UNIVERSITY OF OXFORD

# *Quality of Life in Detention*

*Results from MQLD questionnaire data collected in Gatwick IRC (Brook House and Tinsley House), Heathrow IRC (Colnbrook and Harmondsworth), Yarl's Wood IRC, Morton Hall IRC, and Dungavel IRC: July 4 – September 20, 2019.*

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Centre for Criminology

BORDER CRIMINOLOGIES

OXFORD BROOKES UNIVERSITY

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# Overview and Methodology

**Structure of the report**

This report presents initial results from the *Measure of the Quality of Life in Detention* (MQLD) questionnaire, which was distributed, consecutively, across all seven IRCs in operation in the UK, between July 4 and September 20, 2019. The report begins with an overview of the MQLD survey methodology. Methods and return rates are then presented before an executive summary in which we identify key points from across the entire estate. At the end of the executive summary we offer a list of preliminary recommendations based on our findings.

The full results section of the report is in two parts. The first describes the results across the entire estate in more detail. Here the results of the dimensions which make up our measure of 'quality of life' in detention are presented alongside a coping scale, before the results of each question are described in full detail.

In the second half of the report, the results from each removal centre are presented individually in separate chapters. For the purposes of this report the two establishments that make up 'Gatwick IRC' (Brook House and Tinsley House) and 'Heathrow IRC' (Harmondsworth and Colnbrook) are presented individually. Each chapter begins with an executive summary, before descriptive results and mean comparisons are provided in relation to all other centres.

**Methodology**

The *MQLD* measures detainees' perceptions of the IRC in which they are residing including their views on their immigration case, mental health and their overall quality of life. The 'quality of life' is a broad-ranging concept that connects health, relationships, autonomy, personal beliefs and legitimacy, to salient features of the environment in which people live.

As is standard practice with survey administration, respondents were anonymized and their responses were not independently verified. The survey was first piloted in Campsfield House in

2010, and has passed through a number of iterations since then, drawing on ongoing, independent, academic research inside IRCs. This report draws on the first complete data set from the entire estate.

The survey is paper based, and distributed face to face by the research team, who attend each removal centre for two days at a time. Attempts are made to offer a survey to every individual in each centre, in person. If an individual would like to participate, they are provided with a paper survey which they fill in on their own and return later to the research team in a sealed envelope. The *MQLD* is currently available in English, Albanian, Arabic, Bengali, Chinese, Polish, Russian, Urdu and Vietnamese. We will endeavour to translate the survey into additional languages for future surveys, based on requests for additional languages made during distribution.

**Survey Structure**

The first portion of the MQLD asks a range of demographic questions including age, nationality, religion, and marital status. While we offer an overview of these results in this report, when particular populations are small, we have elected not to list all identifying characteristics in order to ensure the anonymity of the respondents.

Part 2 gathers more information about the respondents through targeted questions about how they spend their time in detention, their needs for and experiences of institutional processes like the complaints, and interpreter services. This section also asks for their perceptions of their preparation for removal and release.

Part 3 and 4 of the survey measure the 'quality of life' detention by asking questions about activity and service provision, the quality of food, attitudes towards staff and other detainees and questions on case work and lawyers

The final section of the questionnaire (part 5) explores how detainees are coping in detention. It starts with a measure of coping which is based on extensive academic research in IRCs across the

UK. Each question on the scale measures a specific aspect of distress in immigration detention. The coping scale is followed by questions about ACDT and experiences of traumatic events. At the very end respondents have the opportunity to write in free text.

This questionnaire has been developed for use in immigration removal centres. It is based on extensive and ongoing qualitative research inside the IRCs by the authors of this report and wider members of the research team (See for example: Bosworth, Gerlach and Aitken, 2016; Bosworth and Kellezi 2013; 2012; Bosworth 2014; Gerlach, forthcoming*)*. This is the third version, which has reduced the number of questions and the period of administration. It is the first round of the survey which has included all IRCs in operation.

**Measures and dimensions**

*Negative or positive phrasing*

To limit bias in the survey it is necessary to ask some questions using negative phrasing, and others in positive phrasing, for example, 'illegal drugs are used by detainees here' or 'Nurses talk to me with respect. For the purpose of mean scores, and dimensions, questions with negative phrasing are reversed for analysis. In the case of the coping scale questions with positive phrasing have been reversed for analysis.

*Descriptive scores*

Descriptive scores are presented for all survey questions. The number of individuals who answered each option is provided, along with percentages.

*Mean Scores*

For all measures of the MQLD, the report compares the mean scores for each removal centre against the mean scores of all other removal centres. Mean score differences have been reported whenever a difference has been found that is statistically significant.[1]

*Dimensions*

The MQLD comprises a set of questions organised around dimensions which measure institutional decency, officer respect, immigration fairness and consistency, healthcare and trust, safety, and detainee cohesion:

**Institutional decency:** These questions concern the physical environment of the centres, and services such as food, communication and fulfilment of basic needs. They measure decency in detention.

**Officer respect:** These questions concern detainees' perceptions of the extent to which officers are reasonable, trustworthy, appropriate, and supportive. They measure respect.

**Immigration fairness and consistency:** These questions concern perceptions of clarity, predictability and reliability of the immigration system and staff. They measure immigration fairness and consistency.

**Healthcare and trust:** These questions concern access to healthcare and how detainees feel treated by healthcare staff. They measure trust.

**Safety:** These questions concern detainees' perceptions of security within the IRC. They measure safety.

[1] Mean scores are tested using Independent Samples T-Tests, and means are reported if they are significant at the level of p=<0.5, as is typical for statistical research.

**Detainee cohesion:** These questions concern detainees' perceptions of relationships among detainees, in relation to diversity, safety and drug use. They measure the cohesion of the detainee population as a group.

See Appendix I for a full list of questions included in each dimension. All dimensions are based on different scales, depending on the number of questions they include. In all cases 0 represents the lowest possible score. Higher scores represent negative experiences of the dimensions. To interpret the dimension scores, the median possible score should be considered the balance between a positive or negative result on the measure. Thus, for 'Institutional Decency,' a score of 10 or below would indicate a positive result on the measure (i.e 'Institutional Decency' is good in a centre with a score of 10 or below, less good with a score of 10 or above). Centres should aim for all dimension scores to fall below the median. Possible minimum, maximum and median scores for all dimensions can be seen in the table below:

*Table 1. Minimum, maximum and median for dimensions*

| Dimension | Minimum | Maximum | Median |
|---|---|---|---|
| Institutional Decency | 0 | 20 | 10 |
| Officer respect | 0 | 48 | 24 |
| Immigration fairness and consistency | 0 | 36 | 18 |
| Healthcare and trust | 0 | 20 | 10 |
| Safety | 0 | 24 | 12 |
| Detainee cohesion | 0 | 40 | 20 |

*The Coping Scale*

The coping scale tests how well individuals are coping in immigration detention. The measure comprises 14 questions that are illustrative of how individuals experience distress in immigration detention, based on extensive academic research (see, for example, Bosworth, 2014; Gerlach, forthcoming). The coping scale is calculated by adding the scores of all individual answers to 14 questions of the coping measure to create a coping scale 'score'. The lowest possible score on

the measure is 0 and the highest 42. Higher scores on the scale suggest individuals are coping less well than those who achieve lower scores. The coping scale has been developed for immigration removal centres, and thus there is currently no baseline to compare mean scores against the general public or other spaces of confinement. However, we suggest that centres should aim for a mean score of 14 or less. This would represent a population who have experienced little to no distress in the week prior to the survey. See Appendix I for a full list of questions included in the measure.

## Methods and Return Rates

This survey was administered across all IRCs by a team of researchers between the 4th of July and the 20th of September 2019. The researchers, most of whom carried keys, attended each centre for two consecutive days. Upon arrival the team was provided with a list of detainee names and room numbers. Using this master list, the team attempted to approach every individual in each centre, in person, to offer them a survey.

Questionnaires were completed and returned by 459 residents across the estate, amounting to 33% of the population at the time of the visits.[2] A full break down of the survey response rate by centre is offered below; as can be seen the survey return rate ranged from a low of 21% in Morton Hall to 41% in Yarl's Wood and Dungavel. While we cannot be sure of the reason for the variation, it is worth noting that in Morton Hall, there was a high number of Albanian detainees from whom we had a very low take-up, despite making the survey available in Albanian. For the next round we will be sure to attend with an Albanian speaker, who will either be able to assist the men in completing the survey, or explain better to them its purpose.

*Table 2. Response rates by Removal Centre*

| Removal Centre | Surveys | Survey Return Rate |
|---|---|---|
| Brook House | 79 | 36% |
| Harmondsworth | 142 | 34% |
| Tinsley House | 31 | 38% |
| Colnbrook | 76 | 36% |
| Morton Hall | 55 | 21% |
| Yarl's Wood | 52 | 41% |
| Dungavel | 24 | 41% |
| TOTAL | 459 | 33% |

[2] Please note that the results of this survey should be considered and interpreted keeping in mind the typical limitations of survey methodologies. The results are those of the individuals who chose to participate in the research. While every attempt was made to offer a survey to all individuals held in detention at the time, self-selection bias cannot be ruled out entirely. At the same time, however, given the basis of this survey in extensive and ongoing independent academic research, there is no reason to suspect that the findings of this report are not illustrative of the overall experience of individuals held in immigration detention.

Responses have been anonymised, and any demographics which could identify participants have been excluded from this report. Surveys were available in English, Albanian, Arabic, Bengali, Chinese, Polish, Russian, Urdu and Vietnamese. Ninety-two residents chose to fill their survey in a language other than English. In Yarl's Wood a Portuguese speaking research assistant was also able to assist Portuguese speakers to fill the survey through translation. We had numerous requests for additional languages, most commonly Kurdish and Punjabi, but also Portuguese, Romanian and Farsi. We will endeavour to translate the survey into those languages before the next round.

# Executive Summary

This report presents initial results from the *Measure of the Quality of Life in Detention* (MQLD) questionnaire, which was distributed, consecutively, across all seven IRCs in operation in the UK, between July 4 and September 20, 2019. The survey was completed by 459 adult men and women, who, together, represented 33 per cent of the detained population at the time of the visits.[3] Ninety-two of the surveys (20%) were submitted in a language other than English using one of the eight language translations available.

**Quality of Life in Detention**

The quality of life in detention questions of the survey reveal key differences among the establishments, with some scoring far better on all measures than others. Notably, Tinsley House scored lower (more positively) across all measures, while Harmondsworth scored higher (more negatively) across all measures. Distinctions between establishments invite further investigation.

***Quality of Life in Detention Dimensions***

In this section we present the scores for the six dimensions of quality of life in detention across the entire estate. The minimum score possible for all dimensions is 0 and the maximum possible score for each dimension is dependent on the dimension in question.

To interpret the dimension scores the median possible score should be considered the balance between a positive or negative result on the measure. Centres should aim for all dimension scores to fall below the median. The table below illustrates the actual mean scores for all dimensions across the estate, alongside the median possible score.

[3] The return rate is calculated based on the number of individuals in each centre on the first day of each visit.

*Table 3. Mean scores across all dimensions, all centres*

| Dimension | Median possible | Mean actual |
|---|---|---|
| Institutional Decency | 10 | **12.55** |
| Officer respect | 24 | **25.18** |
| Immigration fairness and consistency | 18 | **19.75** |
| Healthcare and trust | 10 | **12.27** |
| Safety | 12 | **12.70** |
| Detainee cohesion | 20 | **21.92** |

When shown across centres it is evident that there are differences between removal centres in relation to dimension scores, as seen in the table below. Stars '*' next to mean scores indicate where the difference between the mean score of a centre is significantly higher or lower than the mean score of all other centres for that measure.

Most notably, Tinsley House has lower mean scores across all dimensions than the combined mean scores of all other centres, while Harmondsworth has higher scores. This means that, on average, the men in Tinsley House are more positive about their experience in detention than others held elsewhere, while those in Harmondsworth are more negative about their experience in detention than others elsewhere.

Some differences are also evident at Yarl's Wood, where scores suggest better institutional decency than elsewhere, at Morton Hall where detainees are more positive about officer respect and healthcare and trust than elsewhere, and at Dungavel, where detainees perceive the institutional decency of the centre as well as healthcare and trust to be better than those in other institutions. For a full breakdown of questions by centre see individual chapters.

*Table 4. Dimension mean scores by centre*

| | Median possible score | Brook House | Harmondsworth | Tinsley House | Colnbrook | Morton Hall | Yarl's Wood | Dungavel |
|---|---|---|---|---|---|---|---|---|
| Institutional decency | 10 | 12.52 | 14.30* | 10.46* | 12.09 | 11.87 | 11.27* | 10.85* |
| Officer respect | 24 | 24.31 | 28.63* | 20.26* | 24.07 | 22.72* | 25.22 | 23.31 |
| Immigration fairness and consistency | 18 | 20.48 | 21.89* | 14.56* | 19.78 | 18.69 | 18.34 | 17.89 |
| Healthcare and trust | 10 | 11.88 | 14.14* | 9.73* | 12.78 | 9.98* | 12.36 | 9.10* |
| Safety | 12 | 13.40 | 14.02* | 9.43* | 12.75 | 11.85 | 11.80 | 11.38 |
| Detainee cohesion | 20 | 22.07 | 23.50* | 19.21* | 22.16 | 21.63 | 18.25* | 22.63 |

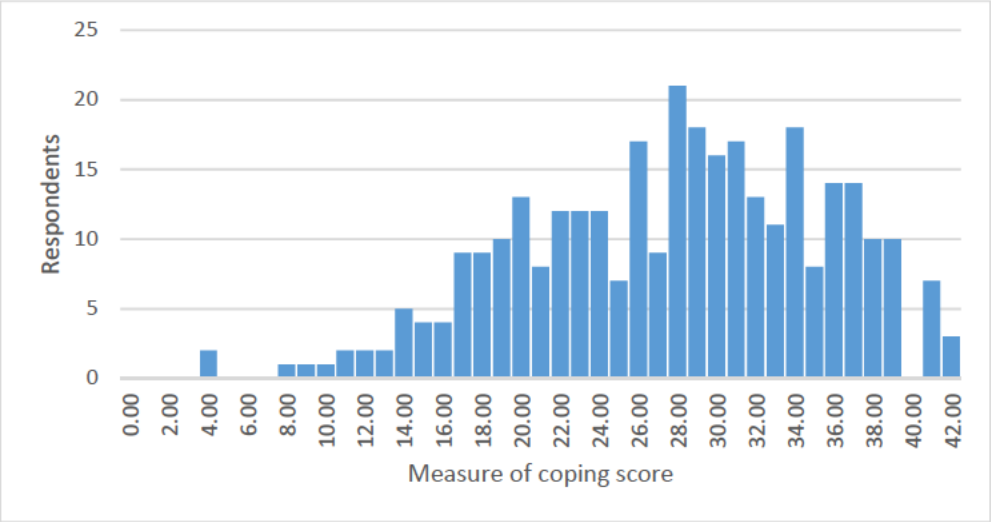
***The Coping Scale***

The coping scale provides an overview of how individuals are coping in detention. The higher the score, the less well someone is coping in the IRC, and the more distressed they feel. The lowest possible score is 0 and the highest possible score is 42. The lowest individual score on the coping scale reported during this survey was 4, while the highest score found was the maximum of 42.

The coping scale has been developed for immigration removal centres, and thus there is currently no baseline to compare mean scores against the general public or other spaces of confinement. However, we suggest that centres should aim for a mean score of 14 or less. This score would represent a population who have experienced little to no distress in the week prior to the survey.

The mean score on the coping scale across all removal centres was 28. The spread of scores for the coping scale is shown in the figure below, and here it can be seen that measures of coping show a positive skew, indicating that most individuals report high levels of distress.

*Figure 1. Distribution of scores on the coping scale across centres*




In the table below the mean scores for the coping scale are offered, by centre. Dungavel is the only centre with a score that differs significantly from the overall mean coping score of all centres combined. This means that detainees in Dungavel were coping better than detainees anywhere else.

*Table 5. Coping scale mean scores, by Removal Centre*

| Removal Centre | Mean |
|---|---|
| Brook House | 27.03 |
| Tinsley House[4] | 27.57 |
| Harmondsworth | 30.58 |
| Colnbrook | 26.40 |
| Morton Hall | 26.31 |
| Yarl's Wood | 28.33 |
| Dungavel | 23.59* |
| Combined Estate | 27.69 |

The importance of the six dimensions can be seen when tested alongside the coping scale. Simple Linear Regression Tests were run for all six dimensions against the coping measure, and illustrate

[4] Tinsley House is an interesting anomaly here as they perform well on institutional measures of detention, yet their coping scores remain high. Further investigation will be done for future publications to determine the cause.

that they all predict increases in the coping scale. This means that higher (more negative) scores on the dimensions predict higher scores on the coping measure, which indicate greater distress. In real terms, this suggests that, for example, if removal centres were to reduce their scores on the Officer Relationship dimension by improving staff relationships with detainees, the level of distress in the detainee population would decrease. [5] The table below provides the predictive values for all dimensions in relation to the coping scale.[6]

*Table 6. Predictive Values of Dimensions*

| Dimension | Predictive value |
|---|---|
| Institutional decency | .94 |
| Healthcare and trust | .54 |
| Safety | .51 |
| Detainee cohesion | .42 |
| Immigration fairness and consistency | .36 |
| Officer Respect | .31 |

The predictive value in the table above illustrates the relationship between each dimension and the coping scale. For example, for every score increase on the institutional decency dimension, the coping scale measure is predicted to increase by .94. Put another way, detainees are likely to be less distressed in institutions which are clean, where they have enough clothes, the food is good, there are enough activities and they are able to maintain contact with their family and friends; in short, they are less distressed in institutions operating a decent and dignified regime.

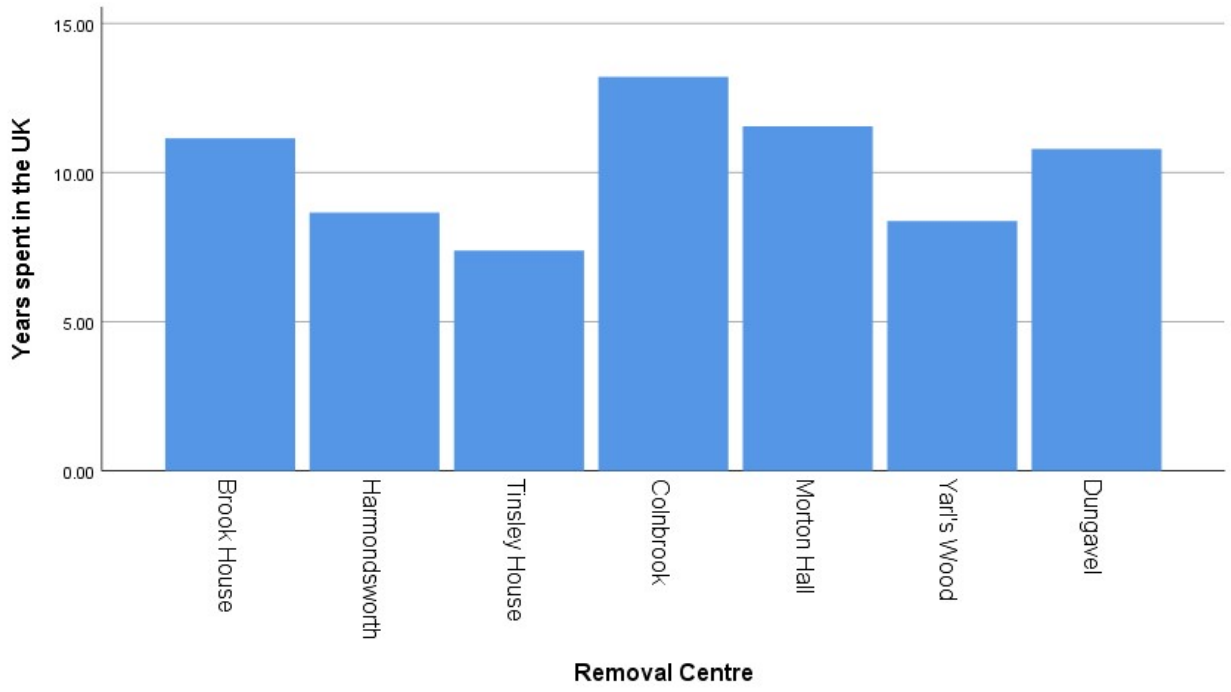
**Demographics and Time in Detention**

Detainees of 88 different nationalities completed the survey. They ranged in age from 19 to 82, with a median age of 34. Most reported that they had been resident in the UK for many years. The mean time that respondents said they had lived in the UK before detention was 10.1 years.

[5] Further analysis is required to determine all factors that may lead to increases in the coping scale. The results presented here are preliminary, further detail can be expected in later publications.
[6] All predictors are statistically significant at > p.05.

Yet, the spread of time ranged from those who had arrived in the UK on the day they completed the survey, to others who had been resident in the UK for over 40 years. Figure 2 below illustrates the mean scores of time spent in the UK, by removal centre.

*Figure 2. Mean of years spent in the UK by Removal Centre*




Forty-five per cent of survey respondents reported that they had been in the removal centre where they had filled the survey for 28 days or less,[7] amounting to 203 people in total. In some centres, the proportion of people who filled the survey who had been detained for 28 days or less was lower, such as in Colnbrook, where only 34 per cent of people who responded to the survey had been detained for 28 days or less.

Survey results indicate that the duration of a person's detention affects their ability to cope. In a comparison of mean scores using the coping scale, those who had been detained for 29 days (28.8) or more were significantly more distressed than those who had been detained for 28 days

[7] This time frame was selected in light of current debates over best-practice in detention, in which a 28 day limit is commonly proposed (see, for example, AAPG, 2015).

or less (26.5).[8] Regression analysis further illustrates a positive relationship between days in detention and coping; the longer someone is detained, the greater their distress on this measure. For every additional day in detention, an individual's score of the coping scale is predicted to rise by 3.5 points.[9]

**Activities, Visits, and Service Provision**

In the second part of the survey, participants can choose from a set of options about how they spend their time in detention. The list includes a free text response for 'other'. They can tick as many options as they like.

Nearly half the sample (205 individuals) listed talking to friends/other detainees. Gym/sports was the second most frequently listed with 165 responses, followed by visiting the library with 151 responses. Though most respondents ticked some form of activity, 82 people recorded that they spent most of their time doing 'nothing'.

When asked if any of the activities they had ticked had made them feel good, participants reported broadly positive views. Of the 415 people who answered this question on the survey, 255 (61.4%) responded in the affirmative, whereas 160 (38.6%) believed that the activities they did in detention did not make them feel good.

In order to measure people's ability to maintain contact with family and friends, the survey asked respondents whether their friends or families could visit them at the removal centre they were in, and how easy they found it to do so. Two hundred and sixty-six (60%) detainees responded that their family and friends could visit, while 91 (20.5%) responded that they could not. A further 86 (19.4%) replied they had no friends or family in the UK who could visit. 16 individuals declined to answer this question. When asked how easy it was for their friends or family to visit them, of

[8] Mean scores were tested using a one-way ANOVA and were significant at <p.05.
[9] Regression scores are from a simple linear regression analysis using days in detention as an independent variable and the coping scale as a dependent variable. The test was significant at <p.05.

those who had friends or family in the UK who could come visit, 178 (51.9%) detainees ticked that it was 'hard' or 'very hard' while 165 (48.1%) ticked that it was 'easy' or 'very easy' for family or friends to come visit.

Detainees were also asked who they spoke to if they were feeling upset. While nearly one third of the respondents (32.2%) recorded that they spoke to their family or friends when they were upset, more than one in four people (28.1 %) claimed they spoke to 'nobody'. This finding raises significant questions about the support mechanisms detainees are able to access and about detainee vulnerability. It would benefit from further research, to see how IRCs might encourage uptake of available services. In the meantime, IRCs might consider addressing these needs by improving psychological support.

The next set of questions focuses on services and processes within the centre. Respondents were asked whether they have ever made a formal complaint in the Centre and, if they have, how satisfied they were with how it was handled.

Ninety-two people in this sample had made a complaint in their current centre. When asked if these individuals were satisfied with how their complaint has been handled, 69 (81.2%) ticked 'no', while only 16 (18.8%) ticked 'yes' they were satisfied.[10] This is a substantial number of individuals who perceive their complaints are not handled as they should be. We suggest this is something that should be investigated by removal centres further.

Respondents were asked if they had access to a translator/interpretation service when they needed one. Two hundred and ten (47.8%) respondents ticked that they did not need to use an interpreter. Of the 229 respondents who did require translator/interpreter services, 148 (64.6%)[11] respondents reported that they were able to access such services when needed, while

[10] Percentages for this question are calculated from the 85 respondents who had indicated they had made a complaint by ticking 'yes' to made a complaint, and then by ticking either yes or no to the question on whether they were satisfied by the way their complaint was handled.

[11] Percentages for this question are calculated from the 229 respondents who indicated they required an interpreter by ticking either yes or no.

81 (35.4%) stated that they were unable to do so. Of the 229 respondents who indicated they required translator/interpreter services 117 (51.1%) people found the services helpful, while 103 (45.0%) found them to be unhelpful. Nine of the people who indicated they required an interpreter in the first question declined to answer the second question regarding if the service provided was good enough.

**Coping Scale, ACDT and Trauma**

The final part of the survey measures how well detainees are coping with their confinement. It is based on extensive academic research into the impact of immigration detention on mental health and wellbeing (Bosworth, 2016; Robjant et al, 2009). As described earlier, the coping scale demonstrates that respondents were not, on average, coping particularly well with their detention. Questions relating to suicidal thoughts and thoughts of self-harm suggest that the ACDT process across the detention estate continues to underestimate the levels of suicidal thoughts among the detained community. This is concerning and points to the need for improved psychological support.

Respondents are asked if they have had suicidal thoughts, or thoughts of hurting themselves in the 7 days leading up to the survey. There were 169 (30.2%) respondents to the survey who indicated they had thought about ending their life either 'all the time' or 'most of the time' in the 7 days leading up to the survey. Similarly, there were 135 (32.2%) respondents who indicated they had thought about hurting themselves in the 7 days leading up to the survey, either 'all of the time' or 'most of the time'.

