	
Unconditional Release	
CIO Bail	
ADJ Bail	

1.14. Top 10 nationalities:

	Nationality	Number
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

1.1. No. of incident reports during the month:

1.2. No. of SIRS made:

1.3. No. of acts of self harm:

Requiring off site medical treatment

Treated on site

### Other information (Supplier)

Notices to staff issued during month (Issue No. and Subject)

Changes to management

Contingency exercises conducted

Other audits or inspections conducted

Other

**Contact Management Statistics (immigration enforcement to provide) No. of requests received from detainees (by reporting month):**

1.5. No. of Removal Directions served:

1.6. No. of Monthly Updates served:

1.7. No. of Rule 35 reports received:

1.8. No. of Disputed Minors during month:

**Top 5 longest serving detainees**

Compiled on: dd/mm/yy

Detainee's Initials	Sole UKBA Custody Since	Arrival Date at IRC	Nationality	Reason for Length of Detention

**IMB annual report action plan update**

Update as appropriate.

**New Immigration Policies / DSOs/ Staff changes/ Official Visits/ Charters**

e.g.

The following DSO has been published in the past month:

DSO XX/2014 – XXXXX XXXX

Greek delegation visited on xx/2014

2 charter flights during the month to xxxx and xxxx