The survey also asks whether the respondent has ever been on an ACDT either in the centre where they were currently resident, or in another removal centre. Just under 10 per cent of the sample who completed the survey (9.7%, or 38 people) reported that they had been on an ACDT in their current IRC, while 1.5% (6 people) reported that they had been on an ACDT elsewhere. Two-hundred and thirty-nine (61.3%) people reported they had never been on an ACDT, while

107 (27.4%) reported they were unsure, and 69 (15%) individuals declined to answer this question.

When analysed alongside the question regarding suicidal thoughts, there were 81 people who had both responded to the coping question 'I have thoughts of ending my life' with either 'all the time' or 'most of the time' in the last 7 days, and who recorded an answer to the question on the ACDT. Of these 81 respondents, only 25 (30.9%) had been on an ACDT while at the centre they were currently in and a further 38 (46.9%) did not know if they had been on an ACDT or not.

**Conclusion**

This is the first time we have data gathered independently about detainee perceptions of all the IRCs over the same time period. The material from this survey provides a good baseline for understanding the experience of detention. Further statistical analysis will allow us to differentiate in more detail about specific groups of detainees, as well as to try to understand relationships between the dimensions in more detail.

For now, however, it is clear that detainees' perceptions of the IRCs in which they are held vary around key issues including perceptions of safety and healthcare. Unlike previous iterations of this survey, detainees appeared, by and large, to be satisfied with their experiences with onsite immigration staff. For the most part, as well, concerns over drug use in the Centres were lower than we had anticipated.

Wherever they are located, detainees exhibit high levels of vulnerability and distress as measured in the coping scale. There continues to be a worrying gap between self-reported concerns over suicide and self-harm, and the numbers who have been placed on an ACDT.

A number of factors contribute to the quality of life in detention, inviting further study and institutional response. Significant numbers of people state that they have nobody to talk to.

Detainees also report high levels of uncertainty about their immigration case. Given the documented impact of uncertainty (and loneliness) on people's mental health, these matters need addressing (Bosworth, 2016).

Notwithstanding the Adults at Risk policy, detainees report experiences of victimisation including torture, domestic violence, rape, trafficking and other traumatic events. External NGOs may be able to assist in designing interventions or protocols to assist.

Finally, the coping scale demonstrates that the duration of a person's detention significantly affects their well-being, raising questions about case management and how detention could be limited in duration.

Below, we offer a series of preliminary recommendations, in the hope that the results presented in this survey can be used to assist in improving the conditions of detention across the estate. Variations in responses among the institutions suggest there may be potential for sharing best practice and so we urge providers and the Home Office to work together.

Our thanks go to those who participated in this round of the MQLD, the staff across all IRCs for allowing access and assisting us during the visit, and to the wider research team, made up of Samuel Singler, Francesca Esposito, Elspeth Windsor and Dominic Aitken for their help administering the survey. Francesca Esposito, Samuel Singler, and Blerina Kellezi also provided comments and editorial support.

[redacted]
Oxford, March 2020

**Preliminary Recommendations**

We recommend that the Home Office and the Contractors running Immigration Removal Centres:

Identify, address and mitigate the root causes of **the high levels of distress** reported by detainees starting with the following issues:

- **Reduce the average period of detention as much as possible**; Length of detention significantly increases the distress of individuals.

- **Enhance service provision, family contact, and cleanliness within each establishment**; Detainees are less distressed in IRCs which are clean and in which they report having enough clothes, good food, sufficient activities and where they can maintain contact with their families and friends.

- **Improve the ACDT system for identifying individuals at risk of harm**. A large number of detainees who are at risk of harm to themselves are not receiving the care they need.

- **Work on staff-detainee relationships**. Those who report better relationships with officers score better on the coping scale.

- **Review the complaints procedure.** Most detainees were unsatisfied with how their complaints had been handled.

- **Revisit the relationship between local Home Office staff and immigration case owners**. While detainees report high levels of uncertainty about their immigration case, they are broadly positive about their relationships with onside Home Office Staff. Could local staff assist more in the case-work to reduce levels of detainee uncertainty?

- **Foster greater communication and interaction within the detained population.** Greater interaction among the detainees may help them cope. Pay particular attention to those detainees who struggle to communicate in English.

- **Improve the translation services on offer in detention.** Detainees who require translators are not always able to access them and often find them unhelpful.

- **Maintain a safe environment.**

- **Enhance healthcare provision and trust**. Detainees emphasise the importance of being believed by healthcare staff.

## Results, All Centres Combined

**Dimensions and the Coping Scale**

***Dimensions***

In this section we present the scores for the six dimensions of quality of life in detention across the entire estate. The minimum score possible for all dimensions is 0 and the maximum possible score for each dimension is dependent on the dimension in question. Higher scores represent negative responses to the dimensions. A score of 0 would indicate 100% positive responses for all officer relationship questions, for example. The following table shows the mean scores for each dimension across the entire estate alongside the minimum and maximum scores possible.

*Table 7. Mean scores across all dimensions, all centres*

| Dimension | Minimum | Maximum | Mean |
|---|---|---|---|
| Institutional decency | 0 | 20 | **12.55** |
| Healthcare and trust | 0 | 48 | **25.18** |
| Safety | 0 | 36 | **19.75** |
| Detainee cohesion | 0 | 20 | **12.27** |
| Immigration fairness and consistency | 0 | 24 | **12.70** |
| Officer respect | 0 | 40 | **21.92** |

When shown across centres it is evident that there are differences between removal centres in relation to dimension scores, as seen in the table below. Stars '*' next to mean scores indicate where the difference between the mean score of a centre is significantly higher or lower than the mean score of all other centres for that measure. Most notably, Tinsley House has better scores across all dimensions than the combined mean scores of all other centres, while Harmondsworth has worse. Some differences are also observed at Yarl's Wood, where 'Institutional decency' scores are better than elsewhere, at Morton Hall where 'Officer respect' and 'Healthcare and trust' scores are better, and Dungavel, where 'Institutional decency' and 'Healthcare and trust' means scores are better. For full breakdown of results by centre see individual chapters.

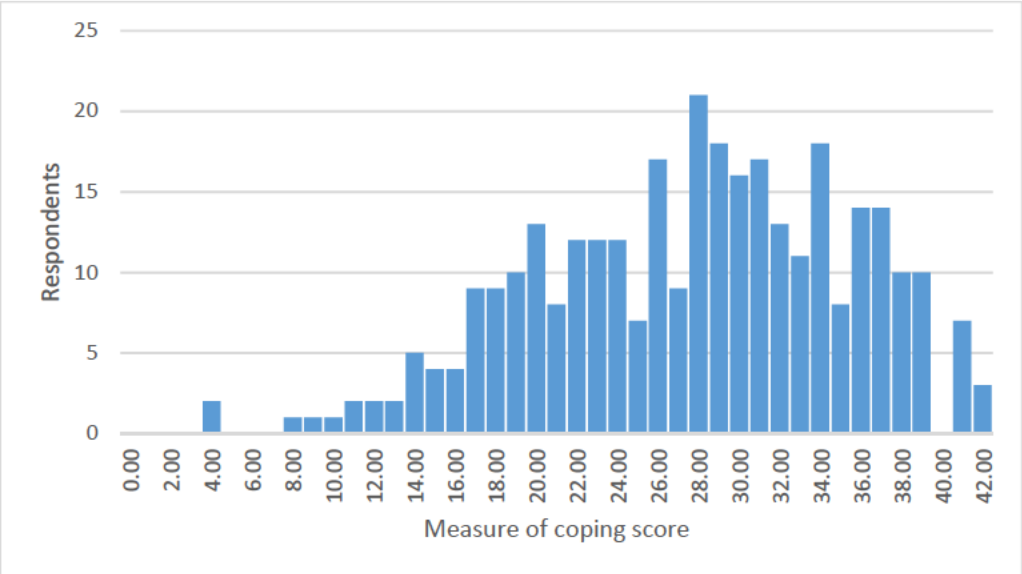
*Table 8. Dimension mean scores by centre*

| | Max score | Brook House | Harmon dsworth | Tinsley House | Colnbrook | Morton Hall | Yarl's Wood | Dungavel |
|---|---|---|---|---|---|---|---|---|
| Institutional Decency | 20 | 12.52 | 14.30* | 10.46* | 12.09 | 11.87 | 11.27* | 10.85* |
| Officer respect | 48 | 24.31 | 28.63* | 20.26* | 24.07 | 22.72* | 25.22 | 23.31 |
| Immigration fairness and consistency | 36 | 20.48 | 21.89* | 14.56* | 19.78 | 18.69 | 18.34 | 17.89 |
| Healthcare and trust | 20 | 11.88 | 14.14* | 9.73* | 12.78 | 9.98* | 12.36 | 9.10* |
| Safety | 24 | 13.40 | 14.02* | 9.43* | 12.75 | 11.85 | 11.80 | 11.38 |
| Detainee cohesion | 40 | 22.07 | 23.50* | 19.21* | 22.16 | 21.63 | 18.25* | 22.63 |

***The Coping Scale***

The coping scale provides an overview of how individuals are coping in detention. The higher the score, the less well someone is coping in immigration detention, and the more distressed they feel. The lowest possible score is 0 and the highest possible score is 42. The lowest individual score on the coping scale reported during this survey was 4, while the highest score found was the maximum of 42. The mean score on the coping scale across all removal centres was 28. The spread of scores for the coping scale is shown in the figure below, and here it can be seen that measures of coping show a positive skew, indicating that most individuals report levels of distress.

*Figure 3. Distribution of scores on the coping scale across centres*



In the table below the mean scores for the coping scale are offered, by centre. Dungavel is the only centre with a score that differs significantly from the overall mean coping score of all centres combined.

*Table 9. Coping scale mean scores, by Removal Centre*

| Removal Centre | Mean |
|---|---|
| Brook House | 27.03 |
| Tinsley House | 27.57 |
| Harmondsworth | 30.58 |
| Colnbrook | 26.40 |
| Morton Hall | 26.31 |
| Yarl's Wood | 28.33 |
| Dungavel | 23.59* |
| Combined Estate | 27.69 |

The importance of the six dimensions can be seen when tested alongside the coping scale. Simple Linear Regression Tests were run for all six dimensions against the coping measure, and illustrate that they all predict increases in the coping scale. This means that higher (more negative) scores on the dimensions predict higher scores on the coping measure, which indicate greater distress. In real terms, this suggests that, for example, if removal centres were to reduce their scores on the officer relationship dimension by improving staff relationships, the level of distress in the detainee population would decrease. The table below provides the predictive vales for all dimensions in relation to the coping scale.[12]

[12] All predictors are statistically significant at <p.05.

*Table 10. Predictive values of dimensions*

| Dimension | Predictive value |
|---|---|
| Institutional decency | .94 |
| Healthcare and trust | .54 |
| Safety | .51 |
| Detainee cohesion | .42 |
| Immigration fairness and consistency | .36 |
| Officer respect | .31 |

The predictive value in the table above illustrates the relationship between each dimension and the coping scale. For example, for every score increase on the institutional decency dimension, the coping scale measure is predicted to increase by .94 also.

**Demographics and Time in Detention**

Respondents belonged to 88 different nationalities. The youngest respondent was only 19, while the oldest was 82. While the arithmetic mean age of all those who filled a survey was 35, the most common age (mode) was 29. Residents of many different religions took part. Overall, the largest group were of Christian faith (36.0%), although not in every centre; Muslim respondents outnumbered Christians, for example, in Harmondsworth and Colnbrook. The following table presents the breakdown of religions. Religions with fewer than 10 respondents have been collapsed into the category of 'other' to protect the anonymity of those who filled out the survey.

*Table 11. Religion*

| | N | % |
|---|---|---|
| Christian | 157 | 36.0 |
| Muslim | 153 | 35.1 |
| Sikh | 29 | 6.7 |
| Hindu | 23 | 5.3 |
| Buddhist | 18 | 4.1 |
| Other | 17 | 3.9 |
| Missing | 23 | 5.3 |

The marital status of respondents showed slightly more people were not currently in a relationship (211, 48.4%) than were either married, in a civil partnership or in an unspecified relationship (182, 41.7%). In terms of wider familial relationships, 233 (52.0%) respondents reported that they had family members in the UK, while 215 (48.0%) did not. One-hundred and seventy-two (39.3%) of those who filled the survey stated that they had children, of whom over half (94 people) reported that their children lived in the UK. Seventy-two of these parents (56.7%) lived in the same residence as their children before detention. When examined by gender, the results illustrate that both fathers and mothers were living with their children before detention, a finding that challenges the view that male detainees do not usually live with their children prior to their incarceration (Griffiths, 2015). For men who had children in the UK, 56.8 per cent had lived with their children before detention. For women, 53.3 per cent had lived with their children before detention.

Most of those who completed the survey stated that they had been resident in the UK for many years. One-hundred and fifty-three detainees had lived in the UK for longer than 10 years before they were detained. The table below illustrates the number of years spent in the UK by respondents.

*Table 12. Time spent in UK, in years*

| Time spent in UK | N | % |
|---|---|---|
| Less than 1 year | 43 | 11.4 |
| 1-5 years | 72 | 19.1 |
| 6-10 years | 108 | 28.7 |
| 11-20 years | 127 | 33.8 |
| 21 years or longer | 26 | 0.7 |

Respondents reported a wide range of duration of their time in the IRC where they completed the survey. Duration also varied across the centres. Thus, whereas just under half (45%) of the total population reported that they had been in the removal centre where they had filled the survey for 28 days or less, in Colnbrook, for example, two-thirds (66%) of respondents reported that they had been held there for more than 28 days. The table below illustrates the percentage of survey respondents in both categories across all centres.

*Table 13. Time in Removal Centre, by 28 days*

| | | Removal Centre | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | Brook House | Harmond sworth | Tinsley House | Colnbrook | Morton Hall | Yarl's Wood | Dungavel |
| 28 days or less | Number | 41 | 53 | 23 | 26 | 33 | 18 | 9 |
| | % | 55.4% | 37.6% | 76.7% | 34.2% | 61.1% | 35.3% | 37.5% |
| 29 days or more | Number | 33 | 88 | 7 | 50 | 21 | 33 | 15 |
| | % | 44.6% | 62.4% | 23.3% | 65.8% | 38.9% | 64.7% | 62.5% |

177 (38.6%) respondents had also spent time in another removal centre, and 153 (33.3%) respondents had been in prison in the UK before their detention.

**Immigration Background and Access to Lawyers**

In line with national statistics, over half the survey respondents (249, 56.0%) reported that they had applied for asylum. Slightly fewer (220, 51.9%) had applied for immigration bail. Somewhat unexpectedly, given evidence elsewhere (e.g. Lindley, 2016; Shaw, 2016) of difficulties detainees face in accessing legal advice 312 (70.4%) of the respondents reported that they had an immigration solicitor/lawyer. One in four people (102, 23.0%) did not have a lawyer, and 29 (6.5%) did not know if they had a solicitor. Once again, there was considerable variation in access to lawyers across the IRCs, as is evident in the table below.

*Table 14. Access to immigration solicitors or lawyers*

| Do you have an immigration solicitor/lawyer? | | Removal Centre | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | Brook House | Harmondsworth | Tinsley House | Colnbrook | Morton Hall | Yarl's Wood | Dungavel |
| Don't Know | % within Removal Centre | 7.8% | 8.6% | 3.3% | 8.8% | 5.6% | 0.0% | 4.2% |
| Yes | % within Removal Centre | 57.1% | 69.8% | 86.7% | 72.1% | 68.5% | 74.5% | 87.5% |
| No | % within Removal Centre | 35.1% | 21.6% | 10.0% | 19.1% | 25.9% | 25.5% | 8.3% |

Participants were asked what they do most days in detention. The survey includes 7 set answers as well as the opportunity to write in any 'other' activity they wished. The table below reports the numbers of individuals responding to each option. Respondents were asked to tick all that applied. Their results appear in the table below.

*Table 15. Activities in Detention*

| | N |
|---|---|
| Talk with friends/ other detainees | 205 |
| Gym/Sports | 165 |
| Library | 151 |
| Religious Services | 121 |
| Paid Work | 91 |
| Nothing | 82 |
| Other | 66 |
| Art/Craft | 32 |

Participants were then asked if any of the activities above made them feel good. Of the 415 residents who answered this question, 255 (61.4%) responded yes, and 160 (38.6%) responded no.

The table below details which activities respondents told us made them feel good. Results are presented as numbers, then as percentage of those respondents who identified this activity as a regular activity in the previous question.

*Table 9. Activities that make people feel good*

| | N | % of those who take part |
|---|---|---|
| Talk with friends/ other detainees | 128 | 62.4 |
| Gym/Sports | 99 | 60.0 |
| Religious Services | 88 | 72.7 |
| Library | 82 | 54.3 |
| Paid Work | 57 | 62.6 |
| Art/Craft | 19 | 59.4 |

When asked to identify who they talk to when they are upset, respondents most commonly chose the option of 'family/friends'; 32.2 per cent of those who answered this question ticked this box. Not everyone, however, had someone to talk to. Thus, 28.1 per cent of those who answered this question disclosed they speak to 'nobody' if they are upset. The next most common source of support recorded was other detainees, followed by officers. These figures appear in the table below.

*Table 17. Who detainees speak to if upset*

| | N |
|---|---|
| Family/friends outside | 148 |
| Nobody | 129 |
| Other detainees | 104 |
| Officers | 46 |
| Lawyer/Solicitor | 40 |
| Chaplain | 25 |
| Outside organisations | 19 |
| Immigration staff | 14 |
| Other | 21 |

Residents were asked if their friends or families could visit them at their current centre and how easy they found it to do so. Two-hundred and sixty-six (60.0%) detainees responded that their family and friends could visit and 91 (20.5%) responded that they could not. A further 86 (19.4%) replied they had no friends or family in the UK who could visit; 16 individuals (3.5%) declined to answer this question. When asked how easy it is for their friends or family to visit them, of those

who had friends or family in the UK who could come visit, answers were fairly evenly split between 178 (51.9%) detainees who ticked that it was 'hard' or 'very hard' and 165 (48.1%) who ticked that it was 'easy' or 'very easy' for family or friends to come visit.

Detainees were asked for their experiences of services that were provided to them in the centre, including the complaints system, and access to translation services. Within the total sample, there were 92 individuals (19.8%) who had made a formal complaint. Of these, 16 (17.4%) were satisfied with how their complaint had been handled, while 69 (75.0%) were unsatisfied. The remaining 7 opted not to report on whether they were satisfied or not.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. 148 (33.7%) respondents ticked 'yes', while 81 (18.5%) ticked 'no', and 210 respondents ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 117 (27.2%) people said 'yes', while 103 (24.0%) ticked 'no', and 210 respondents ticked that they did not need to use an interpreter.

As part of gauging the detention experience, the survey includes questions about preparation for removal or release. When asked if anyone had given them advice on what to do if they were removed from the UK, 79 (18.2%) answered 'yes', 296 (68.2%) answered 'no', and 59 responded that they did not need advice. When asked if anyone here had given detainees advice on what to do if they were released in the UK, 90 (20.9%) answered 'yes', 292 (67.7%) answered 'no' and 49 responded that they did not need advice.

**Quality of Life in Detention Questions**

The following results are divided by topic. Raw numbers, percentages and mean scores are provided using the responses of all participants. Mean scores indicate within which answer the average response falls. For example, in the first question of the first table, the mean score = 2.5. This shows that the average response to the question 'This removal centre is clean' =

'sometimes'. Response codes are provided before each topic table to help interpret mean scores. Thus, it is possible to see that, although the average score concerning the provision of clothes sites between 'most of the time' and 'sometimes', only 1 in 4 people (23.8%) said they 'always' had enough clothes. Similarly, only 7.5% of the total population believed that the food in the IRC was 'always' good. Together, these scores about basic services raise some questions about the provision of a decent regime. They also vary across the centres, and so are worth examining in more detail in the reports on individual centres.

*Table 18. Services and cleanliness*

*Always = 1* *Most of the time = 2* *Sometimes = 3* *Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean |
|---|---|---|---|---|---|---|
| This removal centre is clean | 71 (16.0%) | 126 (28.4%) | 171 (38.6%) | 71 (16.0%) | 4 (0.9%) | 2.5 |
| I have enough clothes | 102 (23.6%) | 95 (21.9%) | 104 (24.0%) | 119 (27.5%) | 13 (3.0%) | 2.5 |
| The food here is good | 33 (7.5%) | 51 (11.6%) | 173 (39.2%) | 178 (40.4%) | 6 (1.4%) | 3.1 |
| There are enough activities to do here | 56 (12.9%) | 86 (19.9%) | 140 (32.3%) | 118 (27.3%) | 33 (7.6%) | 2.6 |
| I spend most of my day in my room | 89 (20.3%) | 148 (33.7%) | 156 (35.5%) | 43 (9.8%) | 3 (0.7%) | 2.3 |

The set of questions in table 18 concern matters of trust and security. Here it is worth noting the apparent willingness of at least half of the population (53.4%) to talk to an officer if they felt low. More than two-thirds of respondents (68.7%) likewise record that they would tell an officer if they were worried someone else might hurt themselves. These are, overall, quite promising responses. And yet, the finding that 43.3% of people would not tell an officer is they were worried they might hurt themselves, while just over half the population (50.4%) feel as though they are not treated as a human being in detention, suggests there is scope for more work to be done.

*Table 10. Living in the centre*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean |
|---|---|---|---|---|---|---|
| I am not being treated as a human being in here | 109 (25.3%) | 108 (25.1%) | 128 (29.7%) | 56 (13.0%) | 30 (7.0%) | **2.2** |
| I can talk to an officer if I feel low | 48 (11.0%) | 189 (43.4%) | 89 (20.5%) | 67 (15.4%) | 43 (9.7%) | **2.2** |
| If I was worried I might hurt myself, I would tell an officer | 48 (11.3%) | 115 (27.1%) | 106 (24.9%) | 78 (18.4%) | 78 (18.4%) | **2.1** |
| If I was worried someone else might hurt themselves I would tell an officer | 107 (25.2%) | 185 (43.5%) | 48 (11.3%) | 29 (6.8%) | 56 (13.2%) | **1.7** |
| I am able to call my family or friends when I want to | 150 (34.5%) | 201 (46.2%) | 41 (9.4%) | 23 (5.3%) | 20 (4.6%) | **1.8** |

The set of questions about officers, recorded in the table below, seek to explore the kinds of relationships detainees have with officers. They further explore matters of trust and respect. These results were fairly stable across the estate, and indicate a mixed view of officers. For instance, nearly half of the sample did not believe that officers would help them as quickly as they could. So, too, while two-thirds (66.7%) of participants did not believe that officers made racist comments, over one in five people (21.9%) reported that officers did make such comments. Given that relationships with officers are shown to have a predictive effect on levels of distress in detainees, it would be pertinent for removal centres to examine how they could improve their scores on these measures.

*Table 20. Officers and Officer Relationships*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean |
|---|---|---|---|---|---|---|
| Most officers are kind to me | 84 (19.2%) | 199 (45.5%) | 92 (21.1%) | 49 (11.2%) | 13 (3.0%) | 2.2 |
| Most officers talk to me with respect | 87 (19.8%) | 215 (49.0%) | 77 (17.5%) | 41 (9.3%) | 19 (4.3%) | 2.1 |
| Officers and detainees get along well here | 64 (15.1%) | 159 (37.4%) | 103 (24.2%) | 55 (12.9%) | 44 (10.4%) | 2.1 |
| I trust the officers in this removal centre | 51 (11.7%) | 136 (31.1%) | 117 (26.8%) | 88 (20.1%) | 45 (10.3%) | 2.4 |
| Officers here help me as quickly as they can | 68 (15.6%) | 156 (35.7%) | 125 (28.6%) | 69 (15.8%) | 19 (4.3%) | 2.4 |
| I can get help from an officer when I need it | 64 (14.5%) | 186 (42.3%) | 114 (25.9%) | 56 (12.7%) | 20 (4.5%) | 2.3 |
| I understand what the officers are telling me | 106 (24.2%) | 221 (50.5%) | 62 (14.2%) | 30 (6.8%) | 19 (4.3%) | 2.0 |
| Officers do not make racist comments here | 98 (22.6%) | 191 (44.1%) | 59 (13.6%) | 36 (8.3%) | 49 (11.3%) | 1.9 |
| If you do something wrong in this centre, officers take action | 76 (17.6%) | 213 (49.4%) | 34 (7.9%) | 28 (6.5%) | 80 (18.6%) | 1.7 |

The table below suggests that detainees largely perceive the onsite immigration officers as clear, fair and respectful. This set of results is a positive finding of the survey, and varies from previous reporting periods. The positive response to local immigration officers, however, is in stark contrast to detainee perceptions of their case workers (reported below), raising the possibility of altering service provision.

*Table 21. Immigration staff in the Centre*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean |
|---|---|---|---|---|---|---|
| Immigration officers in this centre speak to me with respect | 131 (29.8%) | 101 (23.0%) | 132 (30.0%) | 51 (11.6%) | 25 (5.7%) | 2.1 |
| I understand what immigration staff in this centre tell me | 123 (28.3%) | 136 (31.3%) | 107 (24.6%) | 48 (11.0%) | 21 (4.8%) | 2.1 |
| Immigration officers in this centre treat all detainees the same | 90 (20.7%) | 92 (21.2%) | 77 (17.7%) | 88 (20.3%) | 87 (20.0%) | 2.0 |

Healthcare in detention is a known source of concern. The table below has some positive findings, particularly concerning detainee perceptions of nurses. However, overall the MQLD indicates ongoing dissatisfaction with healthcare provisions. These results vary by centres, with those from IRC Morton Hall considerably better than elsewhere.[13] The difference is worth trying to examine in more detail.

*Table 22. Healthcare*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean |
|---|---|---|---|---|---|---|
| Healthcare staff believe me | 78 (17.9%) | 79 (18.1%) | 106 (24.3%) | 105 (24.1%) | 68 (15.6%) | 2.2 |
| Healthcare here is as good as outside | 58 (13.4%) | 43 (10.0%) | 72 (16.7%) | 205 (47.5%) | 54 (12.5%) | 2.7 |
| I can see a doctor when I need to | 63 (14.4%) | 62 (14.2%) | 117 (26.8%) | 164 (37.6%) | 30 (6.9%) | 2.7 |
| I can see a dentist when I need to | 49 (11.4%) | 33 (7.7%) | 80 (18.7%) | 178 (41.6%) | 88 (20.6%) | 2.5 |
| The nurses talk to me with respect | 129 (29.5%) | 115 (26.3%) | 91 (20.8%) | 67 (15.3%) | 35 (8.0%) | 2.1 |

[13] See the chapter on Morton Hall for details.

In the demographics section 302 (68.5%) respondents told us they had health problems or concerns.

The table reporting detainees' perceptions of their peers suggests a population that is, by and large, reasonably stable. There is considerable agreement about greater difficulties faced by those who do not speak English. There is also a slight disconnect between the positive views on how detainees get along and the fact that over 60 per cent of respondents (62.2%) claimed to spend 'most of my time here alone'. Although the two questions about drug use suggest relatively low levels of concern about drugs, around one third of the population recorded that detainees use illegal drugs and that illegal drugs cause problems in the detention centre. Furthermore, both questions had a high rate of reply of 'don't know/not applicable', raising questions about the willingness of people to report such matters. Further research may be helpful.

*Table 23. Other detainees*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean |
|---|---|---|---|---|---|---|
| Most detainees talk to each other with respect | 81 (18.6%) | 203 (46.7%) | 97 (22.3%) | 27 (6.2%) | 27 (6.2%) | 2.0 |
| I do not trust most of the other detainees here | 72 (16.8%) | 171 (39.9%) | 106 (24.7%) | 33 (7.7%) | 47 (11.0%) | 2.0 |
| Some detainees bully others | 54 (12.6%) | 155 (36.3%) | 99 (23.2%) | 41 (9.6%) | 78 (18.3%) | 1.9 |
| People who don't speak English have a hard time in here | 143 (33.0%) | 173 (40.0%) | 52 (12.0%) | 23 (5.3%) | 42 (9.7%) | 1.7 |
| Detainees from different countries get along well here | 50 (11.6%) | 217 (50.5%) | 81 (18.8%) | 27 (6.3%) | 55 (12.8%) | 1.9 |
| Detainees from different religions get along well in here | 60 (13.9%) | 221 (51.3%) | 62 (14.4%) | 24 (5.6%) | 64 (14.8%) | 1.8 |
| I spend most of my time here alone | 90 (20.7%) | 180 (41.5%) | 116 (26.7%) | 29 (6.7%) | 19 (4.4%) | 2.1 |
| Illegal drugs are used by detainees here | 54 (12.6%) | 84 (19.5%) | 80 (18.6%) | 62 (14.4%) | 150 (34.9%) | 1.7 |
| Illegal drugs cause problems between detainees here | 69 (16.1%) | 75 (17.5%) | 69 (16.1%) | 54 (12.6%) | 161 (37.6%) | 1.5 |

Questions about safety were fairly positive, although in each centre there was a significant minority who did not feel safe, either around other detainees or around the IRC. While 55.3% of detainees agreed that officers made them feel safe, 37.8% disagreed. Again, these values varied across institutions, with detainees in some IRCs recording much lower levels of perceived safety than others. This, too, is an area that would benefit from further research.

*Table 24. Safety*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean |
|---|---|---|---|---|---|---|
| Officers here make me feel safe | 61 (14.0%) | 180 (41.3%) | 100 (22.9%) | 65 (14.9%) | 30 (6.9%) | 2.3 |
| I feel safe around other detainees here | 44 (10.1%) | 178 (40.8%) | 111 (25.5%) | 64 (14.7%) | 39 (8.9%) | 2.3 |
| I feel safe in my room | 82 (18.9%) | 224 (51.5%) | 61 (14.0%) | 41 (9.4%) | 27 (6.2%) | 2.0 |
| I feel safe in the corridors here | 54 (12.6%) | 181 (42.4%) | 101 (23.7%) | 50 (11.7%) | 41 (9.6%) | 2.2 |
| I feel safe in the dining hall | 55 (12.6%) | 191 (43.8%) | 95 (21.8%) | 55 (12.6%) | 40 (9.2%) | 2.2 |
| I feel safe in the gym/sports hall | 59 (13.7%) | 172 (39.8%) | 75 (17.4%) | 49 (11.3%) | 77 (17.8%) | 1.9 |

Respondents were also asked if there were any other spaces where they did not feel safe and 105 people ticked 'yes' in the write-in box. Areas that were repeatedly described as unsafe are described by centre in the following chapters.

Questions about casework and lawyers seek to understand how readily those in detention are able to access legal advice and also whether or not they understand what is going on in their immigration case. Both of these issues have been identified as challenges for those in detention (Lindley, 2016; Shaw, 2016; 2018). According to the survey, however, some issues are better than others. Specifically, detainees were most positive about their ability to contact and understand

their lawyer, and they were least positive about their ability of speak to their immigration case worker when they needed to. Given the important role of the immigration case worker, this result suggests more work needs to be done.

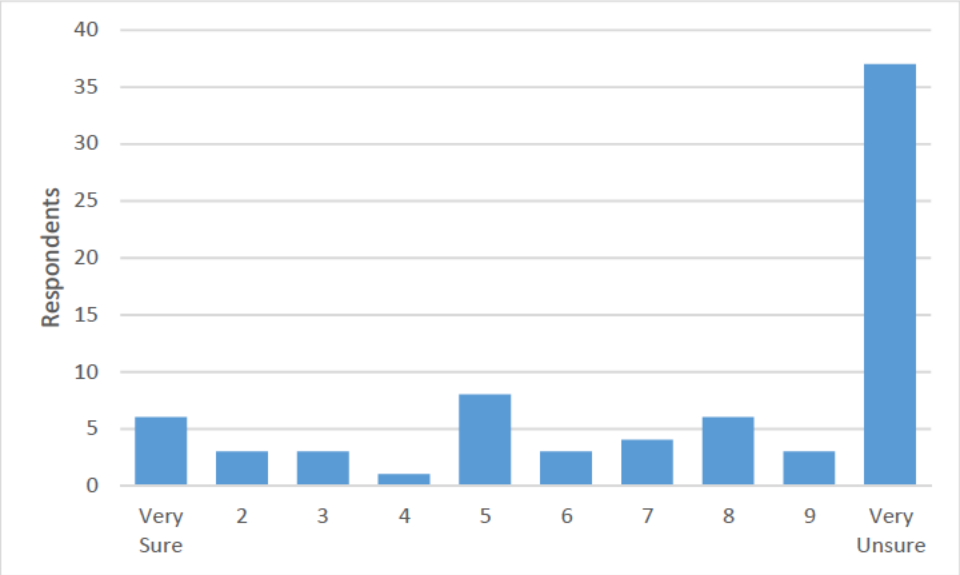
*Table 25. Casework and Lawyers*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean |
|---|---|---|---|---|---|---|
| I know what is happening in my immigration/asylum case | 52 (12.4%) | 66 (15.7%) | 133 (31.6%) | 124 (29.5%) | 46 (10.9%) | 2.6 |
| My lawyer explains my case in a language I understand | 163 (38.4%) | 101 (23.8%) | 62 (14.6%) | 43 (10.1%) | 55 (13.0%) | 1.7 |
| I call my lawyer when I need to | 163 (38.7%) | 95 (22.6%) | 75 (17.8%) | 38 (9.0%) | 50 (11.9%) | 1.7 |
| Staff here can help explain my case in a language I understand | 100 (23.6%) | 70 (16.5%) | 83 (19.6%) | 115 (27.1%) | 56 (13.2%) | 2.2 |
| I know which immigration case worker is working on my case | 80 (19.0%) | 47 (11.2%) | 60 (14.3%) | 164 (39.0%) | 70 (16.6%) | 2.4 |
| I can speak to my immigration case worker when I need to | 46 (10.8%) | 38 (8.9%) | 82 (19.2%) | 195 (45.8%) | 65 (15.3%) | 2.7 |

Detainees were asked, overall, how sure they were about what could happen next in their case. Respondents answered on a scale from 1 to 10, where 1 = very sure, and 10 = very unsure. The mean 'uncertainty' score was 7.6. The graph below illustrates the spread of uncertainty of those who responded to this question. Most notably, almost half (49.4%) of the participants who responded ticked that they were very unsure. Given the documented impact of uncertainty on people's mental health, this rate is concerning (Bosworth, 2016).

*Figure 4. Measure of uncertainty in detention*




Indicators of coping, ACDT and Trauma

The following results report on the individual measures of 'coping' that comprise the coping scale, alongside questions regarding thoughts of suicide and self-harm. The questions here have been developed from ongoing academic research within IRCs. They measure a series of symptoms of distress described to researchers. To complete the scale ***detainees are asked how often they have felt each of the statements below in the last week.*** The results of the coping measure indicate that most detainees are suffering from multiple symptoms of distress. Individual indicators are displayed in the table below.

*Table 26. Coping with Detention, Measure of Coping (negative questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean |
|---|---|---|---|---|---|
| I feel low in energy, slowed down | 33 (7.2%) | 105 (22.9%) | 128 (27.9%) | 158 (34.4%) | 2.0 |
| I feel restless | 52 (11.3%) | 111 (24.2%) | 112 (24.2%) | 141 (30.7%) | 1.8 |
| I have difficulty falling asleep | 33 (7.2%) | 80 (17.4%) | 102 (22.2%) | 213 (46.4%) | 2.2 |
| I wake up a lot during the night | 33 (7.2%) | 87 (19.0%) | 111 (24.2%) | 200 (43.6%) | 2.1 |
| I have thoughts of ending my life | 129 (28.1%) | 120 (26.1%) | 72 (15.7%) | 97 (21.1%) | 1.3 |
| I am crying easier than I used to | 96 (20.9%) | 112 (24.4%) | 100 (21.8%) | 115 (25.1%) | 1.6 |
| I feel everything is an effort | 48 (10.5%) | 110 (24.0%) | 117 (25.5%) | 127 (27.7%) | 1.8 |
| I get sudden feelings of panic | 48 (10.5%) | 126 (27.5%) | 99 (21.6%) | 149 (32.5%) | 1.8 |
| I have bad dreams | 47 (10.2%) | 102 (22.2%) | 98 (21.4%) | 178 (38.8%) | 2.0 |
| I have thoughts of hurting myself | 145 (31.6%) | 140 (30.5%) | 57 (12.4%) | 78 (17.0%) | 1.2 |

*Table 27. Coping with detention (positive questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All of the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean |
|---|---|---|---|---|---|
| I still enjoy the things I used to enjoy | 224 (48.8%) | 136 (29.6%) | 34 (7.4%) | 22 (4.8%) | 1.0 |
| I can laugh and see the funny side of things | 171 (37.3%) | 175 (38.1%) | 51 (11.1%) | 22 (4.8%) | 1.0 |
| I feel as hungry as I always have | 125 (27.2%) | 155 (33.8%) | 68 (14.8%) | 73 (15.9%) | 1.2 |
| I care about my appearance | 108 (23.5%) | 139 (30.3%) | 86 (18.7%) | 77 (16.8%) | 1.3 |
| I feel happy | 278 (60.6%) | 105 (22.9%) | 22 (4.8%) | 12 (2.6%) | 0.4 |
| I do not feel lonely | 151 (32.9%) | 136 (29.6%) | 70 (15.3%) | 61 (13.3%) | 1.1 |

All residents were asked in the survey if they had ever been on an ACDT at their current centre. To this question 38 (9.7%) people responded yes, in this centre and 6 (1.5%) responded yes, in another centre. 239 (61.3%) people responded no, 107 (27.4%) told us they were unsure, and 69 individuals declined to answer this question. As shown in the tables above, there were 169 (30.2%) respondents to the survey who indicated they had thought about ending their life either 'all the time' or 'most of the time' in the 7 days leading up to the survey. Similarly, there were 135 (32.2%) respondents who indicated they had thought about hurting themselves in the 7 days leading up to the survey, either 'all of the time' or 'most of the time'. This suggests that centres are underestimating the levels of suicidal thoughts and thoughts of self-harm. This finding once again confirms the need to provide more psychological support for people in detention.

When analysed alongside the coping question regarding suicidal thoughts, there were 81 people who had both responded to the coping question 'I have thoughts of ending my life' with either 'all the time' or 'most of the time' in the last 7 days, and who had also filled the question on the ACDT. Of these 81 respondents, only 25 (30.9%) had been on an ACDT while at the centre they

were currently in and a further 38 (46.9%) did not know if they had been on an ACDT or not. The table below reveals the results of the ACDT question, alongside the question regarding thoughts of ending life.

*Table 28. Crosstabulation - ACDT and thoughts of ending life*

| | | Have you ever been on an ACDT (the orange/red book) plan while in detention? | | | |
|---|---|---|---|---|---|
| | | No | Yes, in this centre | Yes, in another removal centre | Don't know |
| **I have thoughts of ending my life** | Never | 95 | 1 | 0 | 22 |
| | Some of the time | 56 | 8 | 2 | 42 |
| | Most of the time | **40** | 10 | 2 | 9 |
| | All of the time | **41** | 15 | 2 | 29 |

The last question of the survey asked participants if they had ever experienced torture, domestic violence, rape, trafficking or another traumatic event. The table below shows the number of ticks per event.

*Table 29. Experience of trauma*

| | N |
|---|---|
| Torture | 165 |
| Domestic Violence | 77 |
| Rape | 35 |
| Trafficking | 63 |
| Other traumatic event | 111 |

**Conclusion**

From the overall rates, we can start to piece together aspects of the quality of life in detention. In the following pages we turn to each institution individually, to show how their results compare to the average. In this comparison we can see quite clearly that detainees perceive IRCs differently. Detainees in smaller establishments, like Dungavel and Tinsley House appear to be slightly less distressed than elsewhere. This finding has been constant since the survey began in 2010. We see also how institutions run by the same SMT (e.g. Harmondsworth and Colnbrook; and, perhaps more predictably, Brook House and Tinsley House), score differently, from each other, inviting further analysis.

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## Gatwick IRC (Brook House and Tinsley House)

**Executive Summary**

Gatwick IRC is made up of Brook House and Tinsley House, which are located a few hundred metres apart from one another on a perimeter road of Gatwick airport. They are run by the same senior management team, yet are quite different kinds of establishments. Brook House is built to Category B prison security standards with cellular housing blocks. Tinsley House is not. Tinsley House is also far smaller than Brook House, and at the time this survey was administered held only 81 male detainees. By contrast, Brook House held 221 men.

The populations vary in other ways too, with those in Brook House more likely to have previously been in prison than those in Tinsley House. Average length of stay was also higher in Brook House than in Tinsley.

On most parameters, detainees in Brook House perceived life in the IRC in broadly similar ways to detainees across the estate. There were a few exceptions, however; thus, for instance, detainees were less likely to perceive the food in Brook House as good. In terms of staff relationships, detainees were more likely to believe that officers talked to them with respect. They were also more likely to agree that officers and detainees in Brook House got along well. Similarly, they gave a more positive reply to their ability to speak to an immigration case worker when they needed to.

Detainees in both Tinsley House and Brook House were more likely to perceive their centres as clean than detainees elsewhere. Detainees in Tinsley House were also more likely to agree that they had enough clothes. On some of the measures of respect, detainees in Tinsley House were also more positive; they were less likely to believe they were not being treated as a human being and more likely to talk to an officer if they were worried they might hurt themselves than detainees elsewhere. Similarly, respondents in Tinsley House gave better scores on nearly all the

measures of trust and officer-detainee relationships. They were also more likely to perceive immigration staff working in Tinsley House as speaking to them with respect and treating all detainees the same.

Detainees in Tinsley House were more likely to agree that detainees talk to each other with respect and that detainees from different countries get along well. Relatedly, they scored the institution higher on the safety measures.

The differences in detainee perceptions of life in two parts of IRC Gatwick invite further analysis and reflection. Results from the survey suggest some sharing of best practice may be of benefit for IRC Gatwick as a whole.

## Gatwick IRC (Brook House)

### Method

This survey was administered on the 4th and 5th of July 2019. Questionnaires were completed and returned by 79 residents across Brook House IRC, amounting to 36% of the population at the time of the visit. Surveys were available in English, Albanian, Arabic, Bengali, Chinese, Polish, Russian, Urdu and Vietnamese. Sixteen residents chose to fill their survey in a language other than English.

### Results

#### Part One: Demographics

Respondents of the survey reported 36 different nationalities. The youngest respondent was 19, the oldest 62 and the mean age of all those who filled a survey was 35.7. Residents of many different religions took part; the largest group were of Christian faith (43.4%). The following table presents the breakdown of religions. Results for any religion with fewer than 10 respondents have been collapsed into the category of 'other' to protect the anonymity of those who filled out the survey.

*Table 30. Religion*

| | N | % |
|---|---|---|
| Christian | 33 | 43.4 |
| Muslim | 27 | 35.5 |
| Other (including no religion). | 16 | 21 |

The marital status of respondents showed 38 (49.4%) individuals who were not currently in a relationship, while 33 (42.9%) were either married, in a civil partnership or in an unspecified relationship. Residents were asked if they had family members in the UK. 39 (50.0%) respondents replied yes, while 39 (50.0%) replied no. 34 (43.6%) of those who filled the survey told us they

had children. Of this total, 20 parents reported that their children lived in the UK. Seventy per cent of these parents (14) lived in the same residence as their children before detention.

Most of those who completed the survey reported that they had been resident in the UK for many years. The average time respondents had lived in the UK before detention was 11.1 years. The table below illustrates the number of years spent in the UK by respondents.

*Table 31. Time spent in UK, in years*

| Time in UK | N |
|---|---|
| Less than 1 year | 8 |
| 1-5 years | 10 |
| 6-10 years | 16 |
| 11-20 years | 23 |
| 21 Years and longer | 7 |

The average time respondents had been in Brook House was 2 months. Forty-one (55.4%) respondents had spent 28 days or less there, while 33 (44.6%) had spent 29 days or more.

Twenty-two (28.6%) respondents had spent time in another removal centre, and 29 (37.2%) respondents had been in prison in the UK before their detention.

*Table 32. Time spent in current place of detention, in months*

| Time in Detention | N |
|---|---|
| Less than one month | 48 |
| One to less than three months | 10 |
| Three to less than six months | 8 |
| Six months or more | 5 |

Of the total, 41 (53.9%) respondents had applied for asylum, 42 (58.3%) had applied for immigration bail. Forty-four (57.1%) respondents told us they had an immigration solicitor, 27 (35.1%) did not, and 6 (7.8%) did not know if they had a solicitor.

Part Two: Activities and Service Provision

Participants were asked what they do most days in detention. The survey includes seven set answers as well as the opportunity to write in any 'other' activity they wished. Table 1 reports the numbers of individuals responding to each option. Respondents were asked to tick all that applied.

*Table 33. What do you do most days in this removal centre?*

| | N |
|---|---|
| Gym/Sports | 37 |
| Talk with friends/ other detainees | 36 |
| Religious Services | 27 |
| Library | 23 |
| Paid Work | 17 |
| Nothing | 11 |
| Art/Craft | 5 |

A number of participants (20) also chose the 'other' category. Recurring additions in the write-in section included using the IT room, and participating in educational activities.

Participants were then asked if any of the activities above made them feel good. Of the 73 residents who answered this question, 43 (58.9%) responded yes, and 30 (41.1%) responded no.

Table 2 below details which activities respondents told us made them feel good. Results are presented as numbers, then as percentage of those respondents who identified this activity as a regular activity in the previous question. As above, participating in educational activities was listed as making people feel good.

*Table 34. Which activities make you feel good?*

| | N | % of those who take part |
|---|---|---|
| Talk with friends/ other detainees | 22 | 61.1 |
| Religious Services | 18 | 66.7 |
| Gym/Sports | 16 | 43.2 |
| Paid Work | 11 | 64.7 |
| Library | 11 | 47.8 |
| Art/Craft | 3 | 60.0 |

When asked who they talk to when they are upset, respondents most commonly chose the option of 'nobody'; 23 people who answered this question disclosed they speak to 'nobody' if they are upset. The full figures for this question appear in Table 34 below.

*Table 35. Who in this centre do you talk to if you are upset?*

| | N |
|---|---|
| Nobody | 23 |
| Family/friends outside | 20 |
| Other detainees | 14 |
| Officers | 9 |
| Lawyer/Solicitor | 8 |
| Outside organisations | 6 |
| Chaplain | 5 |
| Immigration staff | 3 |
| Other | 10 |

Of the respondents who reported the 'other' option of whom they talk to when they are upset, notable or recurring responses included speaking to a room-mate and to a religious deity, such as God.

Residents were asked if their friends or families could visit them at their current centre and how easy their family and friends found it to do so. Thirty-nine (50.0%) detainees responded that their family and friends could visit and 23 (29.5%) responded that they could not. A further 16 (20.5%) replied they had no friends or family in the UK who could visit. One individual declined to answer

this question. When asked how easy it is for their friends or family to visit them, of those who had friends or family in the UK who could come visit, 39 (66.1%) detainees ticked that it was 'hard' or 'very hard' while 20 (33.9%) ticked that it was 'easy' or 'very easy' for family or friends to come visit.

Detainees were asked for their experiences of services that were provided to them in the centre, including the complaints system, and access to translation services. There were 15 individuals who had made a formal complaint. Of these, two (13.3%) were satisfied with how their complaint had been handled, while 13 (86.7%) were unsatisfied.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. 28 (36.4%) respondents ticked 'yes', while 14 (18.2%) ticked 'no', and 35 respondents ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 18 (24.0%) people said 'yes', while 22 (29.3%) ticked 'no', and 35 respondents ticked that they did not need to use an interpreter.

When asked if anyone had given them advice on what to do if they were removed from the UK, 10 (13.7%) answered 'yes', 56 (76.7%) answered 'no', and 7 responded that they did not need advice. When asked if anyone here had given detainees advice on what to do if they were released in the UK, 12 (16.0%) answered 'yes', 56 (74.7%) answered 'no' and 7 responded that they did not need advice.

### Parts Three and Four: Quality of Life in Detention Measures

The following results are divided by topic. Raw numbers, percentages and mean scores are provided using the responses of all participants. Mean scores indicate within which answer the average response falls. For example, in the first question of the first table, the mean score = 2.3. This shows that the average response to the question 'This removal centre is clean' = 'most of the time'. Response codes are provided before each topic table to help interpret mean scores.

*Table 36. Services and cleanliness*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean | Mean all centres |
|---|---|---|---|---|---|---|---|
| This removal centre is clean | 15 (19.5%) | 32 (41.6%) | 21 (27.3%) | 9 (11.7%) | 0 (0.0%) | 2.3 | 2.6 |
| I have enough clothes | 18 (24.0%) | 15 (20.0%) | 19 (25.3%) | 21 (28.0%) | 2 (2.7%) | 2.5 | - |
| The food here is good | 1 (1.3%) | 7 (9.2%) | 34 (44.7%) | 34 (44.7%) | 0 (0.0%) | 3.3 | 3.0 |
| There are enough activities to do here | 12 (16.0%) | 16 (21.3%) | 20 (26.7%) | 22 (29.3%) | 5 (6.7%) | 2.6 | - |
| I spend most of my day in my room | 18 (23.7%) | 21 (27.6%) | 27 (35.5%) | 10 (13.2%) | 0 (0.0%) | 2.4 | - |

To compare services and cleanliness between Brook House IRC and all other centres, Independent Samples T-Tests were conducted. The results of this analysis suggest that, in the area of services and cleanliness, Brook House has a lower mean score than the other 6 centres for the measure 'this removal centre is clean' (2.3, compared with the mean score of 2.6 across all other centres),[14] this suggests that detainees at Brook House feel the centre is cleaner than detainees held at the other centres. Alternatively, 'the food here is good' has a mean score of 3.3 in Brook House, compared with 3.0 across all other centres. This suggests that detainees at Brook House are less likely to believe that the food they are served is good, than detainees in other IRCs.

The mean scores for all other aspects on this scale are similar to the other centres.

[14] This, and all other mean score comparisons reported are significant at p=<.05. This suggests that they are true differences.

*Table 37. Living in the centre*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean | Mean all centres |
|---|---|---|---|---|---|---|---|
| I am not being treated as a human being in here | 19 (25.0%) | 18 (23.7%) | 22 (28.9%) | 11 (14.5%) | 6 (7.9%) | 2.2 | - |
| I can talk to an officer if I feel low | 9 (11.7%) | 37 (48.1%) | 12 (15.6%) | 11 (14.3%) | 8 (10.4%) | 2.1 | - |
| If I was worried I might hurt myself, I would tell an officer | 10 (13.0%) | 18 (23.4%) | 20 (26.0%) | 18 (23.4%) | 11 (14.3%) | 2.3 | - |
| If I was worried someone else might hurt themselves I would tell an officer | 25 (33.3%) | 29 (38.7%) | 5 (6.7%) | 7 (9.3%) | 9 (12.0%) | 1.7 | - |
| I am able to call my family or friends when I want to | 24 (32.9%) | 34 (46.6%) | 10 (13.7%) | 1 (1.4%) | 4 (5.5%) | 1.7 | - |

*Table 38. Officers and officer relationships*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean BH | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most officers are kind to me | 17 (22.1%) | 40 (51.9%) | 14 (18.2%) | 5 (6.5%) | 1 (1.3%) | 2.1 | - |
| Most officers talk to me with respect | 21 (27.3%) | 41 (53.2%) | 7 (9.1%) | 4 (5.2%) | 4 (5.2%) | 1.8 | 2.1 |
| Officers and detainees get along well here | 17 (22.4%) | 31 (40.8%) | 14 (18.4%) | 6 (7.9%) | 8 (10.5%) | 1.9 | 2.2 |
| I trust the officers in this removal centre | 10 (13.2%) | 24 (31.6%) | 24 (31.6%) | 10 (13.2%) | 8 (10.5%) | 2.2 | - |
| Officers here help me as quickly as they can | 12 (15.8%) | 27 (35.5%) | 24 (31.6%) | 9 (11.8%) | 4 (5.3%) | 2.3 | - |
| I can get help from an officer when I need it | 13 (16.7%) | 33 (42.3%) | 20 (25.6%) | 8 (10.3%) | 4 (5.1%) | 2.2 | - |
| I understand what the officers are telling me | 23 (30.3%) | 33 (43.4%) | 11 (14.5%) | 5 (6.6%) | 4 (5.3%) | 1.9 | - |
| Officers do not make racist comments here | 22 (28.6%) | 34 (44.2%) | 11 (14.3%) | 5 (6.5%) | 5 (6.5%) | 1.9 | - |
| If you do something wrong in this centre, officers take action | 11 (14.3%) | 36 (46.8%) | 8 (10.4%) | 6 (7.8%) | 16 (20.8%) | 1.7 | - |

Additional analysis comparing mean scores from Brook House to the average mean score of the entire estate show that detainees in Brook House believe officers speak to detainees with more respect more often than others across the estate, and that they believe that detainees and officers get along there better than average also.

*Table 39. Immigration staff in the centre*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean | Mean all centres |
|---|---|---|---|---|---|---|---|
| Immigration officers in this centre speak to me with respect | 23 (30.3%) | 15 (19.7%) | 21 (27.6%) | 13 (17.1%) | 4 (5.3%) | 2.2 | - |
| I understand what immigration staff in this centre tell me | 16 (21.6%) | 27 (36.5%) | 17 (23.0%) | 8 (10.8%) | 6 (8.1%) | 2.1 | - |
| Immigration officers in this centre treat all detainees the same | 17 (23.0%) | 10 (13.5%) | 12 (16.2%) | 16 (21.6%) | 19 (25.7%) | 1.9 | - |

*Table 40. Healthcare*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean BH | Mean all centres |
|---|---|---|---|---|---|---|---|
| Healthcare staff believe me | 8 (10.7%) | 19 (25.3%) | 17 (22.7%) | 16 (21.3%) | 15 (20.0%) | 2.2 | - |
| Healthcare here is as good as outside | 5 (6.5%) | 10 (13.0%) | 12 (15.6%) | 36 (46.8%) | 14 (18.2%) | 2.7 | - |
| I can see a doctor when I need to | 7 (9.1%) | 18 (23.4%) | 26 (33.8%) | 19 (24.7%) | 7 (9.1%) | 2.6 | - |
| I can see a dentist when I need to | 3 (4.1%) | 6 (8.1%) | 17 (23.0%) | 31 (41.9%) | 17 (23.0%) | 2.6 | - |
| The nurses talk to me with respect | 20 (26.3%) | 21 (27.6%) | 15 (19.7%) | 10 (13.2%) | 10 (13.2%) | 1.9 | - |

In the demographics section 55 (71.4%) respondents told us they had health problems or concerns.

*Table 41. Other detainees*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean BH | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most detainees talk to each other with respect | 9 (12.0%) | 30 (40.0%) | 25 (33.3%) | 5 (6.7%) | 6 (8.0%) | 2.2 | - |
| I do not trust most of the other detainees here | 14 (18.9%) | 28 (37.8%) | 20 (27.0%) | 4 (5.4%) | 8 (10.8%) | 2.0 | - |
| Some detainees bully others | 9 (12.3%) | 31 (42.5%) | 17 (23.3%) | 5 (6.8%) | 11 (15.1%) | 2.0 | - |
| People who don't speak English have a hard time in here | 27 (36.0%) | 27 (36.0%) | 11 (14.7%) | 5 (6.7%) | 5 (6.7%) | 1.8 | - |
| Detainees from different countries get along well here | 8 (11.1%) | 38 (52.8%) | 15 (20.8%) | 4 (5.6%) | 7 (9.7%) | 2.0 | - |
| Detainees from different religions get along well in here | 7 (9.7%) | 40 (55.6%) | 11 (15.3%) | 4 (5.6%) | 10 (13.9%) | 1.9 | - |
| I spend most of my time here alone | 18 (24.0%) | 30 (40.0%) | 21 (28.0%) | 3 (4.0%) | 3 (4.0%) | 2.0 | - |
| Illegal drugs are used by detainees here | 6 (8.3%) | 15 (20.8%) | 15 (20.8%) | 4 (5.6%) | 32 (44.4%) | 1.4 | - |
| Illegal drugs cause problems between detainees here | 6 (8.3%) | 13 (18.1%) | 9 (12.5%) | 7 (9.7%) | 37 (51.4%) | 1.2 | - |

*Table 42. Safety*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean BH | Mean all centres |
|---|---|---|---|---|---|---|---|
| Officers here make me feel safe | 9 (12.0%) | 29 (38.7%) | 18 (24.0%) | 13 (17.3%) | 6 (8.0%) | 2.3 | - |
| I feel safe around other detainees here | 8 (10.8%) | 23 (31.1%) | 21 (28.4%) | 15 (20.3%) | 7 (9.5%) | 2.4 | - |
| I feel safe in my room | 16 (21.1%) | 39 (51.3%) | 10 (13.2%) | 8 (10.5%) | 3 (3.9%) | 2.1 | - |
| I feel safe in the corridors here | 8 (10.8%) | 30 (40.5%) | 15 (20.3%) | 14 (18.9%) | 7 (9.5%) | 2.3 | - |
| I feel safe in the dining hall | 7 (9.5%) | 31 (41.9%) | 14 (18.9%) | 12 (16.2%) | 10 (13.5%) | 2.2 | - |
| I feel safe in the gym/sports hall | 9 (12.2%) | 32 (43.2%) | 11 (14.9%) | 12 (16.2%) | 10 (13.5%) | 2.1 | - |

Respondents were also asked if there were any other spaces where they did not feel safe and 16 people ticked 'yes' in the write-in box. A recurring response to this question was 'everywhere' and also the courtyard.

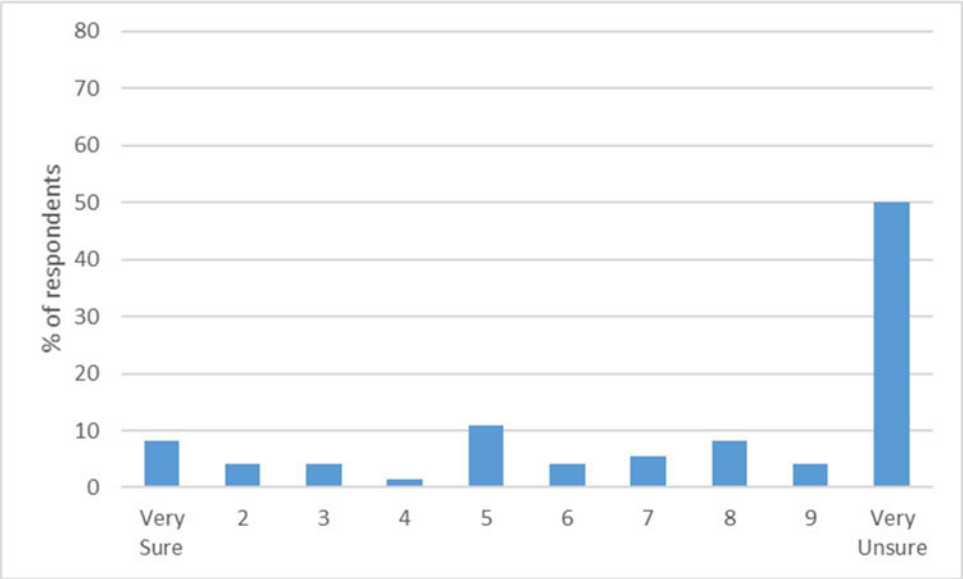
*Table 43. Casework and lawyers*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean | Mean all centres |
|---|---|---|---|---|---|---|---|
| I know what is happening in my immigration/asylum case | 10 (13.5%) | 13 (17.6%) | 17 (23.0%) | 28 (37.8%) | 6 (8.1%) | 2.7 | - |
| My lawyer explains my case in a language I understand | 27 (36.5%) | 17 (23.0%) | 9 (12.2%) | 9 (12.2%) | 12 (16.2%) | 1.7 | - |
| I call my lawyer when I need to | 25 (33.8%) | 20 (27.0%) | 12 (16.2%) | 6 (8.1%) | 11 (14.9%) | 1.7 | - |
| Staff here can help explain my case in a language I understand | 15 (20.5%) | 9 (12.3%) | 12 (16.4%) | 24 (32.9%) | 13 (17.8%) | 2.3 | - |
| I know which immigration case worker is working on my case | 12 (16.7%) | 9 (12.5%) | 9 (12.5%) | 30 (41.7%) | 12 (16.7%) | 1.6 | - |
| I can speak to my immigration case worker when I need to | 4 (5.4%) | 4 (5.4%) | 15 (20.3%) | 42 (56.8%) | 9 (12.2%) | 1.4 | 2.6 |

Detainees were asked, overall, how sure they were about what could happen next in their case. Respondents answered on a scale from 1 to 10, where 1 = very sure, and 10 = very unsure. The mean 'uncertainty' score was 7.5, and this does not differ from the mean score of all other centres. The graph below illustrates the spread of uncertainty of those who responded to this question. Most notably, 50.0% per cent of the participants who responded ticked that they were very unsure.

*Figure 5. Measure of uncertainty in detention*




Part Five: Indicators of coping, ACDT and Trauma

The following results report the measure of 'coping' that has been developed from ongoing academic research in IRCs. It measures a series of symptoms of distress described to researchers, and replaces the previously used HSCL scale of depression. ***Detainees are asked how often they have felt each of the statements below in the last week.*** The results of the coping measure indicate that most detainees are suffering from multiple symptoms of distress. Individual indicators are displayed in the table below.

*Table 44. Coping with detention, measure of distress (negative questions)*

*Never = 0* *Some of the time = 1* *Most of the time = 2* *All the time = 3*

| | Never | Some of the time | Most of the time | All of the time | **Mean BH** | **Mean all centres** |
|---|---|---|---|---|---|---|
| I feel low in energy, slowed down | 5 (6.3%) | 16 (20.3%) | 23 (29.1%) | 30 (38.0%) | **2.1** | - |
| I feel restless | 12 (15.2%) | 21 (26.6%) | 17 (21.5%) | 21 (26.6%) | **1.7** | - |
| I have difficulty falling asleep | 4 (5.1%) | 18 (22.8%) | 18 (22.8%) | 33 (41.8%) | **2.1** | - |
| I wake up a lot during the night | 4 (5.1%) | 16 (20.3%) | 18 (22.8%) | 34 (91.1%) | **2.1** | - |
| I have thoughts of ending my life | 25 (31.6%) | 22 (27.8%) | 9 (11.4%) | 16 (20.3%) | **1.2** | - |
| I am crying easier than I used to | 16 (20.3%) | 22 (27.8%) | 20 (25.3%) | 15 (19.0%) | **1.5** | - |
| I feel everything is an effort | 12 (15.2%) | 21 (26.6%) | 21 (26.6%) | 18 (22.8%) | **1.6** | - |
| I get sudden feelings of panic | 8 (10.1%) | 22 (27.8%) | 14 (17.7%) | 28 (35.4%) | **1.9** | - |
| I have bad dreams | 7 (8.9%) | 20 (25.3%) | 20 (25.3%) | 27 (93.7%) | **1.9** | - |
| I have thoughts of hurting myself | 27 (34.2%) | 23 (29.1%) | 8 (10.1%) | 14 (17.7%) | **1.1** | - |

*Table 45. Coping with detention, measure of distress (positive questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All of the time = 3*

| | Never | Some of the time | Most of the time | All of the time | **Mean BH** | **Mean all centres** |
|---|---|---|---|---|---|---|
| I still enjoy the things I used to enjoy | 40 (50.6%) | 26 (32.9%) | 4 (5.1%) | 4 (5.1%) | **1.0** | - |
| I can laugh and see the funny side of things | 31 (39.2%) | 35 (44.3%) | 3 (3.8%) | 2 (2.5%) | **1.0** | - |
| I feel as hungry as I always have | 20 (25.3%) | 22 (27.8%) | 14 (17.7%) | 16 (20.3%) | **1.4** | - |
| I care about my appearance | 12 (15.2%) | 27 (34.2%) | 13 (16.5%) | 19 (24.1%) | **1.6** | 1.3 |
| I feel happy | 48 (60.8%) | 22 (27.8%) | 1 (1.3%) | 1 (1.3%) | **0.4** | - |
| I do not feel lonely | 29 (36.7%) | 25 (31.6%) | 10 (12.7%) | 9 (11.4%) | **1.0** | - |

The coping scale results suggest that respondents were not, on average, coping well with their detention. The lowest score on the coping scale was 15 (the lowest possible score is 0) and the highest score on the coping scale was 41 (the highest score possible is 42). The mean score on the coping scale for Brook House was 27. This does not differ from the combined mean score across all other centres.

All residents were asked in the survey if they had ever been on an ACDT at their current centre. To this question 3 (4.3%) people responded yes, in this centre and 1 (1.4%) responded yes, in another centre. Forty-four (63.8%) people responded no, 21 (30.4%) told us they were unsure, and 10 individuals declined to answer this question.

When analysed alongside the distress question regarding suicidal thoughts, of the 25 people who responded indicating that 'I have thoughts of ending my life' all the time or most of the time in the last 7 days, and who had also filled the question on the ACDT, only one (4.0%) had been on an ACDT while at their current centre while one other (4.0%) did not know if they had been on

an ACDT or not. Thirteen (52.0%) detainees ticked they had not been on an ACDT while in Brook House. The full results are provided in the table below.

*Table 46. Crosstabulation – ACDT and thoughts of ending life*

| | | Have you ever been on an ACDT (the orange/red book) plan while in detention? | | | |
|---|---|---|---|---|---|
| | | No | Yes, in this centre | Yes, in another removal centre | Don't know |
| **I have thoughts of ending my life** | Never | 18 | 0 | 0 | 5 |
| | Some of the time | 13 | 0 | 0 | 8 |
| | Most of the time | 6 | 0 | 1 | 2 |
| | All of the time | 7 | 1 | 0 | 6 |

The last question of the survey asked participants if they had ever experienced torture, domestic violence, rape, trafficking or another traumatic event. The table below shows the number of ticks per event.

*Table 47. Experiences of trauma*

| | N |
|---|---|
| Torture | 27 |
| Domestic Violence | 11 |
| Rape | 4 |
| Trafficking | 16 |
| Other traumatic event | 24 |

## Gatwick IRC (Tinsley House)

**Method**

This survey was administered in Tinsley House between the 22nd and 23rd of July 2019. Questionnaires were completed and returned by 31 residents across the centre, amounting to 38% of the population at the time of the visits. Responses have been anonymised, and any demographics which could identify participants have been excluded from this report. Surveys were available in English, Albanian, Arabic, Bengali, Chinese, Polish, Russian, Urdu and Vietnamese. Four residents chose to fill their survey in a language other than English.

**Results**

**Part One: Demographics**

Respondents of the survey reported 13 different nationalities. The youngest was 19, the oldest 57, and the mean age of all those who filled a survey was 31.0. Residents of many different religions took part; the largest group were of Muslim faith (35.5%). All other categories contained less than 10 respondents and will not be reported to protect the anonymity of those who filled out the survey.

The marital status of respondents showed 14 (48.3%) individuals who were not currently in a relationship, while 14 (48.2%) were either married, in a civil partnership or in an unspecified relationship. Residents were asked if they had family members in the UK. 19 (63.3%) respondents replied yes, while 11 (36.7%) replied no. 3 (9.7%) of those who filled the survey told us they had children. Of this total, 2 parents reported that their children lived in the UK. One of these parents lived in the same residence as their children before detention.

Most of those who completed the survey reported that they had been resident in the UK for many years. The average time respondents had lived in the UK before detention was 7.4 years. The table below illustrates the number of years spent in the UK by respondents.

*Table 48. Time spent in the UK, in years*

| Time in UK | N |
|---|---|
| Less than 1 year | 3 |
| 1-5 years | 6 |
| 6-10 years | 12 |
| 11-20 years | 5 |
| 21 Years and longer | 0 |

The average time respondents had been in Tinsley House was 2.4 weeks. Twenty-three men (76.7%) respondents had spent 28 days or less in the removal centre, while 7 (23.3%) had spent 29 days or more.

Ten (32.3%) respondents had spent time in another removal centre, and 3 (9.7%) respondents had been in prison in the UK before their detention. The figure below illustrates the number of months individuals had spent in their current place of detention.

Of the total, 17 (54.8%) respondents had applied for asylum, and 13 (46.4%) had applied for bail. 26 (86.7%) respondents told us they had an immigration solicitor, 3 (10.0%) did not, and 1 (3.3%) did not know if they had a solicitor.

## Part Two: Activities and Service Provision

Participants were asked what they do most days in detention. The survey includes 7 set answers as well as the opportunity to write in any 'other' activity they wished. Table 47 reports the numbers of individuals responding to each option. Respondents were asked to tick all that applied.

*Table 49. What do you do most days in this removal centre?*

| | N |
|---|---|
| Talk with friends/ other detainees | 16 |
| Library | 13 |
| Religious Services | 10 |
| Gym/Sports | 8 |
| Nothing | 7 |
| Paid Work | 4 |
| Art/Craft | 1 |

A number of participants (3) also chose the 'other' category. Recurring additions in the write-in section included reading and talking to staff.

Participants were then asked if any of the activities above made them feel good. Of the 30 residents who answered this question, 15 (50.0%) responded yes, and 15 (50.0%) responded no.

Table 48 below details which activities respondents told us made them feel good. Results are presented as numbers, then as percentage of those respondents who identified this activity as a regular activity in the previous question. There were no responses in the 'other' category for this question.

*Table 50. Which activities make you feel good?*

| | N | % of those who take part |
|---|---|---|
| Talk with friends/ other detainees | 11 | 68.8 |
| Library | 7 | 53.8 |
| Religious Services | 5 | 50.0 |
| Gym/Sports | 3 | 37.5 |
| Paid Work | 2 | 50.0 |
| Art/Craft | 1 | 100.0 |

When asked who they talk to when they are upset, respondents most commonly chose the option of 'family/friends'; 48.4 per cent of those who answered this question ticked this box. Conversely, 12.9 per cent of those who answered this question disclosed they speak to 'nobody' if they are upset. These figures appear in Table 49 below.

*Table 51. Who in this centre do you talk to if you are upset?*

| | N |
|---|---|
| Family/friends outside | 15 |
| Other detainees | 7 |
| Officers | 5 |
| Lawyer/Solicitor | 5 |
| Nobody | 4 |
| Chaplain | 2 |
| Immigration staff | 1 |
| Outside organisations | 0 |
| Other | 1 |

Of respondents who reported the 'other' option of who they talk to when they are upset, no write-in responses were offered.

Residents were asked if friends or families could visit them at their current centre and how easy their family and friends found it to do so. 21 (70.0%) detainees responded that their family and friends could visit and 6 (20.0%) responded that they could not. A further 3 (10.0%) replied they had no friends or family in the UK who could visit. One individual declined to answer this question. When asked how easy it is for their friends or family to visit them, of those who had friends or family in the UK who could come visit, 5 (18.5%) detainees ticked that it was 'hard' or 'very hard' while 19 (70.4%) ticked that it was 'easy' or 'very easy' for family or friends to come visit.

Detainees were asked for their experiences of services that were provided to them in the centre, including the complaints system, and access to translation services. There were 3 individuals who had made a formal complaint. Of these 0 (0.0%) were satisfied with how their complaint had

been handled, while 2 (66.7%) were unsatisfied. The remaining individual opted not to report on whether they were satisfied or not.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. 17 (56.7%) respondents ticked 'yes', while 3 (10.0%) ticked 'no', and 10 respondents ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 18 (60.0%) people said 'yes', while 2 (6.7%) ticked 'no', and 10 respondents ticked that they did not need to use an interpreter.

When asked if anyone had given them advice on what to do if they were removed from the UK, 10 (33.3%) answered 'yes', 19 (63.3%) answered 'no', and 1 responded that they did not need advice. When asked if anyone here had given detainees advice on what to do if they were released in the UK, 11 (36.7%) answered 'yes', 17 (56.7%) answered 'no' and 2 responded that they did not need advice.

### Parts Three and Four: Quality of Life in Detention Measures

The following results are divided by topic. Raw numbers, percentages and mean scores are provided using the responses of all participants. Mean scores indicate within which answer the average response falls. For example, in the first question of the first table, the mean score = 2.0. This shows that the average response to the question 'This removal centre is clean' = 'most of the time'. Response codes are provided before each topic table to help interpret mean scores.

*Table 52. Services and cleanliness*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean TH | Mean all centres |
|---|---|---|---|---|---|---|---|
| This removal centre is clean | 15 (19.5%) | 32 (41.6%) | 21 (27.3%) | 9 (11.7%) | 0 (0.0%) | 2.0 | 2.6 |
| I have enough clothes | 18 (24.0%) | 15 (20.0%) | 19 (25.3%) | 21 (28.0%) | 2 (2.7%) | 1.7 | 2.6 |
| The food here is good | 1 (1.3%) | 7 (9.2%) | 34 (44.7%) | 34 (44.7%) | 0 (0.0%) | 2.9 | - |
| There are enough activities to do here | 12 (16.0%) | 16 (21.3%) | 20 (26.7%) | 22 (29.3%) | 5 (6.7%) | 1.9 | - |
| I spend most of my day in my room | 18 (23.7%) | 21 (27.6%) | 27 (35.5%) | 10 (13.2%) | 0 (0.0%) | 2.4 | - |

Tinsley House mean scores were lower than the mean scores of the other removal centres for 'this removal centre is clean' (2.0 at Tinsley House, compared with 2.6 for all other centres), and 'I have enough clothes' (1.7 at Tinsley House, compared with 2.6 for all other centres) questions. These results suggest that detainees believed that Tinsley House is more often clean, and that they have enough clothes more often, than detainees in other centres.

*Table 53. Living in the centre*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean TH | Mean all centres |
|---|---|---|---|---|---|---|---|
| I am not being treated as a human being in here | 19 (25.0%) | 18 (23.7%) | 22 (28.9%) | 11 (14.5%) | 6 (7.9%) | 2.6 | 2.1 |
| I can talk to an officer if I feel low | 9 (11.7%) | 37 (48.1%) | 12 (15.6%) | 11 (14.3%) | 8 (10.4%) | 2.0 | - |
| If I was worried I might hurt myself, I would tell an officer | 10 (13.0%) | 18 (23.4%) | 20 (26.0%) | 18 (23.4%) | 11 (14.3%) | 1.6 | 2.2 |
| If I was worried someone else might hurt themselves I would tell an officer | 25 (33.3%) | 29 (38.7%) | 5 (6.7%) | 7 (9.3%) | 9 (12.0%) | 1.7 | - |
| I am able to call my family or friends when I want to | 24 (32.9%) | 34 (46.6%) | 10 (13.7%) | 1 (1.4%) | 4 (5.5%) | 1.7 | - |

Detainees at Tinsley House had a lower mean score on the 'I am not being treated as a human being in here' question (2.6), than the mean score across the other centres (2.1). This suggests that detainees at Tinsley House disagree with this statement, where the mean score across all other sites suggests detainees agree with the statement. Detainees at Tinsley House are also more likely to tell an officer if they were worried they might hurt themselves (1.6 in Tinsley House, compared with 2.2 across all other centres).

*Table 54. Officers and officer relationships*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean TH | Mean all other centres |
|---|---|---|---|---|---|---|---|
| Most officers are kind to me | 17 (22.1%) | 40 (51.9%) | 14 (18.2%) | 5 (6.5%) | 1 (1.3%) | 1.7 | 2.2 |
| Most officers talk to me with respect | 21 (27.3%) | 41 (53.2%) | 7 (9.1%) | 4 (5.2%) | 4 (5.2%) | 1.7 | 2.1 |
| Officers and detainees get along well here | 17 (22.4%) | 31 (40.8%) | 14 (18.4%) | 6 (7.9%) | 8 (10.5%) | 1.7 | 2.2 |
| I trust the officers in this removal centre | 10 (13.2%) | 24 (31.6%) | 24 (31.6%) | 10 (13.2%) | 8 (10.5%) | 1.8 | 2.4 |
| Officers here help me as quickly as they can | 12 (15.8%) | 27 (35.5%) | 24 (31.6%) | 9 (11.8%) | 4 (5.3%) | 1.8 | 2.4 |
| I can get help from an officer when I need it | 13 (16.7%) | 33 (42.3%) | 20 (25.6%) | 8 (10.3%) | 4 (5.1%) | 1.8 | 2.3 |
| I understand what the officers are telling me | 23 (30.3%) | 33 (43.4%) | 11 (14.5%) | 5 (6.6%) | 4 (5.3%) | 1.7 | - |
| Officers do not make racist comments here | 22 (28.6%) | 34 (44.2%) | 11 (14.3%) | 5 (6.5%) | 5 (6.5%) | 1.6 | - |
| If you do something wrong in this centre, officers take action | 11 (14.3%) | 36 (46.8%) | 8 (10.4%) | 6 (7.8%) | 16 (20.8%) | 1.3 | - |

*Table 55. Immigration staff in the centre*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean TH | Mean all other centres |
|---|---|---|---|---|---|---|---|
| Immigration officers in this centre speak to me with respect | 23 (30.3%) | 15 (19.7%) | 21 (27.6%) | 13 (17.1%) | 4 (5.3%) | 1.3 | 2.2 |
| I understand what immigration staff in this centre tell me | 16 (21.6%) | 27 (36.5%) | 17 (23.0%) | 8 (10.8%) | 6 (8.1%) | 1.8 | - |
| Immigration officers in this centre treat all detainees the same | 17 (23.0%) | 10 (13.5%) | 12 (16.2%) | 16 (21.6%) | 19 (25.7%) | 1.3 | 2.0 |

*Table 56. Healthcare*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean TH | Mean all other centres |
|---|---|---|---|---|---|---|---|
| Healthcare staff believe me | 8 (10.7%) | 19 (25.3%) | 17 (22.7%) | 16 (21.3%) | 15 (20.0%) | 1.6 | 2.3 |
| Healthcare here is as good as outside | 5 (6.5%) | 10 (13.0%) | 12 (15.6%) | 36 (46.8%) | 14 (18.2%) | 2.3 | - |
| I can see a doctor when I need to | 7 (9.1%) | 18 (23.4%) | 26 (33.8%) | 19 (24.7%) | 7 (9.1%) | 2.2 | 2.8 |
| I can see a dentist when I need to | 3 (4.1%) | 6 (8.1%) | 17 (23.0%) | 31 (41.9%) | 17 (23.0%) | 1.7 | 2.6 |
| The nurses talk to me with respect | 20 (26.3%) | 21 (27.6%) | 15 (19.7%) | 10 (13.2%) | 10 (13.2%) | 1.8 | - |

In the demographics section 12 (40.0%) respondents told us they had health problems or concerns.

*Table 57. Other detainees*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean TH | Mean all other centres |
|---|---|---|---|---|---|---|---|
| Most detainees talk to each other with respect | 10 (34.5%) | 17 (58.6%) | 1 (3.4%) | 0 (0.0%) | 1 (3.4%) | 1.6 | 2.0 |
| I do not trust most of the other detainees here | 2 (7.1%) | 10 (35.7%) | 8 (28.6%) | 3 (10.7%) | 5 (17.9%) | 2.1 | - |
| Some detainees bully others | 2 (7.1%) | 2 (7.1%) | 12 (42.9%) | 4 (14.3%) | 8 (28.6%) | 2.1 | - |
| People who don't speak English have a hard time in here | 3 (10.3%) | 15 (51.7%) | 8 (27.6%) | 0 (0.0%) | 3 (10.3%) | 2.0 | - |
| Detainees from different countries get along well here | 5 (16.7%) | 19 (63.3%) | 1 (3.3%) | 0 (0.0%) | 5 (16.7%) | 1.5 | 2.0 |
| Detainees from different religions get along well in here | 6 (21.4%) | 18 (64.3%) | 1 (3.6%) | 0 (0.0%) | 3 (10.7%) | 1.6 | - |
| I spend most of my time here alone | 5 (17.2%) | 12 (41.4%) | 9 (31.0%) | 3 (10.3%) | 0 (0.0%) | 2.3 | - |
| Illegal drugs are used by detainees here | 1 (3.3%) | 3 (10.0%) | 6 (20.0%) | 8 (26.7%) | 12 (40.0%) | 1.9 | - |
| Illegal drugs cause problems between detainees here | 0 (0.0%) | 6 (21.4%) | 5 (17.9%) | 6 (21.4%) | 11 (39.2%) | 1.8 | - |

*Table 58. Safety*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean TH | Mean all other centres |
|---|---|---|---|---|---|---|---|
| Officers here make me feel safe | 12 (38.7%) | 17 (54.8%) | 1 (3.2%) | 1 (3.2%) | 0 (0.0%) | 1.7 | 2.3 |
| I feel safe around other detainees here | 8 (25.8%) | 19 (61.3%) | 2 (6.5%) | 0 (0.0%) | 2 (6.5%) | 1.7 | 2.3 |
| I feel safe in my room | 10 (32.3%) | 18 (58.1%) | 0 (0.0%) | 0 (0.0%) | 3 (9.7%) | 1.5 | 2.1 |
| I feel safe in the corridors here | 10 (32.3%) | 17 (54.8%) | 2 (6.5%) | 0 (0.0%) | 2 (6.5%) | 1.6 | 2.2 |
| I feel safe in the dining hall | 10 (32.3%) | 16 (51.6%) | 2 (6.5%) | 0 (0.0%) | 3 (9.7%) | 1.6 | 2.2 |
| I feel safe in the gym/sports hall | 9 (30.0%) | 12 (40.0%) | 2 (6.7%) | 0 (0.0%) | 7 (23.3%) | 1.3 | 2.0 |

Respondents were also asked if there were any other spaces where they did not feel safe and 3 people ticked 'yes' in the write-in box. The only response in this box was the immigration office, due to the threat of removal.

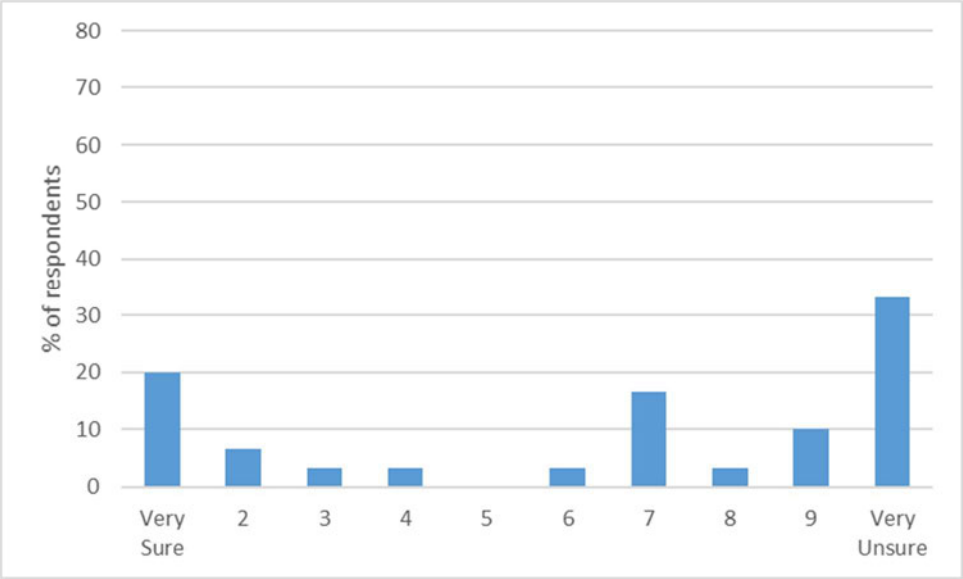
*Table 59. Casework and lawyers*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean TH | Mean all centres |
|---|---|---|---|---|---|---|---|
| I know what is happening in my immigration/asylum case | 6 (20.7%) | 6 (20.7%) | 10 (34.5%) | 4 (13.8%) | 3 (10.3%) | 2.2 | - |
| My lawyer explains my case in a language I understand | 11 (37.9%) | 9 (31.0%) | 5 (17.2%) | 0 (0.0%) | 4 (13.8%) | 1.5 | - |
| I call my lawyer when I need to | 15 (51.7%) | 7 (24.1%) | 3 (10.3%) | 0 (0.0%) | 4 (13.8%) | 1.3 | 1.8 |
| Staff here can help explain my case in a language I understand | 15 (50.0%) | 3 (10.0%) | 5 (16.7%) | 2 (6.7%) | 5 (16.7%) | 1.5 | 2.3 |
| I know which immigration case worker is working on my case | 8 (28.6%) | 3 (10.7%) | 2 (7.1%) | 7 (25.0%) | 8 (28.6%) | 1.7 | 2.5 |
| I can speak to my immigration case worker when I need to | 6 (19.4%) | 2 (6.5%) | 3 (9.7%) | 9 (29.0%) | 11 (35.5%) | 1.8 | 2.8 |

Detainees were asked, overall, how sure they were about what could happen next in their case. Respondents answered on a scale from 1 to 10, where 1 = very sure, and 10 = very unsure. The mean 'uncertainty' score was 6.4, and this did not differ from the mean score across centres. The graph below illustrates the spread of uncertainty of those who responded to this question. Most notably, 33.3 per cent of the participants who responded ticked that they were very unsure.

*Figure 6. Measure of uncertainty in detention*




Part Five: Indicators of coping, ACDT and Trauma

The following results report a measure of 'coping' that has been developed from ongoing academic research in IRCs. It measures a series of symptoms of distress described to researchers, and replaces the previously used HSCL scale of depression. ***Detainees are asked how often they have felt each of the statements below in the last week.*** The results of the coping measure indicate that most detainees are suffering from multiple symptoms of distress. Individual indicators are displayed in the table below.

*Table 60. Coping with detention, measure of distress (negative questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I feel low in energy, slowed down | 2 (6.5%) | 11 (35.5%) | 11 (35.5%) | 7 (22.6%) | 1.7 | - |
| I feel restless | 6 (19.4%) | 7 (22.6%) | 9 (29.0%) | 9 (29.0%) | 1.7 | - |
| I have difficulty falling asleep | 1 (3.2%) | 13 (41.9%) | 4 (12.9%) | 13 (41.9%) | 1.9 | - |
| I wake up a lot during the night | 2 (6.5%) | 10 (32.3%) | 6 (19.4%) | 13 (41.9%) | 2.0 | - |
| I have thoughts of ending my life | 11 (35.5%) | 9 (29.0%) | 8 (25.8%) | 2 (6.5%) | 1.0 | - |
| I am crying easier than I used to | 5 (16.1%) | 15 (48.4%) | 4 (12.9%) | 6 (19.4%) | 1.4 | - |
| I feel everything is an effort | 1 (3.2%) | 8 (25.8%) | 12 (38.7%) | 8 (25.8%) | 1.9 | - |
| I get sudden feelings of panic | 2 (6.5%) | 10 (32.3%) | 6 (19.4%) | 11 (35.5%) | 1.9 | - |
| I have bad dreams | 3 (9.7%) | 8 (25.8%) | 4 (12.9%) | 15 (48.4%) | 2.0 | - |
| I have thoughts of hurting myself | 8 (25.8%) | 15 (48.4%) | 5 (16.1%) | 2 (6.5%) | 1.0 | - |

*Table 61. Coping with detention, measure of distress (positive questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All of the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I still enjoy the things I used to enjoy | 15 (48.4%) | 12 (38.7%) | 2 (6.5%) | 1 (3.2%) | 1.0 | - |
| I can laugh and see the funny side of things | 11 (35.5%) | 14 (45.2%) | 4 (12.9%) | 1 (3.2%) | 1.0 | - |
| I feel as hungry as I always have | 9 (29.0%) | 13 (41.9%) | 4 (12.9%) | 4 (12.9%) | 1.1 | - |
| I care about my appearance | 6 (19.4%) | 10 (32.3%) | 4 (12.9%) | 7 (22.6%) | 1.4 | - |
| I feel happy | 22 (71.0%) | 7 (22.6%) | 1 (3.2%) | 0 (0.0%) | 0.5 | - |
| I do not feel lonely | 12 (38.7%) | 13 (41.9%) | 4 (12.9%) | 1 (3.2%) | 1.0 | 1.1 |

The lowest score on the coping scale in this centre was 16 (with 0 as the minimum) and the highest 39 (from highest possible score of 42). Overall, the mean coping score for Tinsley House was 27.6, which is similar to the mean score for all the other centres.

All residents were asked in the survey if they had ever been on an ACDT at their current centre. To this question 2 (8.3%) people responded yes, in this centre and 0 (0.0%) responded yes, in another centre. 11 (45.8%) people responded no, 11 (45.8%) told us they were unsure, and 7 individuals declined to answer this question.

When analysed alongside the distress question regarding suicidal thoughts, of the 10 people who responded indicating that 'I have thoughts of ending my life' all the time or most of the time in the last 7 days, and who had also filled the question on the ACDT, 2 (20.0%) had been on an ACDT while at their current centre while 4 (40.0%) did not know if they had been on an ACDT or not. A further 3 (30.0%) ticked that they had not been on an ACDT while at their current centre. The full results are provided in the table below.

*Table 62. Crosstabulation – ACDT and thoughts of ending life*

| | | Have you ever been on an ACDT (the orange/red book) plan while in detention? | | | |
|---|---|---|---|---|---|
| | | No | Yes, in this centre | Yes, in another removal centre | Don't know |
| **I have thoughts of ending my life** | Never | 6 | 0 | 0 | 2 |
| | Some of the time | 2 | 0 | 0 | 5 |
| | Most of the time | 3 | 2 | 0 | 2 |
| | All of the time | 0 | 0 | 0 | 2 |

The last question of the survey asked participants if they had ever experienced torture, domestic violence, rape, trafficking or another traumatic event. The table below shows the number of ticks per event.

*Table 63. Experiences of trauma*

| | N |
|---|---|
| Torture | 4 |
| Domestic Violence | 2 |
| Rape | 1 |
| Trafficking | 3 |
| Other traumatic event | 8 |

## Heathrow IRC (Harmondsworth and Colnbrook)

**Executive Summary**

Heathrow IRC is made up of two adjacent removal centres, IRC Colnbrook and IRC Harmondsworth. Since 2014, these have been run by the same SMT who work across both sites, but are primarily based in IRC Colnbrook. Despite this, the respondents from the two centres have scored quite differently on the MQLD.

Whereas detainee perceptions of life within IRC Colnbrook are broadly similar to views from across the estate, the results from IRC Harmondsworth are more negative on almost all individual questions and across the dimensions. Thus, detainees in IRC Harmondsworth are less likely to perceive the centre as clean, and are less likely to have enough clothes or enough activities. So, too, they are less likely to agree they can see a doctor when they need to, or to feel as though health care staff believe them. Harmondsworth detainees also feel less safe, around one another and within the IRC. Their scores on the coping scale are also worse than elsewhere.

There are some exceptions. Detainees in IRC Harmondsworth perceive themselves to be as likely as detainees elsewhere to talk to an officer if they were considering self-harm, or if someone they knew was considering self-harm. They are also as able to call their family and friends as detainees elsewhere. Notwithstanding their lower perceptions of safety, detainees in IRC Harmondsworth report similar levels of trust within the detained community. Drug use and problems relating to drug use are also on par with other centres.

Detainees in both Harmondsworth and Colnbrook reported a higher than average duration of detention in that centre than detainees elsewhere. On all other measures from Colnbrook are in line with the average across the estate, except for the measure of ‘uncertainty’. Detainees in Colnbrook were more uncertain about what was happening in their immigration case than detainees elsewhere.

The differences in detainee perceptions of their quality of life within IRC Harmondsworth and IRC Colnbrook raise important questions which would require more detailed, qualitative analysis. Differences in the building stock may be salient, as well as local practices. Thus, for example, since 2016, Colnbrook has operated a 'free flow' model during the day, whereas detainee movements remain restricted in Harmondsworth. So, too, there may be an impact of staffing numbers and practices between the IRCs. Given the shared SMT, it is hoped that some of the findings from Colnbrook could be applied in Harmondsworth.

## Heathrow IRC (Harmondsworth)

**Method**

This survey was administered on the 15th and 16th of July 2019. Questionnaires were completed and returned by 142 residents across the estate, amounting to 34% of the population at the time of the visits. Responses have been anonymised, and any demographics which could identify participants have been excluded from this report. Surveys were available in English, Albanian, Arabic, Bengali, Chinese, Polish, Russian, Urdu and Vietnamese. Thirty-seven residents chose to fill their survey in a language other than English.

**Results**

**Part One: Demographics**

Respondents of the survey reported 44 different nationalities. The youngest respondent was 19, the oldest 82 and the mean age of all those who filled a survey was 34.7. Residents of many different religions took part; the largest group were of Muslim faith (43.2%). The following table presents the breakdown of religions. Results for any religion with fewer than 10 respondents have been collapsed into the category of 'other' to protect the anonymity of those who filled out the survey.

*Table 64. What is your religion?*

| | N | % |
|---|---|---|
| Muslim | 60 | 43.2 |
| Christian | 40 | 28.8 |
| No religion | 14 | 10.1 |
| Sikh | 11 | 7.9 |
| Other | 15 | 10.1% |

The marital status of respondents showed 70 (50.0%) individuals who were not currently in a relationship, while 56 (40.0%) were either married, in a civil partnership or in an unspecified relationship. Residents were asked if they had family members in the UK. Sixty-eight (48.2%) respondents replied yes, while 73 (51.8%) replied no. 51 (37.8%) of those who filled the survey told us they had children. Of this total, 25 parents reported that their children lived in the UK. Twenty of these parents (46.5%) lived in the same residence as their children before detention.

Most of those who completed the survey reported that they had been resident in the UK for many years. The average time respondents had lived in the UK before detention was 8.7 years. The graph below illustrates the number of years spent in the UK by respondents.

*Table 65. Time spent in the UK, in years*

| Time in UK | N |
|---|---|
| Less than 1 year | 20 |
| 1-5 years | 22 |
| 6-10 years | 36 |
| 11-20 years | 39 |
| Over 20 Years | 4 |

The average time respondents had been in Harmondsworth was for 2.4 months. Fifty-three (37.6%) respondents had spent 28 days or less in the removal centre, while 88 (62.4%) had spent 29 days or more. Seventy-five (53.6%) respondents had spent time in another removal centre, and 42 (30.7%) respondents had been in prison in the UK before their detention.

Eighty-six (61.0%) respondents had applied for asylum, 69 (49.3%) had applied for immigration bail, and 97 (69.8%) respondents told us they had an immigration solicitor, 30 (21.6%) did not, and 12 (8.6%) did not know if they had a solicitor.

Participants were asked what they do most days in detention. The survey includes 7 set answers as well as the opportunity to write in any 'other' activity they wished. Table 63 reports the numbers of individuals responding to each option. Respondents were asked to tick all that applied.

*Table 66. What do you do most days in this removal centre?*

| | N |
|---|---|
| Talk with friends/ other detainees | 52 |
| Library | 45 |
| Gym/Sports | 43 |
| Nothing | 42 |
| Paid Work | 30 |
| Religious Services | 29 |
| Art/Craft | 11 |

A number of participants (15) also chose the 'other' category. Recurring additions in the write-in section included using the internet room, music room and attending education.

Participants were then asked if any of the activities above made them feel good. Of the 132 residents who answered this question, 75 (56.8%) responded yes, and 57 (43.2%) responded no.

Table 64 below details which activities respondents recorded made them feel good. Results are presented as numbers, then as percentage of those respondents who identified this activity as a regular activity in the previous question. As above, notable and recurring responses in the 'other' category for this question were using the music room and attending education.

*Table 67. Which activities make you feel good?*

| | N | % of those who take part |
|---|---|---|
| Gym/Sports | 30 | 69.8 |
| Talk with friends/ other detainees | 29 | 55.8 |
| Religious Services | 23 | 79.3 |
| Library | 22 | 48.9 |
| Paid Work | 18 | 60.0 |
| Art/Craft | 6 | 54.5 |

When asked whom they talk to when they are upset, respondents most commonly chose the option 'nobody' (52), followed by 'family/friends outside'. These figures appear in Table 65 below.

*Table 68. Who in this centre do you talk to if you are upset?*

| | N |
|---|---|
| Nobody | 52 |
| Family/friends outside | 42 |
| Other detainees | 36 |
| Lawyer/Solicitor | 13 |
| Officers | 12 |
| Immigration staff | 9 |
| Chaplain | 6 |
| Outside organisations | 5 |
| Other | 1 |

Of respondents who reported the 'other' option of who they talk to when they are upset, notable or recurring responses included healthcare.

Residents were asked if their friends or families could visit them at their current centre and how easy their family and friends found it to do so. Eighty-four (60.9%) detainees responded that their family and friends could visit and 26 (18.8%) responded that they could not. A further 28 (20.3%) replied they had no friends or family in the UK who could visit. Four individuals declined to answer this question. When asked how easy it is for their friends or family to visit them, of those who

had friends or family in the UK who could come visit, 50 (48.1%) detainees ticked that it was 'hard' or 'very hard' while 54 (51.9%) ticked that it was 'easy' or 'very easy' for family or friends to come visit.

Detainees were asked for their experiences of services in the centre, including the complaints system, and access to translation services. There were 39 individuals who had made a formal complaint. Of these 5 (12.8%) were satisfied with how their complaint had been handled, while 33 (84.6%) were unsatisfied. The remaining individual opted not to report on whether they were satisfied or not.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. 45 (32.6%) respondents ticked 'yes', while 35 (25.4%) ticked 'no', and 58 respondents ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 30 (22.6%) people said 'yes', while 45 (33.8%) ticked 'no', and 58 respondents ticked that they did not need to use an interpreter.

When asked if anyone had given them advice on what to do if they were removed from the UK, 21 (15.3%) answered 'yes', 100 (73.0%) answered 'no', and 16 responded that they did not need advice. When asked if anyone here had given detainees advice on what to do if they were released in the UK, 28 (21.1%) answered 'yes', 96 (72.2%) answered 'no' and 9 responded that they did not need advice.

## Parts Three and Four: Quality of Life in Detention Measures

The following results are divided by topic. Raw numbers, percentages and mean scores are provided using the responses of all participants. Mean scores indicate within which answer the average response falls. For example, in the first question of the first table, the mean score = 3.0. This shows that the average response to the question 'This removal centre is clean' = 'sometimes'. Response codes are provided before each topic table to help interpret mean scores.

*Table 69. Services and cleanliness*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean | Mean all centres |
|---|---|---|---|---|---|---|---|
| This removal centre is clean | 6 (4.3%) | 25 (18.1%) | 68 (49.3%) | 37 (26.8%) | 2 (1.4%) | 3.0 | 2.3 |
| I have enough clothes | 13 (9.8%) | 23 (17.4%) | 33 (25.0%) | 59 (44.7%) | 4 (3.0%) | 3.0 | 2.3 |
| The food here is good | 2 (1.4%) | 8 (5.8%) | 49 (35.5%) | 77 (55.8%) | 2 (1.4%) | 3.4 | 3.0 |
| There are enough activities to do here | 1 (0.7%) | 19 (14.1%) | 55 (40.7%) | 50 (37.0%) | 10 (7.4%) | 3.0 | 2.4 |
| I spend most of my day in my room | 29 (21.3%) | 52 (38.2%) | 38 (27.9%) | 14 (10.3%) | 3 (2.2%) | 2.2 | - |

When compared with other removal centres, Harmondsworth scored higher means on four of the five services and cleanliness measures. The scores were higher for 'this removal centre is clean' (3.0 for Harmondsworth compared with 2.3 across all other centres), 'I have enough clothes' (3.0 for Harmondsworth to 2.3 across all other centres), 'the food here is good' (3.4 for Harmondsworth compared with 3.0 across the other centres) and 'there are enough activities to do here' (3.0 for Harmondsworth to 2.4 across all other centres). With the exception of 'the food here is good' (where all mean scores sit within 'most of the time') this suggests that for each of these measures the mean score for Harmondsworth is only 'sometimes', rather than 'most of the time' as it is in the other centres. These results suggest that Harmondsworth is performing worse on all these measures than the other six removal centres.

*Table 70. Living in the centre*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean HW | Mean all other centres |
|---|---|---|---|---|---|---|---|
| I am not being treated as a human being in here | 48 (35.6%) | 34 (25.2%) | 32 (23.7%) | 12 (8.9%) | 9 (6.7%) | 1.9 | 2.3 |
| I can talk to an officer if I feel low | 8 (5.9%) | 48 (35.3%) | 38 (27.9%) | 31 (22.8%) | 11 (8.1%) | 2.5 | 2.1 |
| If I was worried I might hurt myself, I would tell an officer | 12 (9.4%) | 31 (24.4%) | 42 (33.1%) | 24 (18.9%) | 18 (14.2%) | 2.3 | - |
| If I was worried someone else might hurt themselves I would tell an officer | 25 (19.2%) | 60 (46.2%) | 19 (14.6%) | 9 (6.9%) | 17 (13.1%) | 1.8 | - |
| I am able to call my family or friends when I want to | 44 (32.6%) | 60 (44.4%) | 15 (11.1%) | 9 (6.7%) | 7 (5.2%) | 1.8 | - |

When questions on living in Harmondsworth were compared, mean differences were found for 'I am not being treated as a human being in here' (1.9 in Harmondsworth, compared with 2.3 elsewhere), and 'I can talk to an officer if I feel low' (2.5 in Harmondsworth, compared with 2.1 across the other centres). This suggests that more residents at Harmondsworth feel they are not being treated as a human being than the same population at other centres, and that less detainees at Harmondsworth feel they are able to talk to an officer if they feel low, than detainees at other centres. All other questions in this section were like the other removal centres.

*Table 71. Officers and officer relationships*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean HW | Mean all other Centres |
|---|---|---|---|---|---|---|---|
| Most officers are kind to me | 8 (5.9%) | 48 (35.6%) | 44 (32.6%) | 27 (20.0%) | 8 (5.9%) | 2.6 | 2.0 |
| Most officers talk to me with respect | 7 (5.3%) | 56 (42.1%) | 39 (29.3%) | 24 (18.0%) | 7 (5.3%) | 2.5 | 1.9 |
| Officers and detainees get along well here | 9 (6.8%) | 32 (24.2%) | 44 (33.3%) | 31 (23.5%) | 16 (12.1%) | 2.5 | 2.0 |
| I trust the officers in this removal centre | 7 (5.3%) | 24 (18.0%) | 47 (35.3%) | 37 (27.8%) | 18 (13.5%) | 2.6 | 2.2 |
| Officers here help me as quickly as they can | 10 (7.5%) | 29 (21.6%) | 53 (39.6%) | 32 (23.9%) | 10 (7.5%) | 2.7 | 2.2 |
| I can get help from an officer when I need it | 6 (4.5%) | 38 (28.4%) | 55 (41.0%) | 26 (19.4%) | 9 (6.7%) | 2.6 | 2.1 |
| I understand what the officers are telling me | 22 (16.5%) | 65 (48.9%) | 23 (17.3%) | 15 (11.3%) | 8 (6.0%) | 2.1 | 1.9 |
| Officers do not make racist comments here | 16 (12.0%) | 60 (45.1%) | 25 (18.8%) | 16 (12.0%) | 16 (12.0%) | 2.1 | 1.8 |
| If you do something wrong in this centre, officers take action | 18 (13.4%) | 70 (52.2%) | 14 (10.4%) | 14 (10.4%) | 18 (13.4%) | 1.9 | 1.6 |

For staff relationships the mean scores for Harmondsworth removal centre differed from the mean scores for other centres across all questions. The most notable differences here are those relating to 'most officers are kind to me', 'most officers talk to me with respect', 'officers and detainees get along well here', 'I trust the officers in this removal centre', 'officers here help me as quickly as they can', and 'I can get help from an officer when I need it'. For all these measures the mean scores for Harmondsworth suggest that staff relationships in this centre are poorer than in other centres. The mean score for other centres falls into the 'agree' category, i.e. detainees agree that staff are kind/trustworthy, whereas the mean score for Harmondsworth suggests that detainees 'disagree' with the statement that staff are kind/trustworthy etc.

*Table 72. Immigration staff in the centre*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean HW | Mean all other centres |
|---|---|---|---|---|---|---|---|
| Immigration officers in this centre speak to me with respect | 34 (25.4%) | 29 (21.6%) | 47 (35.1%) | 19 (14.2%) | 5 (3.7%) | 2.3 | 2.0 |
| I understand what immigration staff in this centre tell me | 32 (23.9%) | 39 (29.1%) | 39 (29.1%) | 19 (14.2%) | 5 (3.7%) | 2.3 | 2.0 |
| Immigration officers in this centre treat all detainees the same | 19 (14.2%) | 25 (18.7%) | 33 (24.6%) | 38 (28.4%) | 19 (14.2%) | 2.4 | 1.8 |

Mean scores for all immigration staff questions also differ between Harmondsworth and the mean scores across all other centres. This suggests that the proportion of detainees at Harmondsworth who feel immigration speak to them with respect, who understand what immigration staff say, and who feel immigration staff treat all detainees the same is smaller than in other centres.

*Table 73. Healthcare*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean HW | Mean all other centres |
|---|---|---|---|---|---|---|---|
| Healthcare staff believe me | 12 (8.9%) | 18 (13.3%) | 43 (31.9%) | 46 (34.1%) | 16 (11.9%) | 2.7 | 2.0 |
| Healthcare here is as good as outside | 5 (3.8%) | 14 (10.6%) | 19 (14.4%) | 81 (61.4%) | 13 (9.8%) | 3.1 | 2.6 |
| I can see a doctor when I need to | 4 (2.9%) | 11 (8.1%) | 31 (22.8%) | 79 (58.1%) | 11 (8.1%) | 3.2 | 2.5 |
| I can see a dentist when I need to | 4 (3.0%) | 5 (3.8%) | 21 (15.9%) | 75 (56.8%) | 27 (20.5%) | 2.9 | 2.3 |
| The nurses talk to me with respect | 18 (13.3%) | 34 (25.2%) | 37 (27.4%) | 29 (21.5%) | 17 (12.6%) | 2.3 | 1.9 |

In the demographics section 105 (77.2%) respondents told us they had health problems or concerns. Mean scores across all healthcare questions are higher for detainees at Harmondsworth than those resident at other removal centres, indicating the level of service they receive in this area is poorer in this centre.

*Table 74. Other detainees*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean HW | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most detainees talk to each other with respect | 25 (18.5%) | 55 (40.7%) | 34 (25.2%) | 12 (8.9%) | 9 (6.7%) | 2.1 | - |
| I do not trust most of the other detainees here | 24 (18.0%) | 61 (45.9%) | 29 (21.8%) | 13 (9.8%) | 6 (4.5%) | 2.1 | - |
| Some detainees bully others | 21 (15.8%) | 58 (43.6%) | 22 (16.5%) | 12 (9.0%) | 20 (15.0%) | 1.9 | - |
| People who don't speak English have a hard time in here | 47 (34.8%) | 52 (38.5%) | 15 (11.1%) | 8 (5.9%) | 13 (9.6%) | 1.7 | - |
| Detainees from different countries get along well here | 12 (9.0%) | 59 (44.4%) | 34 (25.6%) | 14 (10.5%) | 14 (10.5%) | 2.2 | 1.8 |
| Detainees from different religions get along well in here | 15 (11.1%) | 59 (43.7%) | 24 (17.8%) | 16 (11.9%) | 21 (15.6%) | 2.0 | 1.7 |
| I spend most of my time here alone | 26 (19.3%) | 62 (45.9%) | 30 (22.2%) | 12 (8.9%) | 5 (3.7%) | 2.1 | - |
| Illegal drugs are used by detainees here | 28 (20.9%) | 34 (25.4%) | 21 (15.7%) | 18 (13.4%) | 33 (24.6%) | 1.7 | - |
| Illegal drugs cause problems between detainees here | 36 (27.5%) | 24 (18.3%) | 20 (15.3%) | 15 (11.5%) | 36 (27.5%) | 1.6 | - |

In contrast to their views of staff, detainees did not differ much from the average in their opinions of their peers. For the measure on 'other detainees' only two questions differ from the mean scores of the other centres. 'Detainees from different countries get along well here' (2.2 for Harmondsworth, 1.8 for all other centres) and 'Detainees from different religions get along well here' (2.0 for Harmondsworth and 1.7 for all other centres).

*Table 75. Safety*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean HW | Mean all other centres |
|---|---|---|---|---|---|---|---|
| Officers here make me feel safe | 5 (3.7%) | 43 (32.1%) | 49 (36.6%) | 26 (19.4%) | 11 (8.2%) | 2.6 | 2.1 |
| I feel safe around other detainees here | 6 (4.5%) | 41 (30.8%) | 53 (39.8%) | 21 (15.8%) | 12 (9.0%) | 2.5 | 2.2 |
| I feel safe in my room | 14 (10.5%) | 64 (48.1%) | 29 (21.8%) | 16 (12.0%) | 10 (7.5%) | 2.2 | 1.9 |
| I feel safe in the corridors here | 6 (4.6%) | 44 (33.6%) | 48 (36.6%) | 18 (13.7%) | 15 (11.5%) | 2.4 | 2.1 |
| I feel safe in the dining hall | 5 (3.8%) | 48 (36.4%) | 41 (31.1%) | 22 (16.7%) | 16 (12.1%) | 2.4 | 2.1 |
| I feel safe in the gym/sports hall | 5 (3.8%) | 43 (33.1%) | 38 (29.2%) | 17 (13.1%) | 27 (20.8%) | 2.1 | 1.8 |

Respondents were also asked if there were any other spaces where they did not feel safe and 35 people ticked 'yes' in the write-in box. Areas that were repeatedly described as unsafe were bathrooms/showers and toilets, the dining hall, and 'everywhere'.

Mean scores were higher for detainees in Harmondsworth, compared with all other centres, across all safety questions. This suggests that detainees at Harmondsworth feel less safe than detainees in other centres.

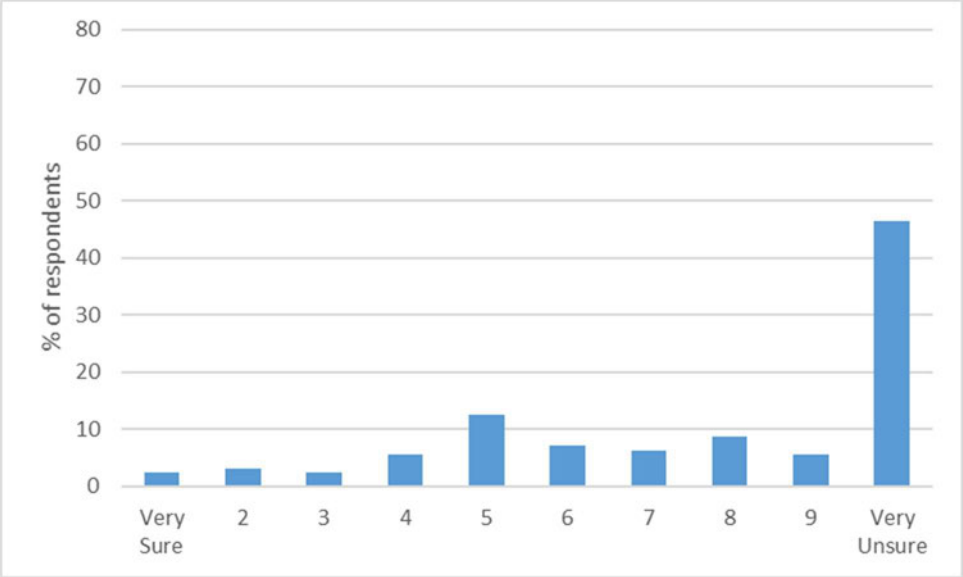
*Table 76. Casework and lawyers*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean HW | Mean all centres |
|---|---|---|---|---|---|---|---|
| I know what is happening in my immigration/asylum case | 6 (4.7%) | 16 (12.5%) | 39 (30.5%) | 50 (39.1%) | 17 (13.3%) | 2.8 | 2.5 |
| My lawyer explains my case in a language I understand | 42 (32.6%) | 31 (24.0%) | 20 (15.5%) | 20 (15.5%) | 16 (12.4%) | 1.9 | 1.6 |
| I call my lawyer when I need to | 39 (30.5%) | 30 (23.4%) | 27 (21.1%) | 17 (13.3%) | 15 (11.7%) | 1.9 | 1.7 |
| Staff here can help explain my case in a language I understand | 17 (13.4%) | 24 (18.9%) | 25 (19.7%) | 45 (35.4%) | 16 (12.6%) | 2.5 | 2.1 |
| I know which immigration case worker is working on my case | 28 (21.2%) | 12 (9.1%) | 19 (14.4%) | 56 (42.4%) | 17 (12.9%) | 2.5 | - |
| I can speak to my immigration case worker when I need to | 9 (7.0%) | 16 (12.5%) | 23 (18.0%) | 66 (51.6%) | 14 (10.9%) | 2.9 | 2.6 |

Detainees were asked, overall, how sure they were about what could happen next in their case. Respondents answered on a scale from 1 to 10, where 1 = very sure, and 10 = very unsure. The mean 'uncertainty' score was 7.7, and this did not differ from the mean score across all centres. The graph below illustrates the spread of uncertainty of those who responded to this question. Most notably, 46.5 per cent of the participants who responded ticked that they were very unsure.

*Figure 7. Measure of uncertainty in detention*




Part Five: Indicators of coping, ACDT and Trauma

The following results report a measure of 'coping' that has been developed from ongoing academic research in IRCs. It measures a series of symptoms of distress described to researchers, and replaces the previously used HSCL scale of depression. ***Detainees are asked how often they have felt each of the statements below in the last week.*** The results of the coping measure indicate that most detainees are suffering from multiple symptoms of distress. Individual indicators are displayed in the table below.

*Table 77. Coping with detention, measure of distress (negative questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I feel low in energy, slowed down | 6 (4.2%) | 23 (16.2%) | 40 (28.2%) | 59 (41.5%) | 2.2 | 1.9 |
| I feel restless | 13 (9.2%) | 23 (16.2%) | 41 (28.9%) | 48 (33.8%) | 2.0 | 1.8 |
| I have difficulty falling asleep | 10 (7.0%) | 15 (10.6%) | 32 (22.5%) | 73 (51.4%) | 2.3 | - |
| I wake up a lot during the night | 8 (5.6%) | 16 (11.3%) | 34 (23.9%) | 74 (52.1%) | 2.3 | 2.0 |
| I have thoughts of ending my life | 27 (19.0%) | 44 (31.0%) | 15 (10.6%) | 41 (28.9%) | 1.6 | 1.2 |
| I am crying easier than I used to | 19 (13.4%) | 31 (21.8%) | 33 (23.2%) | 43 (30.3%) | 1.8 | 1.5 |
| I feel everything is an effort | 9 (6.3%) | 29 (20.4%) | 34 (23.9%) | 49 (34.5%) | 2.0 | 1.7 |
| I get sudden feelings of panic | 7 (4.9%) | 35 (24.6%) | 34 (23.9%) | 55 (38.7%) | 2.0 | 1.7 |
| I have bad dreams | 10 (7.0%) | 23 (16.2%) | 27 (19%) | 68 (47.9%) | 2.2 | 1.9 |
| I have thoughts of hurting myself | 36 (25.4%) | 43 (30.3%) | 17 (12.0%) | 33 (23.2%) | 1.4 | 1.1 |

*Table 78. Coping with detention, measure of distress (positive questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All of the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I still enjoy the things I used to enjoy | 76 (53.5%) | 36 (25.4%) | 6 (4.2%) | 7 (4.9%) | 1.0 | - |
| I can laugh and see the funny side of things | 62 (43.7%) | 47 (33.1%) | 13 (9.2%) | 8 (5.6%) | 1.0 | - |
| I feel as hungry as I always have | 34 (23.9%) | 42 (29.6%) | 19 (13.4%) | 34 (23.9%) | 1.4 | 1.1 |
| I care about my appearance | 43 (30.3%) | 43 (30.3%) | 26 (18.3%) | 15 (10.6%) | 1.1 | 1.4 |
| I feel happy | 92 (64.8%) | 25 (17.6%) | 5 (3.5%) | 5 (3.5%) | 1.0 | - |
| I do not feel lonely | 51 (35.9%) | 37 (26.1%) | 18 (12.7%) | 20 (14.1%) | 1.1 | - |

The lowest score on the coping scale in this centre was 16 (with 0 as the minimum) and the highest 42 (from highest possible score of 42). Overall, the mean coping score for Harmondsworth was 30.6, which is significantly higher than the mean score for all the other centres, of 26.7. This suggests that detainees at Harmondsworth are not coping as well with their confinement there, than other detainees in other centres.

All residents were asked in the survey if they had ever been on an ACDT at their current centre. To this question 13 (11.2%) people responded yes, in this centre and 2 (1.7%) responded yes, in another centre. 74 (63.8%) people responded no, 27 (23.3%) told us they were unsure, and 26 individuals declined to answer this question.

When analysed alongside the distress question regarding suicidal thoughts, of the 56 people who responded indicating that 'I have thoughts of ending my life' all the time or most of the time in the last 7 days, and who had also filled the question on the ACDT, only 8 (14.3%) had been on an ACDT while at their current centre while 8 (14.3%) did not know if they had been on an ACDT or not. A further 31 (55.4%) ticked that they had not been on an ACDT while at their current centre. The full results are provided in the table below.

*Table 79. Crosstabulation – ACDT and thoughts of ending life*

| | | Have you ever been on an ACDT (the orange/red book) plan while in detention? | | | |
|---|---|---|---|---|---|
| | | No | Yes, in this centre | Yes, in another removal centre | Don't know |
| **I have thoughts of ending my life** | Never | 18 | 1 | 0 | 5 |
| | Some of the time | 21 | 3 | 0 | 13 |
| | Most of the time | 10 | 3 | 0 | 0 |
| | All of the time | 21 | 5 | 2 | 8 |

The last question of the survey asked participants if they had ever experienced torture, domestic violence, rape, trafficking or another traumatic event. The table below shows the number of ticks per event.

*Table 80. Experiences of Trauma*

| | N |
|---|---|
| Torture | 67 |
| Domestic Violence | 25 |
| Rape | 12 |
| Trafficking | 22 |
| Other traumatic event | 29 |

## Heathrow IRC (Colnbrook)

**Method**

This survey was administered on the 22nd and 23rd of August 2019. Questionnaires were completed and returned by 76 residents across the estate, amounting to 36% of the population at the time of the visits. Responses have been anonymised, and any demographics which could identify participants have been excluded from this report. Surveys were available in English, Albanian, Arabic, Bengali, Chinese, Polish, Russian, Urdu and Vietnamese. Twelve residents chose to fill their survey in a language other than English.

**Results**

**Part One: Demographics**

Respondents of the survey reported 32 different nationalities. The youngest respondent was 22, the oldest 62 and the mean age of all those who filled a survey was 36.4. Residents of many different religions took part; the largest group were of Muslim faith (42.4%). The following table presents the breakdown of religions. Results for any religion with fewer than 10 respondents have been collapsed into the category of 'other' to protect the anonymity of those who filled out the survey.

*Table 81. What is your religion?*

| | N | % |
|---|---|---|
| Muslim | 28 | 42.4 |
| Christian | 22 | 33.3 |
| Other (including no religion) | 16 | 24.2 |

The marital status of respondents showed 31 (45.6%) individuals who were not currently in a relationship, while 28 (41.2%) were either married, in a civil partnership or in an unspecified relationship. Residents were asked if they had family members in the UK. 45 (64.3%) respondents replied yes, while 25 (35.7%) replied no. 36 (54.5%) of those who filled the survey told us they had children. Of this total, 25 parents reported that their children lived in the UK. Two-thirds of these parents (20) lived in the same residence as their children before detention.

Most of those who completed the survey reported that they had been resident in the UK for many years. The average time respondents had lived in the UK before detention was 13.2 years. The table below illustrates the number of years spent in the UK by respondents.

*Table 82. Time spent in the UK, in years*

| Time in UK | N |
|---|---|
| Less than 1 year | 4 |
| 1-5 years | 9 |
| 6-10 years | 13 |
| 11-20 years | 25 |
| 21 Years and longer | 9 |

The average time respondents had been in this centre was 2.5 months. Twenty-six (34.2%) respondents had spent 28 days or less in the removal centre, while 50 (65.8%) had spent 29 days or more. 26 (37.7%) respondents had spent time in another removal centre, and 34 (52.3%) respondents had been in prison in the UK before their detention. The table below illustrates the number of months individuals had spent in their current place of detention.

*Table 83. Time spent in current place of detention, in months*

| Time in Detention | N |
|---|---|
| Less than one month | 26 |
| One to less than three months | 16 |
| Three to less than six months | 18 |
| Six months or more | 5 |

Of the total, 41 (59.4%) respondents had applied for asylum, and 38 (64.4%) had applied for immigration bail. 49 (72.1%) respondents told us they had an immigration solicitor, 13 (19.1%) did not, and 6 (8.8%) did not know if they had a solicitor.

Part Two: Activities and Service Provision

Participants were asked what they do most days in detention. The survey includes 7 set answers as well as the opportunity to write in any 'other' activity they wished. Table 80 reports the numbers of individuals responding to each option. Respondents were asked to tick all that applied.

*Table 84. What do you do most days in this removal centre?*

| | N |
|---|---|
| Gym/Sports | 26 |
| Talk with friends/ other detainees | 25 |
| Religious Services | 21 |
| Library | 19 |
| Paid Work | 14 |
| Nothing | 9 |
| Art/Craft | 8 |

A number of participants (5) also chose the 'other' category. Recurring additions in the write-in section included playing sports, using the computer room and attending education.

Participants were then asked if any of the activities above made them feel good. Of the 60 residents who answered this question, 41 (68.3%) responded yes, and 19 (31.7%) responded no.

Table 81 below details which activities respondents told us made them feel good. Results are presented as numbers, then as percentage of those respondents who identified this activity as a regular activity in the previous question. As above, notable and recurring responses in the 'other' category for this question were educational services.

*Table 85. Which activities make you feel good?*

| | N | % of those who take part |
|---|---|---|
| Talk with friends/ other detainees | 19 | 76.0 |
| Gym/Sports | 17 | 65.4 |
| Religious Services | 16 | 76.2 |
| Library | 12 | 63.2 |
| Paid Work | 11 | 78.6 |
| Art/Craft | 5 | 62.5 |

When asked who they talk to when they are upset, respondents most commonly chose the option of 'family/friends'; 34.2 per cent of those who answered this question ticked this box. Conversely, 18.4 per cent of those who answered this question disclosed they speak to 'nobody' if they are upset. These figures appear in Table 82 below.

*Table 86. Who in this centre do you talk to if you are upset?*

| | N |
|---|---|
| Family/friends outside | 26 |
| Nobody | 14 |
| Other detainees | 11 |
| Lawyer/Solicitor | 9 |
| Officers | 7 |
| Outside organisations | 6 |
| Chaplain | 2 |
| Immigration staff | 0 |
| Other | 0 |

Residents were asked if friends or families could visit them at their current centre and how easy their family and friends found it to do so. 45 (65.2%) detainees responded that their family and friends could visit and 12 (17.4%) responded that they could not. A further 12 (17.4%) replied they had no friends or family in the UK who could visit. Seven individuals declined to answer this question. When asked how easy it is for their friends or family to visit them, of those who had friends or family in the UK who could come visit, 30 (52.6%) detainees ticked that it was 'hard' or

'very hard' while 27 (47.4%) ticked that it was 'easy' or 'very easy' for family or friends to come visit.

Detainees were asked for their experiences of services that were provided to them in the centre, including the complaints system, and access to translation services. There were 14 individuals who had made a formal complaint. Of these 3 (21.4%) were satisfied with how their complaint had been handled, while 10 (71.4%) were unsatisfied. The remaining individual opted not to report on whether they were satisfied or not.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. 13 (19.4%) respondents ticked 'yes', while 11 (16.4%) ticked 'no', and 43 respondents ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 16 (23.9%) people said 'yes', while 8 (11.9%) ticked 'no', and 43 respondents ticked that they did not need to use an interpreter.

When asked if anyone had given them advice on what to do if they were removed from the UK, 6 (8.8%) answered 'yes', 46 (67.6%) answered 'no', and 16 responded that they did not need advice. When asked if anyone here had given detainees advice on what to do if they were released in the UK, 6 (9.1%) answered 'yes', 46 (69.7%) answered 'no' and 14 responded that they did not need advice.

### Parts Three and Four: Quality of Life in Detention Measures

The following results are divided by topic. Raw numbers, percentages and mean scores are provided using the responses of all participants. Mean scores indicate within which answer the average response falls. For example, in the first question of the first table, the mean score = 2.5. This shows that the average response to the question 'This removal centre is clean' = 'sometimes'. Response codes are provided before each topic table to help interpret mean scores.

*Table 87. Services and cleanliness*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean CB | Mean all centres |
|---|---|---|---|---|---|---|---|
| This removal centre is clean | 10 (14.7%) | 22 (32.4%) | 24 (35.3%) | 11 (16.2%) | 1 (1.5%) | 2.5 | - |
| I have enough clothes | 16 (24.2%) | 19 (28.8%) | 19 (28.8%) | 11 (16.7%) | 1 (1.5%) | 2.4 | - |
| The food here is good | 6 (9.0%) | 7 (10.4%) | 26 (38.8%) | 25 (37.3%) | 3 (4.5%) | 3.0 | - |
| There are enough activities to do here | 11 (17.2%) | 9 (14.1%) | 19 (29.7%) | 19 (29.7%) | 6 (9.4%) | 2.5 | - |
| I spend most of my day in my room | 9 (13.4%) | 21 (31.3%) | 31 (46.3%) | 6 (9.0%) | 0 (0.0%) | 2.5 | - |

*Table 88. Living in the centre*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean CB | Mean all centres |
|---|---|---|---|---|---|---|---|
| I am not being treated as a human being in here | 19 (29.2%) | 18 (27.7%) | 19 (29.2%) | 6 (9.2%) | 3 (4.6%) | 2.1 | - |
| I can talk to an officer if I feel low | 7 (10.9%) | 29 (45.3%) | 12 (18.8%) | 6 (9.4%) | 10 (15.6%) | 2.0 | 2.3 |
| If I was worried I might hurt myself, I would tell an officer | 5 (7.6%) | 17 (25.8%) | 15 (22.7%) | 12 (18.2%) | 17 (25.8%) | 2.0 | - |
| If I was worried someone else might hurt themselves I would tell an officer | 17 (26.6%) | 28 (43.8%) | 5 (7.8%) | 4 (6.3%) | 19 (15.6%) | 1.6 | - |
| I am able to call my family or friends when I want to | 30 (43.5%) | 28 (40.6%) | 3 (4.3%) | 4 (5.8%) | 4 (5.8%) | 1.6 | - |

The only mean score difference for the living in the centre measure was 'I can talk to an officer if I feel low', (2.0 for Colnbrook and 2.3 across all other centres), which suggests detainees agree they are able to speak to an officer if they feel low in Colnbrook more than across other centres.

*Table 89. Officers and officer relationships*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean CB | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most officers are kind to me | 13 (18.6%) | 35 (50.0%) | 14 (20.0%) | 6 (8.6%) | 2 (2.9%) | 2.1 | - |
| Most officers talk to me with respect | 13 (18.6%) | 39 (55.7%) | 11 (15.7%) | 4 (5.7%) | 3 (4.3%) | 2.0 | - |
| Officers and detainees get along well here | 11 (16.4%) | 22 (32.8%) | 22 (32.8%) | 5 (7.5%) | 7 (10.4%) | 2.1 | - |
| I trust the officers in this removal centre | 9 (13.2%) | 19 (27.9%) | 22 (32.4%) | 11 (16.2%) | 7 (10.3%) | 2.3 | - |
| Officers here help me as quickly as they can | 10 (14.5%) | 25 (36.2%) | 26 (37.7%) | 7 (10.1%) | 1 (1.4%) | 2.4 | - |
| I can get help from an officer when I need it | 9 (13.2%) | 34 (50.0%) | 19 (27.9%) | 5 (7.4%) | 1 (1.5%) | 2.3 | - |
| I understand what the officers are telling me | 18 (26.5%) | 36 (52.9%) | 9 (13.2%) | 1 (1.5%) | 4 (5.9%) | 1.8 | - |
| Officers do not make racist comments here | 14 (20.9%) | 32 (47.8%) | 11 (16.4%) | 4 (6.0%) | 6 (9.0%) | 1.9 | - |
| If you do something wrong in this centre, officers take action | 19 (27.9%) | 28 (41.2%) | 6 (8.8%) | 2 (2.9%) | 13 (19.1%) | 1.5 | - |

*Table 90. Immigration staff in the centre*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean CB | Mean all centres |
|---|---|---|---|---|---|---|---|
| Immigration officers in this centre speak to me with respect | 16 (23.2%) | 13 (18.8%) | 28 (40.6%) | 7 (10.1%) | 5 (7.2%) | 2.2 | - |
| I understand what immigration staff in this centre tell me | 18 (26.9%) | 14 (20.9%) | 25 (37.2%) | 7 (10.4%) | 3 (4.5%) | 2.2 | - |
| Immigration officers in this centre treat all detainees the same | 8 (11.9%) | 21 (31.3%) | 12 (17.9%) | 15 (22.4%) | 11 (16.4%) | 2.2 | - |

*Table 91. Healthcare*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean CB | Mean all centres |
|---|---|---|---|---|---|---|---|
| Healthcare staff believe me | 10 (14.3%) | 12 (17.1%) | 22 (31.4%) | 16 (22.9%) | 10 (14.3%) | 2.3 | - |
| Healthcare here is as good as outside | 9 (12.9%) | 4 (5.7%) | 14 (20.0%) | 36 (51.4%) | 7 (10.0%) | 2.9 | - |
| I can see a doctor when I need to | 9 (13.2%) | 6 (8.8%) | 20 (29.4%) | 29 (42.6%) | 4 (5.9%) | 2.9 | - |
| I can see a dentist when I need to | 7 (10.3%) | 4 (5.9%) | 12 (17.6%) | 28 (41.2%) | 17 (25.0%) | 2.4 | - |
| The nurses talk to me with respect | 22 (31.4%) | 18 (25.7%) | 20 (28.6%) | 9 (12.9%) | 1 (1.4%) | 2.2 | - |

In the demographics section 52 (75.4%) respondents told us they had health problems or concerns.

*Table 92. Other detainees*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean CB | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most detainees talk to each other with respect | 12 (17.4%) | 29 (42.0%) | 20 (29.0%) | 4 (5.8%) | 4 (5.8%) | 2.1 | - |
| I do not trust most of the other detainees here | 10 (14.7%) | 33 (48.5%) | 13 (19.1%) | 4 (5.9%) | 8 (11.8%) | 1.9 | - |
| Some detainees bully others | 5 (7.4%) | 27 (39.7%) | 16 (23.5%) | 5 (7.4%) | 15 (22.1%) | 1.9 | - |
| People who don't speak English have a hard time in here | 25 (36.2%) | 28 (40.6%) | 8 (11.6%) | 2 (2.9%) | 6 (8.7%) | 1.6 | - |
| Detainees from different countries get along well here | 7 (10.1%) | 38 (55.1%) | 14 (20.3%) | 1 (1.4%) | 9 (13.0%) | 1.9 | - |
| Detainees from different religions get along well in here | 12 (17.4%) | 37 (53.6%) | 10 (14.5%) | 1 (1.4%) | 9 (13.0%) | 1.7 | - |
| I spend most of my time here alone | 14 (20.6%) | 26 (38.2%) | 20 (29.4%) | 3 (4.4%) | 5 (7.4%) | 2.0 | - |
| Illegal drugs are used by detainees here | 10 (15.2%) | 19 (28.8%) | 14 (21.2%) | 2 (3.0%) | 21 (31.8%) | 1.5 | - |
| Illegal drugs cause problems between detainees here | 17 (24.6%) | 17 (24.6%) | 11 (15.9%) | 3 (4.3%) | 21 (30.4%) | 1.4 | - |

*Table 93. Safety*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean CB | Mean all centres |
|---|---|---|---|---|---|---|---|
| Officers here make me feel safe | 7 (10.3%) | 31 (45.6%) | 12 (17.6%) | 13 (19.1%) | 5 (7.4%) | 2.3 | - |
| I feel safe around other detainees here | 6 (8.6%) | 29 (41.4%) | 14 (20.0%) | 14 (20.0%) | 7 (10.0%) | 2.3 | - |
| I feel safe in my room | 10 (14.9%) | 33 (49.3%) | 11 (16.4%) | 8 (11.9%) | 5 (7.5%) | 2.1 | - |
| I feel safe in the corridors here | 8 (12.7%) | 26 (41.3%) | 14 (22.2%) | 8 (12.7%) | 7 (11.1%) | 2.1 | - |
| I feel safe in the dining hall | 8 (11.4%) | 32 (45.7%) | 15 (21.4%) | 9 (12.9%) | 6 (8.6%) | 2.2 | - |
| I feel safe in the gym/sports hall | 12 (17.1%) | 29 (41.4%) | 12 (17.1%) | 8 (11.4%) | 9 (12.9%) | 2.0 | - |

Respondents were also asked if there were any other spaces where they did not feel safe and 22 people ticked 'yes' in the write-in box. Areas that were repeatedly described as unsafe were other people's rooms and 'everywhere'.

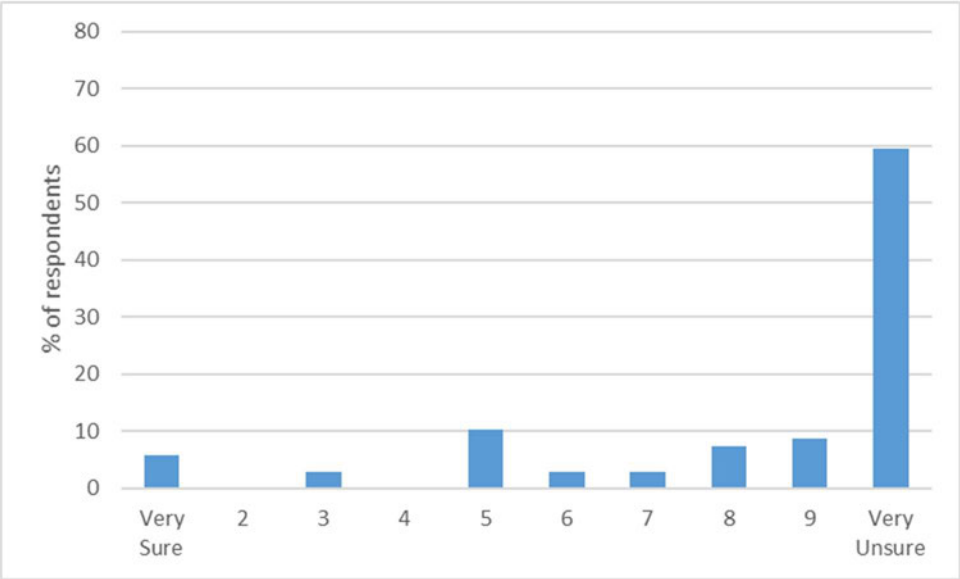
*Table 94. Casework and lawyers*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean CB | Mean all centres |
|---|---|---|---|---|---|---|---|
| I know what is happening in my immigration/asylum case | 11 (16.7%) | 10 (15.2%) | 23 (34.8%) | 14 (21.2%) | 8 (12.1%) | 2.4 | - |
| My lawyer explains my case in a language I understand | 32 (46.4%) | 14 (20.3%) | 8 (11.6%) | 7 (10.1%) | 8 (11.6%) | 1.6 | - |
| I call my lawyer when I need to | 30 (44.8%) | 12 (17.9%) | 12 (17.9%) | 5 (7.5%) | 8 (11.9%) | 1.6 | - |
| Staff here can help explain my case in a language I understand | 17 (25.0%) | 9 (13.2%) | 16 (23.5%) | 17 (25.0%) | 9 (13.2%) | 2.2 | - |
| I know which immigration case worker is working on my case | 10 (15.4%) | 7 (10.8%) | 14 (21.5%) | 24 (36.9%) | 10 (15.4%) | 2.5 | - |
| I can speak to my immigration case worker when I need to | 7 (10.4%) | 1 (1.5%) | 15 (22.4%) | 34 (50.7%) | 10 (14.9%) | 2.8 | - |

Detainees were asked, overall, how sure they were about what could happen next in their case. Respondents answered on a scale from 1 to 10, where 1 = very sure, and 10 = very unsure. The mean 'uncertainty' score was 8.3, and this was higher than the mean score across all other centres (7.5) which suggests detainees are more uncertain in Colnbrook than they are in other centres. The graph below illustrates the spread of uncertainty of those who responded to this question. Most notably, 59.4 per cent of the participants who responded ticked that they were very unsure.

*Figure 8. Measure of uncertainty in detention*




Part Five: Indicators of coping, ACDT and Trauma

The following results report a measure of 'coping' that has been developed from ongoing academic research in IRCs. It measures a series of symptoms of distress described to researchers, and replaces the previously used HSCL scale of depression. ***Detainees are asked how often they have felt each of the statements below in the last week.*** The results of the coping measure indicate that most detainees are suffering from multiple symptoms of distress. Individual indicators are displayed in the table below.

*Table 95. Coping with detention, measure of distress (negative questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I feel low in energy, slowed down | 6 (7.9%) | 19 (25.0%) | 18 (23.7%) | 23 (30.3%) | 1.9 | - |
| I feel restless | 3 (3.9%) | 22 (28.9%) | 20 (26.3%) | 21 (27.6%) | 1.9 | - |
| I have difficulty falling asleep | 5 (6.6%) | 11 (14.5%) | 19 (25.0%) | 34 (44.7%) | 2.2 | - |
| I wake up a lot during the night | 8 (10.5%) | 13 (17.1%) | 20 (26.3%) | 27 (35.5%) | 2.0 | - |
| I have thoughts of ending my life | 22 (28.9%) | 20 (26.3%) | 12 (15.8%) | 13 (17.1%) | 1.2 | - |
| I am crying easier than I used to | 18 (23.7%) | 23 (30.3%) | 13 (17.1%) | 12 (15.8%) | 1.3 | 1.6 |
| I feel everything is an effort | 5 (6.6%) | 20 (26.3%) | 22 (28.9%) | 15 (19.7%) | 1.8 | - |
| I get sudden feelings of panic | 10 (13.2%) | 21 (27.6%) | 16 (21.1%) | 19 (25.0%) | 1.7 | - |
| I have bad dreams | 6 (7.9%) | 23 (30.3%) | 16 (21.1%) | 22 (28.9%) | 2.0 | - |
| I have thoughts of hurting myself | 21 (27.6%) | 26 (34.2%) | 10 (13.2%) | 10 (13.2%) | 1.1 | - |

*Table 96. Coping with detention, measure of distress (positive questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All of the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I still enjoy the things I used to enjoy | 29 (38.2%) | 23 (30.3%) | 8 (10.5%) | 5 (6.6%) | 1.0 | - |
| I can laugh and see the funny side of things | 21 (27.6%) | 30 (39.5%) | 11 (14.5%) | 4 (5.3%) | 1.0 | - |
| I feel as hungry as I always have | 20 (26.3%) | 25 (32.9%) | 11 (14.5%) | 10 (13.2%) | 1.2 | - |
| I care about my appearance | 13 (17.1%) | 22 (28.9%) | 15 (19.7%) | 15 (19.7%) | 1.5 | - |
| I feel happy | 38 (50.0%) | 18 (23.7%) | 7 (9.2%) | 2 (2.6%) | 1.0 | - |
| I do not feel lonely | 16 (21.1%) | 25 (32.9%) | 16 (21.1%) | 10 (13.2%) | 1.3 | - |

The lowest score on the coping scale in this centre was 4 (with 0 as the minimum) and the highest 41 (from highest possible score of 42). Overall, the mean coping score for Colnbrook was 26.4, which is similar to the mean score for all the other centres.

All residents were asked in the survey if they had ever been on an ACDT at their current centre. To this question 8 (12.9%) people responded yes, in this centre and 2 (3.2%) responded yes, in another centre. 39 (62.9%) people responded no, 13 (21.0%) told us they were unsure, and 14 individuals declined to answer this question.

When analysed alongside the coping question regarding suicidal thoughts, of the 25 people who responded indicating that 'I have thoughts of ending my life' all the time or most of the time in the last 7 days, and who had also filled the question on the ACDT, only 4 (16.0%) had been on an ACDT while at their current centre while 5 (20.0%) did not know if they had been on an ACDT or not. The full results are provided in the table below.

*Table 97. Crosstabulation – ACDT and thoughts of ending life*

| | | Have you ever been on an ACDT (the orange/red book) plan while in detention? | | | |
|---|---|---|---|---|---|
| | | No | Yes, in this centre | Yes, in another removal centre | Don't know |
| **I have thoughts of ending my life** | Never | 18 | 0 | 0 | 2 |
| | Some of the time | 10 | 3 | 1 | 5 |
| | Most of the time | 6 | 1 | 1 | 1 |
| | All of the time | 4 | 3 | 0 | 4 |

The last question of the survey asked participants if they had ever experienced torture, domestic violence, rape, trafficking or another traumatic event. The table below shows the number of ticks per event.

*Table 98. Experiences of trauma*

| | N |
|---|---|
| Torture | 27 |
| Domestic Violence | 13 |
| Rape | 5 |
| Trafficking | 8 |
| Other traumatic event | 15 |

# Morton Hall IRC

**Executive Summary**

The response rate at Morton Hall was the lowest across the estate. One possible reason for the lower rate may have been that, at the time of the visit, there was a high proportion of Albanian nationals of whom, all but one, refused to complete the survey. Next time we will return with an Albanian-speaking researcher.

Those who did complete the survey reported similar responses to most questions as others across the estate. There were a few areas in which Morton Hall detainees offered different opinions. For example, they were more likely to report that they had access to enough clothes and their perception of the food was, on average, better than elsewhere. Conversely, they were slightly less able to call their families or friends. In conversation with men (and staff) in the centre, a number reported difficulties in mobile phone reception, which may explain this result.

Questions about officers' relationships yielded average replies, aside from the question about obtaining help from officers when needed; detainees in Morton Hall seemed to feel more confident they would be able to obtain this kind of help than detainees in other IRCs. Their perceptions of onsite immigration officers were also more positive.

Detainees were more positive about all aspects of healthcare provision at Morton Hall, other than their access to a dentist, than detainees in other centres. Scores for feeling as though the healthcare staff believed them and that nurses treat them with respect were particularly strong. Detainees also reported a reasonably high correlation between their feelings of ending their own life, and being on an ACDT.

## Method

This survey was administered across all IRCs by a team of researchers between the 29th and 30th of August 2019. Questionnaires were completed and returned by 55 residents across the centre, amounting to 21% of the population at the time of the visit. Responses have been anonymised, and any demographics which could identify participants have been excluded from this report. Surveys were available in English, Albanian, Arabic, Bengali, Chinese, Polish, Russian, Urdu and Vietnamese. Eleven residents chose to fill their survey in a language other than English.

## Results

### Part One: Demographics

Respondents of the survey reported 26 different nationalities. The youngest respondent was 20, the oldest 55 and the mean age of all those who filled a survey was 35.2. Residents of many different religions took part; the largest group were of Christian faith (17 respondents, 31.5%), while the second was the Muslim faith (16 respondents, 29.6%). The remaining religious groups had fewer than 10 respondents and thus have not been reported to protect the anonymity of those who filled out the survey.

The marital status of respondents showed 27 (51.9%) individuals who were not currently in a relationship, while 19 (36.6%) were either married, in a civil partnership or in an unspecified relationship. Residents were asked if they had family members in the UK. 28 (51.9%) respondents replied yes, while 26 (48.1%) replied no. 19 (35.2%) of those who filled the survey told us they had children. Of this total, 12 parents reported that their children lived in the UK. Two-thirds of these parents (8) lived in the same residence as their children before detention.

Most of those who completed the survey reported that they had been resident in the UK for many years. The average time respondents had lived in the UK before detention was 11.5 years. The table below illustrates the number of years spent in the UK by respondents.

*Table 99. Time spent in the UK, in years*

| Time in UK | N |
|---|---|
| Less than 1 year | 1 |
| 1-5 years | 7 |
| 6-10 years | 14 |
| 11-20 years | 18 |
| 21 Years and longer | 3 |

The average time respondents had been in Morton Hall was 1.7 months. Thirty-three (61.1%) respondents had spent 28 days or less in the removal centre, while 21 (38.9%) had spent 29 days or more. Twenty-four (43.6%) respondents had spent time in another removal centre, and 28 (50.9%) respondents had been in prison in the UK before their detention. The figure below illustrates the number of months individuals had spent in their current place of detention.

Of the total, 28 (50.9%) respondents had applied for asylum, and 28 (51.9%) had applied for immigration bail. 37 (68.5%) respondents told us they had an immigration solicitor, 14 (25.9%) did not, and 3 (5.6%) did not know if they had a solicitor.

Part Two: Activities and Service Provision

Participants were asked what they do most days in detention. The survey includes 7 set answers as well as the opportunity to write in any 'other' activity they wished. Table 95 reports the numbers of individuals responding to each option. Respondents were asked to tick all that applied.

*Table 100. What do you do most days in this removal centre?*

| | N |
|---|---|
| Talk with friends/ other detainees | 35 |
| Library | 24 |
| Gym/Sports | 22 |
| Religious Services | 16 |
| Paid Work | 15 |
| Nothing | 3 |
| Art/Craft | 2 |

A number of participants (8) also chose the 'other' category. Additions in the write-in section included educational activities, and watching sport.

Participants were then asked if any of the activities above made them feel good. Of the 49 residents who answered this question, 31 (63.3%) responded yes, and 18 (36.7%) responded no.

The table below details which activities respondents told us made them feel good. Results are presented as numbers, then as percentage of those respondents who identified this activity as a regular activity in the previous question.

*Table 101. Which activities make you feel good?*

| | N | % of those who take part |
|---|---|---|
| Talk with friends/ other detainees | 18 | 51.4 |
| Library | 13 | 54.2 |
| Religious Services | 12 | 75.0 |
| Gym/Sports | 12 | 54.5 |
| Paid Work | 9 | 60.0 |
| Art/Craft | 1 | 50.0 |

When asked who they talk to when they are upset, respondents most commonly chose the option 'nobody', with 18 people (32.7%) ticking this box. The full figures for this question appear in the table below.

*Table 102. Who in this centre do you talk to if you are upset?*

| | N |
|---|---|
| Nobody | 18 |
| Family/friends outside | 16 |
| Other detainees | 16 |
| Officers | 9 |
| Chaplain | 5 |
| Lawyer/Solicitor | 3 |
| Immigration staff | 1 |
| Outside organisations | 1 |
| Other | 2 |

Of respondents who reported the 'other' option of who they talk to when they are upset, notable responses included peer supporters, staff and doctors.

Residents were asked if their friends or families could visit them at their current centre and how easy their family and friends found it to do so. 23 (42.6%) detainees responded that their family and friends could visit and 16 (29.6%) responded that they could not. A further 15 (27.8%) replied they had no friends or family in the UK who could visit. One individual declined to answer this question. When asked how easy it is for their friends or family to visit them, of those who had friends or family in the UK who could come visit, 21 (58.3%) detainees ticked that it was 'hard' or 'very hard' while 15 (41.7%) ticked that it was 'easy' or 'very easy' for family or friends to come visit.

Detainees were asked for their experiences of services that were provided to them in the centre, including the complaints system, and access to translation services. There were 9 individuals who had made a formal complaint. Of these 0 (0.0%) were satisfied with how their complaint had been handled, while 8 (88.9%) were unsatisfied. The remaining individual opted not to report on whether they were satisfied or not.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. 11 (20.8%) respondents ticked 'yes', while 8 (15.1%) ticked 'no', and 34 respondents

ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 10 (18.9%) people said 'yes', while 9 (17.0%) ticked 'no', and 34 respondents ticked that they did not need to use an interpreter.

As part of gauging the detention experience, the survey includes a few questions about preparation for removal or release. When asked if anyone had given them advice on what to do if they were removed from the UK, 11 (20.4%) answered 'yes', 35 (64.8%) answered 'no', and 8 responded that they did not need advice. When asked if anyone here had given detainees advice on what to do if they were released in the UK, 10 (18.5%) answered 'yes', 40 (74.1%) answered 'no' and 4 responded that they did not need advice.

## Parts Three and Four: Quality of Life in Detention Measures

The following results are divided by topic. Raw numbers, percentages and mean scores are provided using the responses of all participants. Mean scores indicate within which answer the average response falls. For example, in the first question of the first table, the mean score = 2.7. This shows that the average response to the question 'This removal centre is clean' = 'sometimes'. Response codes are provided before each topic table to help interpret mean scores.

*Table 103. Services and cleanliness*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean MH | Mean all other centres |
|---|---|---|---|---|---|---|---|
| This removal centre is clean | 6 (10.9%) | 15 (27.3%) | 25 (45.5%) | 9 (16.4%) | 0 (0.0%) | 2.7 | - |
| I have enough clothes | 23 (41.8%) | 13 (23.6%) | 9 (16.4%) | 8 (14.5%) | 2 (3.6%) | 2.0 | 2.6 |
| The food here is good | 10 (18.2%) | 11 (20.0%) | 23 (41.8%) | 11 (20.0%) | 0 (0.0%) | 2.6 | 3.2 |
| There are enough activities to do here | 6 (10.9%) | 19 (34.5%) | 15 (27.3%) | 13 (23.6%) | 2 (3.6%) | 2.6 | - |
| I spend most of my day in my room | 8 (14.5%) | 22 (40.0%) | 19 (34.5%) | 6 (10.9%) | 0 (0.0%) | 2.4 | - |

*Table 104. Living in the centre*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean MH | Mean all centres |
|---|---|---|---|---|---|---|---|
| I am not being treated as a human being in here | 6 (10.9%) | 15 (27.3%) | 20 (36.4%) | 9 (16.4%) | 5 (9.1%) | 2.4 | - |
| I can talk to an officer if I feel low | 9 (16.4%) | 23 (41.8%) | 6 (10.9%) | 9 (16.4%) | 8 (14.5%) | 2.0 | - |
| If I was worried I might hurt myself, I would tell an officer | 7 (12.7%) | 17 (30.9%) | 11 (20.0%) | 7 (12.7%) | 13 (23.6%) | 1.9 | - |
| If I was worried someone else might hurt themselves I would tell an officer | 14 (25.9%) | 22 (40.7%) | 4 (7.4%) | 4 (7.4%) | 10 (18.5%) | 1.6 | - |
| I am able to call my family or friends when I want to | 13 (23.6%) | 30 (54.5%) | 5 (9.1%) | 6 (10.9%) | 1 (1.8%) | 2.0 | 1.7 |

*Table 105. Officers and officer relationships*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean MH | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most officers are kind to me | 16 (29.1%) | 27 (49.1%) | 7 (12.7%) | 4 (7.3%) | 1 (1.8%) | 2.0 | - |
| Most officers talk to me with respect | 14 (25.5%) | 31 (56.4%) | 4 (7.3%) | 4 (7.3%) | 2 (3.6%) | 1.9 | - |
| Officers and detainees get along well here | 10 (18.5%) | 26 (48.1%) | 8 (14.8%) | 4 (7.4%) | 6 (11.1%) | 1.9 | - |
| I trust the officers in this removal centre | 5 (9.1%) | 23 (41.8%) | 9 (16.4%) | 11 (20.0%) | 7 (12.7%) | 2.2 | - |
| Officers here help me as quickly as they can | 11 (20.8%) | 26 (49.1%) | 5 (9.4%) | 8 (15.1%) | 3 (5.7%) | 2.1 | 2.4 |
| I can get help from an officer when I need it | 12 (22.2%) | 26 (48.1%) | 9 (16.7%) | 5 (9.3%) | 2 (3.7%) | 2.1 | - |
| I understand what the officers are telling me | 18 (32.7%) | 24 (43.6%) | 9 (16.4%) | 2 (3.6%) | 2 (3.6%) | 1.8 | - |
| Officers do not make racist comments here | 16 (29.6%) | 19 (35.2%) | 5 (9.3%) | 6 (11.1%) | 8 (14.8%) | 1.7 | - |
| If you do something wrong in this centre, officers take action | 9 (16.4%) | 26 (47.3%) | 3 (5.5%) | 3 (5.5%) | 14 (25.5%) | 1.5 | - |

*Table 106. Immigration staff in the centre*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean MH | Mean all centres |
|---|---|---|---|---|---|---|---|
| Immigration officers in this centre speak to me with respect | 19 (34.5%) | 19 (34.5%) | 12 (21.8%) | 4 (7.3%) | 1 (1.8%) | 2.0 | - |
| I understand what immigration staff in this centre tell me | 23 (41.8%) | 18 (32.7%) | 7 (12.7%) | 5 (9.1%) | 2 (3.6%) | 1.8 | 2.1 |
| Immigration officers in this centre treat all detainees the same | 15 (27.3%) | 18 (32.7%) | 6 (10.9%) | 5 (9.1%) | 11 (20.0%) | 1.6 | 2.0 |

*Table 107. Healthcare*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean MH | Mean all centres |
|---|---|---|---|---|---|---|---|
| Healthcare staff believe me | 19 (35.8%) | 9 (17.0%) | 7 (13.2%) | 6 (11.3%) | 12 (22.6%) | 1.6 | 2.3 |
| Healthcare here is as good as outside | 15 (27.8%) | 6 (11.1%) | 14 (25.9%) | 13 (24.1%) | 6 (11.1%) | 2.2 | 2.8 |
| I can see a doctor when I need to | 13 (24.5%) | 13 (24.5%) | 11 (20.8%) | 13 (24.5%) | 3 (5.7%) | 2.3 | 2.8 |
| I can see a dentist when I need to | 10 (19.2%) | 8 (15.4%) | 12 (23.1%) | 15 (28.8%) | 7 (13.5%) | 2.4 | - |
| The nurses talk to me with respect | 27 (50.0%) | 19 (35.2%) | 1 (1.9%) | 4 (7.4%) | 3 (5.6%) | 1.6 | 2.1 |

In the demographics section 38 (69.1%) respondents told us they had health problems or concerns.

*Table 108. Other detainees*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean MH | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most detainees talk to each other with respect | 6 (11.3%) | 33 (62.3%) | 7 (13.2%) | 5 (9.4%) | 2 (3.8%) | 2.1 | - |
| I do not trust most of the other detainees here | 7 (13.0%) | 19 (35.2%) | 16 (29.6%) | 5 (9.3%) | 7 (13.0%) | 2.1 | - |
| Some detainees bully others | 10 (18.9%) | 19 (35.8%) | 10 (18.9%) | 5 (9.4%) | 9 (17.0%) | 1.9 | - |
| People who don't speak English have a hard time in here | 15 (27.8%) | 24 (44.4%) | 7 (13.0%) | 2 (3.7%) | 6 (11.1%) | 1.7 | - |
| Detainees from different countries get along well here | 8 (14.8%) | 25 (46.3%) | 9 (16.7%) | 5 (9.3%) | 7 (13.0%) | 1.9 | - |
| Detainees from different religions get along well in here | 8 (14.8%) | 25 (46.3%) | 12 (22.2%) | 1 (1.9%) | 8 (14.8%) | 1.8 | - |
| I spend most of my time here alone | 11 (20.8%) | 20 (37.7%) | 14 (26.4%) | 4 (7.5%) | 4 (7.5%) | 2.1 | - |
| Illegal drugs are used by detainees here | 7 (13.0%) | 10 (18.5%) | 10 (18.5%) | 7 (13.0%) | 20 (37.0%) | 1.6 | - |
| Illegal drugs cause problems between detainees here | 6 (11.1%) | 9 (16.7%) | 10 (18.5%) | 8 (14.8%) | 21 (38.9%) | 1.6 | - |

*Table 109. Safety*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean MH | Mean all centres |
|---|---|---|---|---|---|---|---|
| Officers here make me feel safe | 10 (18.2%) | 24 (43.6%) | 10 (18.2%) | 6 (10.9%) | 5 (9.1%) | 2.0 | - |
| I feel safe around other detainees here | 6 (10.9%) | 23 (41.8%) | 12 (21.8%) | 6 (10.9%) | 8 (14.5%) | 2.0 | - |
| I feel safe in my room | 14 (25.5%) | 27 (49.1%) | 4 (7.3%) | 6 (10.9%) | 4 (7.3%) | 1.9 | - |
| I feel safe in the corridors here | 8 (14.5%) | 26 (47.3%) | 9 (16.4%) | 6 (10.9%) | 6 (10.9%) | 2.0 | - |
| I feel safe in the dining hall | 9 (16.4%) | 27 (49.1%) | 11 (20.0%) | 5 (9.1%) | 3 (5.5%) | 2.1 | - |
| I feel safe in the gym/sports hall | 10 (18.2%) | 21 (38.2%) | 7 (12.7%) | 6 (10.9%) | 11 (20.0%) | 1.8 | - |

Respondents were also asked if there were any other spaces where they did not feel safe and 9 people ticked 'yes' in the write-in box. Additional areas that were described as unsafe were 'everywhere' or next to officers.

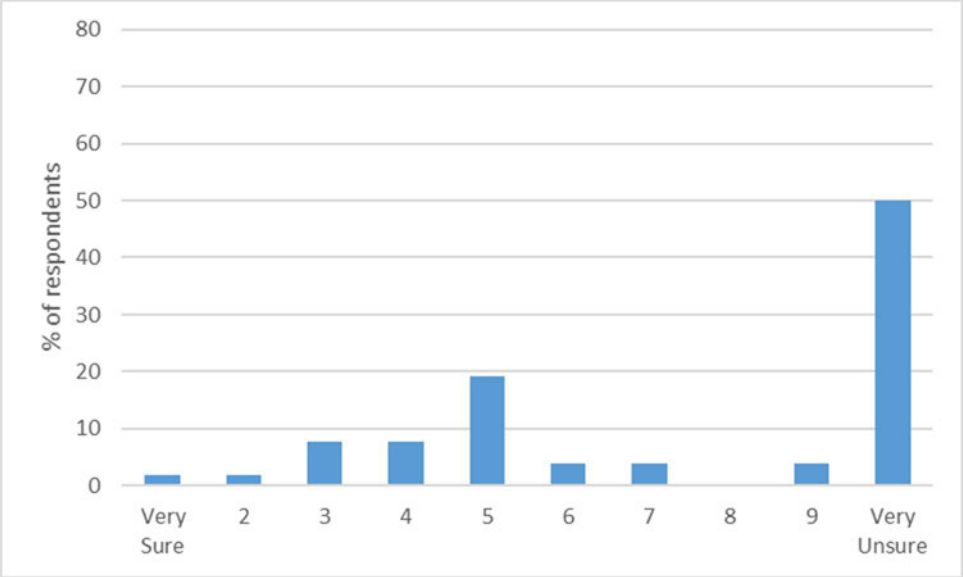
*Table 110. Casework and lawyers*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean MH | Mean all centres |
|---|---|---|---|---|---|---|---|
| I know what is happening in my immigration/asylum case | 4 (7.4%) | 6 (11.1%) | 22 (40.7%) | 14 (25.9%) | 8 (14.8%) | 2.6 | - |
| My lawyer explains my case in a language I understand | 14 (25.5%) | 17 (30.9%) | 11 (20.0%) | 5 (9.1%) | 8 (14.5%) | 1.8 | - |
| I call my lawyer when I need to | 19 (35.2%) | 13 (24.1%) | 10 (18.5%) | 6 (11.1%) | 6 (11.1%) | 1.8 | - |
| Staff here can help explain my case in a language I understand | 12 (22.2%) | 13 (24.1%) | 14 (25.9%) | 11 (20.4%) | 4 (7.4%) | 2.3 | - |
| I know which immigration case worker is working on my case | 9 (17.0%) | 8 (15.1%) | 10 (18.9%) | 18 (34.0%) | 8 (15.1%) | 2.4 | - |
| I can speak to my immigration case worker when I need to | 6 (10.9%) | 6 (10.9%) | 16 (29.1%) | 17 (30.9%) | 10 (18.2%) | 2.4 | - |

Detainees were asked, overall, how sure they were about what could happen next in their case. Respondents answered on a scale from 1 to 10, where 1 = very sure, and 10 = very unsure. The mean 'uncertainty' score was 7.4, and this did not differ from the mean score across all centres. The graph below illustrates the spread of uncertainty of those who responded to this question. Most notably, 50.0 per cent of the participants who responded ticked that they were very unsure.

*Figure 9. Measure of uncertainty in detention*




Part Five: Indicators of coping, ACDT and Trauma

The following results report a measure of 'coping' that has been developed from ongoing academic research in IRCs. It measures a series of symptoms of distress described to researchers, and replaces the previously used HSCL scale of depression. ***Detainees are asked how often they have felt each of the statements below in the last week.*** The results of the coping measure indicate that most detainees are suffering from multiple symptoms of distress. Individual indicators are displayed in the table below.

*Table 111. Coping with detention, measure of distress (negative questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I feel low in energy, slowed down | 8 (14.5%) | 14 (25.5%) | 16 (29.1%) | 17 (30.9%) | 1.8 | - |
| I feel restless | 7 (12.7%) | 17 (30.9%) | 12 (21.8%) | 19 (34.5%) | 1.1 | - |
| I have difficulty falling asleep | 8 (14.5%) | 8 (14.5%) | 12 (21.8%) | 25 (45.5%) | 2.0 | - |
| I wake up a lot during the night | 7 (12.7%) | 14 (25.5%) | 9 (16.4%) | 25 (45.5%) | 2.0 | - |
| I have thoughts of ending my life | 20 (36.4%) | 7 (12.7%) | 13 (23.6%) | 12 (21.8%) | 1.3 | - |
| I am crying easier than I used to | 24 (43.6%) | 7 (12.7%) | 11 (20.0%) | 13 (23.6%) | 1.2 | 1.6 |
| I feel everything is an effort | 15 (27.3%) | 16 (29.1%) | 7 (12.7%) | 17 (30.9%) | 1.5 | 1.9 |
| I get sudden feelings of panic | 9 (16.4%) | 15 (27.3%) | 10 (18.2%) | 21 (38.2%) | 1.8 | - |
| I have bad dreams | 10 (18.2%) | 11 (20.0%) | 9 (16.4%) | 25 (45.5%) | 1.9 | - |
| I have thoughts of hurting myself | 21 (38.2%) | 16 (29.1%) | 9 (16.4%) | 7 (12.7%) | 1.0 | - |

*Table 112. Coping with detention, measure of distress (positive questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All of the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I still enjoy the things I used to enjoy | 32 (58.2%) | 14 (25.5%) | 8 (14.5%) | 1 (1.8%) | 1.0 | - |
| I can laugh and see the funny side of things | 25 (45.5%) | 16 (29.1%) | 9 (16.4%) | 4 (7.3%) | 1.0 | - |
| I feel as hungry as I always have | 24 (43.6%) | 23 (41.8%) | 7 (12.7%) | 1 (1.8%) | 1.0 | 1.1 |
| I care about my appearance | 13 (23.6%) | 17 (30.9%) | 11 (20.0%) | 13 (23.6%) | 1.4 | - |
| I feel happy | 34 (61.8%) | 14 (25.5%) | 4 (7.3%) | 2 (3.6%) | 1.0 | - |
| I do not feel lonely | 19 (34.5%) | 17 (30.9%) | 8 (14.5%) | 10 (18.2%) | 1.2 | - |

The lowest score on the coping scale in this centre was 4 (with 0 as the minimum) and the highest 41 (from highest possible score of 42). Overall, the mean coping score for Morton Hall was 26.3, which is similar to the mean score for all the other centres.

All residents were asked in the survey if they had ever been on an ACDT at their current centre. To this question 7 (13.5%) people responded yes, in this centre and 0 (0.0%) responded yes, in another centre. 30 (57.7%) people responded no, 15 (28.8%) told us they were unsure, and 3 individuals declined to answer this question.

When analysed alongside the coping question regarding suicidal thoughts, of the 25 people who responded indicating that 'I have thoughts of ending my life' all the time or most of the time in the last 7 days, and who had also filled the question on the ACDT, 6 (24.0%) had been on an ACDT while at their current centre while 5 (20.0%) did not know if they had been on an ACDT or not. Twelve (48.0%) ticked that they had not been on an ACDT while at their current centre. The full results are provided in the table below.

*Table 113. Crosstabulation – ACDT and thoughts of ending life*

| | | Have you ever been on an ACDT (the orange/red book) plan while in detention? | | | |
|---|---|---|---|---|---|
| | | No | Yes, in this centre | Yes, in another removal centre | Don't know |
| **I have thoughts of ending my life** | Never | 14 | 0 | 0 | 5 |
| | Some of the time | 2 | 1 | 0 | 4 |
| | Most of the time | 9 | 2 | 0 | 1 |
| | All of the time | 3 | 4 | 0 | 4 |

The last question of the survey asked participants if they had ever experienced torture, domestic violence, rape, trafficking or another traumatic event. The table below shows the number of ticks per event.

*Table 114. Experiences of trauma*

| | N |
|---|---|
| Torture | 22 |
| Domestic Violence | 11 |
| Rape | 5 |
| Trafficking | 8 |
| Other traumatic event | 16 |

## Yarl's Wood IRC

**Executive Summary**

The findings from Yarl's Wood are broadly similar with those from across the estate. There are a few topics where respondents offer a distinct view. For instance, detainees in Yarl's Wood were slightly more likely to report that the IRC was clean than those elsewhere, and slightly more likely to report that there were enough activities to do.

Average scores on respect and relationships among detainees were also slightly better than in other IRCs. Thus, detainees were more likely to believe that detainees 'talk to each other with respect', that 'detainees from different countries get along well in here' and that 'detainees from different religions get along well in here'.

Perhaps relatedly, the detainees felt slightly safer in Yarl's Wood than in some other centres, at least among other detainees, officers and in their rooms. Scores for elsewhere in the centre were the same as elsewhere.

Notwithstanding these positive findings, detainees in Yarl's Wood reported that they were somewhat more likely to cry more easily than before they were detained.

## Yarl's Wood IRC

### Method

This survey was administered in Yarl's Wood IRC between the 12th and 13th of September 2019. Questionnaires were completed and returned by 52 residents across the centre, amounting to 41% of the population at the time of the visits. Responses have been anonymised, and any demographics which could identify participants have been excluded from this report. Surveys were available in English, Albanian, Arabic, Bengali, Chinese, Polish, Russian, Urdu and Vietnamese. Six residents chose to fill their survey in a language other than English.

### Results

#### Part One: Demographics

Respondents of the survey reported 21 different nationalities. The youngest respondent was 20, the oldest 59 and the mean age of all those who filled a survey was 38.1. Residents of many different religions took part; the largest group were of Christian faith (26 respondents, 55.3%). All other religions had less than 10 people answer this question and will not be reported to protect the anonymity of those who filled out the survey.

The marital status of respondents showed 19 (39.6%) individuals who were not currently in a relationship, while 23 (47.9%) were either married, in a civil partnership or in an unspecified relationship. Residents were asked if they had family members in the UK. Twenty-four (47.1%) respondents replied yes, while 27 (52.9%) replied no. Seventeen (33.3%) of those who filled the survey told us they had children. Of this total, 6 parents reported that their children lived in the UK. All of these parents (6) lived in the same residence as their children before detention.

Most of those who completed the survey reported that they had been resident in the UK for many years. The average time respondents had lived in the UK before detention was 8.4 years. The table below illustrates the number of years spent in the UK by respondents.

*Table 115. Time spent in the UK, in years*

| Time in UK | N |
|---|---|
| Less than 1 year | 6 |
| 1-5 years | 12 |
| 6-10 years | 14 |
| 11-20 years | 12 |
| 21 Years and longer | 2 |

The average time respondents had been in this centre was 1.5 months. Eighteen (35.3%) respondents had spent 28 days or less in the removal centre, while 33 (64.7%) had spent 29 days or more. Fourteen (27.5%) respondents had spent time in another removal centre, and 7 (14.3%) respondents had been in prison in the UK before their detention.

Of the total, 25 (51.0%) respondents had applied for asylum, and 22 (44.0%) had applied for immigration bail. 38 (74.5%) respondents told us they had an immigration solicitor, 13 (25.5%) did not, and 0 (0.0%) did not know if they had a solicitor.

## Part Two: Activities and Service Provision

Participants were asked what they do most days in detention. The survey includes 7 set answers as well as the opportunity to write in any 'other' activity they wished. Table 110 reports the numbers of individuals responding to each option. Respondents were asked to tick all that applied.

*Table 116. What do you do most days in this removal centre?*

| | N |
|---|---|
| Talk with friends/ other detainees | 31 |
| Religious Services | 17 |
| Gym/Sports | 16 |
| Library | 14 |
| Nothing | 8 |
| Paid Work | 4 |
| Art/Craft | 4 |

A number of participants (13) also chose the 'other' category. Recurring additions in the write-in section included being in the garden, wellbeing (psychologist), using the internet, helping others, board games, x-box, the salon and reading.

Participants were then asked if any of the activities above made them feel good. Of the 48 residents who answered this question, 34 (70.8%) responded yes, and 14 (29.2%) responded no.

Table 111 below details which activities respondents told us made them feel good. Results are presented as numbers, then as percentage of those respondents who identified this activity as a regular activity in the previous question. As above, notable responses in the 'other' category for this question were reading, board games, the salon, wellbeing (psychologist) as well as feeding the ducks.

*Table 117. Which activities make you feel good?*

| | N | % of those who take part |
|---|---|---|
| Talk with friends/ other detainees | 23 | 74.2 |
| Religious Services | 13 | 76.5 |
| Gym/Sports | 11 | 68.8 |
| Library | 10 | 71.4 |
| Art/Craft | 3 | 75.0 |
| Paid Work | 2 | 50.0 |

When asked who they talk to when they are upset, respondents most commonly chose the option of 'family/friends'; 44.2 per cent of those who answered this question ticked this box. Conversely, 17.3 per cent of those who answered this question disclosed they speak to 'nobody' if they are upset. These figures appear in the table below.

*Table 118. Who in this centre do you talk to if you are upset?*

| | N |
|---|---|
| Family/friends outside | 23 |
| Other detainees | 15 |
| Nobody | 9 |
| Chaplain | 4 |
| Officers | 2 |
| Lawyer/Solicitor | 2 |
| Outside organisations | 1 |
| Immigration staff | 0 |
| Other | 7 |

Of respondents who reported the 'other' option of who they talk to when they are upset, wellbeing was a recurring entry.

Residents were asked if friends or families could visit them at their current centre and how easy their family and friends found it to do so. 41 (78.8%) detainees responded that their family and friends could visit and 6 (11.5%) responded that they could not. A further 5 (9.6%) replied they had no friends or family in the UK who could visit. When asked how easy it is for their friends or family to visit them, of those who had friends or family in the UK who could come visit, 22 (46.8%) detainees ticked that it was 'hard' or 'very hard' while 25 (53.2%) ticked that it was 'easy' or 'very easy' for family or friends to come visit.

Detainees were asked for their experiences of services in the centre, including the complaints system, and access to translation services. There were 7 individuals who had made a formal complaint. Of these 5 (71.4%) were satisfied with how their complaint had been handled, while

0 (0.0%) were unsatisfied. The remaining two individuals opted not to report on whether they were satisfied or not.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. 21 (41.2%) respondents ticked 'yes', while 8 (15.7%) ticked 'no', and 22 respondents ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 14 (28.6%) people said 'yes', while 13 (26.5%) ticked 'no', and 22 respondents ticked that they did not need to use an interpreter.

When asked if anyone had given them advice on what to do if they were removed from the UK, 13 (25.5%) answered 'yes', 30 (58.8%) answered 'no', and 8 responded that they did not need advice. When asked if anyone here had given detainees advice on what to do if they were released in the UK, 16 (32.0%) answered 'yes', 27 (54.0%) answered 'no' and 7 responded that they did not need advice.

### Parts Three and Four: Quality of Life in Detention Measures

The following results are divided by topic. Raw numbers, percentages and mean scores are provided using the responses of all participants. Mean scores indicate within which answer the average response falls. For example, in the first question of the first table, the mean score = 2.2. This shows that the average response to the question 'This removal centre is clean' = 'most of the time'. Response codes are provided before each topic table to help interpret mean scores.

*Table 119. Services and cleanliness*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean YW | Mean all centres |
|---|---|---|---|---|---|---|---|
| This removal centre is clean | 18 (34.6%) | 10 (19.2%) | 20 (38.5%) | 4 (7.7%) | 0 (0.0%) | 2.2 | 2.6 |
| I have enough clothes | 13 (25.5%) | 12 (23.5%) | 15 (29.4%) | 9 (17.6%) | 2 (3.9%) | 2.3 | - |
| The food here is good | 7 (13.5%) | 4 (7.7%) | 19 (36.5%) | 21 (40.4%) | 1 (1.9%) | 3.0 | - |
| There are enough activities to do here | 9 (17.3%) | 13 (25.0%) | 16 (30.8%) | 8 (15.4%) | 6 (11.5%) | 2.2 | 2.6 |
| I spend most of my day in my room | 16 (30.8%) | 17 (32.7%) | 15 (28.8%) | 4 (7.7%) | 0 (0.0%) | 2.1 | - |

*Table 120. Living in the centre*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean YW | Mean all centres |
|---|---|---|---|---|---|---|---|
| I am not being treated as a human being in here | 13 (26.5%) | 14 (28.6%) | 9 (18.4%) | 9 (18.4%) | 4 (8.2%) | 2.1 | - |
| I can talk to an officer if I feel low | 8 (15.4%) | 18 (34.6%) | 15 (28.8%) | 6 (11.5%) | 5 (9.6%) | 2.2 | - |
| If I was worried I might hurt myself, I would tell an officer | 8 (15.7%) | 7 (13.7%) | 11 (21.6%) | 12 (23.5%) | 13 (25.5%) | 2.0 | - |
| If I was worried someone else might hurt themselves I would tell an officer | 14 (27.5%) | 16 (31.4%) | 8 (15.7%) | 5 (9.8%) | 8 (15.7%) | 1.8 | - |
| I am able to call my family or friends when I want to | 23 (44.2%) | 22 (42.3%) | 5 (9.6%) | 0 (0.0%) | 2 (3.8%) | 1.6 | - |

*Table 121. Officers and officer relationships*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean YW | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most officers are kind to me | 13 (27.7%) | 18 (38.3%) | 9 (19.1%) | 6 (12.8%) | 1 (2.1%) | 2.1 | - |
| Most officers talk to me with respect | 16 (32.0%) | 19 (38.0%) | 9 (18.0%) | 4 (8.0%) | 2 (4.0%) | 1.9 | - |
| Officers and detainees get along well here | 4 (9.3%) | 19 (44.2%) | 9 (20.9%) | 7 (16.3%) | 4 (9.3%) | 2.3 | - |
| I trust the officers in this removal centre | 7 (13.5%) | 22 (42.3%) | 6 (11.5%) | 16 (30.8%) | 1 (1.9%) | 2.6 | - |
| Officers here help me as quickly as they can | 8 (15.7%) | 22 (43.1%) | 10 (19.6%) | 10 (19.6%) | 1 (2.0%) | 2.4 | - |
| I can get help from an officer when I need it | 10 (19.2%) | 25 (48.1%) | 4 (7.7%) | 10 (19.2%) | 3 (5.8%) | 2.2 | - |
| I understand what the officers are telling me | 9 (17.3%) | 28 (53.8%) | 8 (15.4%) | 7 (13.5%) | 0 (0.0%) | 2.3 | - |
| Officers do not make racist comments here | 16 (32.7%) | 19 (38.8%) | 2 (4.1%) | 3 (6.1%) | 9 (18.4%) | 1.5 | - |
| If you do something wrong in this centre, officers take action | 12 (26.1%) | 21 (45.7%) | 2 (4.3%) | 3 (6.5%) | 8 (17.4%) | 1.6 | - |

*Table 122. Immigration staff in the centre*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean YW | Mean all centres |
|---|---|---|---|---|---|---|---|
| Immigration officers in this centre speak to me with respect | 16 (30.8%) | 14 (26.9%) | 14 (26.9%) | 5 (9.6%) | 3 (5.8%) | 2.0 | - |
| I understand what immigration staff in this centre tell me | 13 (25.0%) | 23 (44.2%) | 12 (23.1%) | 4 (7.7%) | 0 (0.0%) | 2.1 | - |
| Immigration officers in this centre treat all detainees the same | 11 (21.2%) | 14 (26.9%) | 10 (19.2%) | 4 (7.7%) | 13 (25.0%) | 1.6 | - |

*Table 123. Healthcare*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean YW | Mean all centres |
|---|---|---|---|---|---|---|---|
| Healthcare staff believe me | 14 (27.5%) | 8 (15.7%) | 10 (19.6%) | 16 (31.4%) | 3 (5.9%) | 2.4 | - |
| Healthcare here is as good as outside | 9 (18.0%) | 3 (6.0%) | 6 (12.0%) | 24 (48.0%) | 8 (16.0%) | 2.6 | - |
| I can see a doctor when I need to | 13 (25.5%) | 5 (7.8%) | 19 (37.3%) | 14 (27.5%) | 1 (2.0%) | 2.6 | - |
| I can see a dentist when I need to | 11 (21.6%) | 6 (11.8%) | 12 (23.5%) | 15 (29.4%) | 7 (13.7%) | 2.3 | - |
| The nurses talk to me with respect | 19 (37.3%) | 7 (13.7%) | 12 (23.5%) | 12 (23.5%) | 1 (2.0%) | 2.3 | - |

In the demographics section 26 (50.0%) respondents told us they had health problems or concerns.

*Table 124. Other detainees*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean YW | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most detainees talk to each other with respect | 12 (23.5%) | 28 (54.9%) | 5 (9.8%) | 1 (2.0%) | 5 (9.8%) | 1.7 | 2.1 |
| I do not trust most of the other detainees here | 10 (19.6%) | 10 (19.6%) | 16 (31.4%) | 5 (7.8%) | 11 (21.6%) | 1.8 | - |
| Some detainees bully others | 5 (10.2%) | 10 (20.4%) | 14 (28.6%) | 6 (12.2%) | 14 (28.6%) | 1.8 | - |
| People who don't speak English have a hard time in here | 19 (37.3%) | 16 (31.4%) | 3 (5.9%) | 5 (9.8%) | 8 (15.7%) | 1.6 | - |
| Detainees from different countries get along well here | 4 (8.2%) | 25 (51.0%) | 6 (12.2%) | 2 (4.1%) | 12 (24.5%) | 1.6 | 2.0 |
| Detainees from different religions get along well in here | 5 (10.0%) | 30 (60.0%) | 2 (4.0%) | 1 (2.0%) | 12 (24.0%) | 1.5 | 1.9 |
| I spend most of my time here alone | 12 (23.5%) | 19 (37.3%) | 15 (29.4%) | 4 (7.8%) | 1 (2.0%) | 2.2 | - |
| Illegal drugs are used by detainees here | 0 (0.0%) | 1 (2.0%) | 7 (13.7%) | 16 (31.4%) | 27 (52.9%) | 1.7 | - |
| Illegal drugs cause problems between detainees here | 2 (3.9%) | 2 (3.9%) | 8 (15.7%) | 9 (17.6%) | 30 (58.8%) | 1.3 | - |

*Table 125. Safety*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean YW | Mean all centres |
|---|---|---|---|---|---|---|---|
| Officers here make me feel safe | 13 (25.5%) | 23 (45.1%) | 7 (13.7%) | 5 (9.8%) | 3 (5.9%) | 2.0 | 2.3 |
| I feel safe around other detainees here | 7 (14.0%) | 27 (54.0%) | 7 (14.0%) | 7 (14.0%) | 2 (4.0%) | 2.2 | - |
| I feel safe in my room | 13 (26.0%) | 28 (56.0%) | 4 (8.0%) | 3 (6.0%) | 2 (4.0%) | 1.9 | - |
| I feel safe in the corridors here | 8 (15.7%) | 26 (51.0%) | 9 (17.6%) | 4 (7.8%) | 4 (7.8%) | 2.0 | - |
| I feel safe in the dining hall | 9 (17.6%) | 25 (49.0%) | 9 (17.6%) | 6 (11.8%) | 2 (3.9%) | 2.7 | - |
| I feel safe in the gym/sports hall | 7 (13.7%) | 24 (47.1%) | 3 (5.9%) | 4 (7.8%) | 13 (25.5%) | 1.6 | 2.0 |

Respondents were also asked if there were any other spaces where they did not feel safe and 16 people ticked 'yes' in the write-in box. Areas that were also described as unsafe were the legal department, healthcare, reception, garden and 'everywhere'. The legal department and healthcare were notably and repeatedly listed.

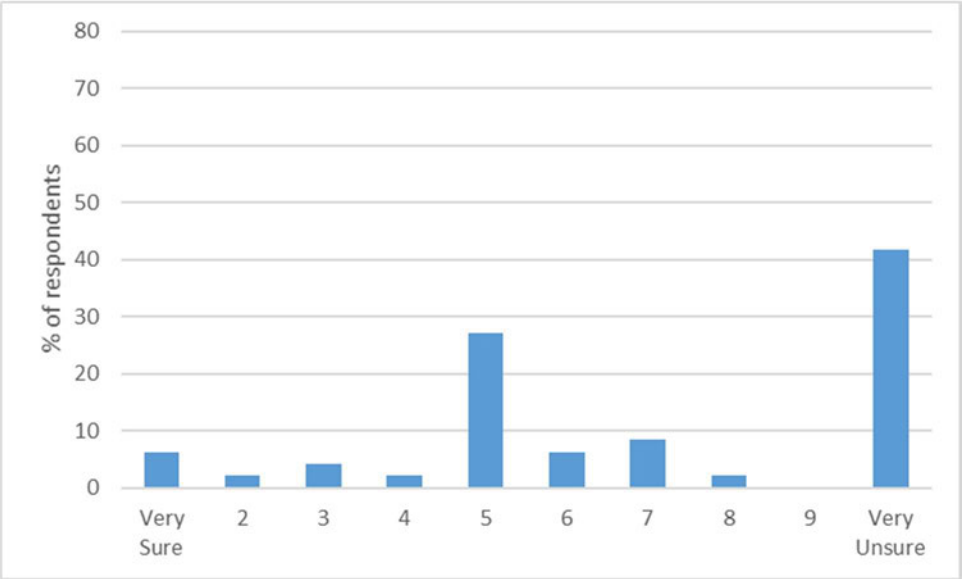
*Table 126. Casework and lawyers*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean YW | Mean all centres |
|---|---|---|---|---|---|---|---|
| I know what is happening in my immigration/asylum case | 7 (14.0%) | 9 (18.0%) | 19 (38.0%) | 11 (22.0%) | 4 (8.0%) | 2.5 | - |
| My lawyer explains my case in a language I understand | 26 (52.0%) | 10 (20.0%) | 7 (14.0%) | 1 (2.0%) | 6 (12.0%) | 1.4 | 1.7 |
| I call my lawyer when I need to | 22 (44.9%) | 8 (16.3%) | 10 (20.4%) | 3 (6.1%) | 6 (12.2%) | 1.6 | - |
| Staff here can help explain my case in a language I understand | 16 (30.8%) | 7 (13.5%) | 9 (17.3%) | 12 (23.1%) | 8 (15.4%) | 2.0 | - |
| I know which immigration case worker is working on my case | 8 (15.7%) | 5 (9.8%) | 5 (9.8%) | 21 (41.2%) | 12 (23.5%) | 2.3 | - |
| I can speak to my immigration case worker when I need to | 8 (15.7%) | 8 (15.7%) | 9 (17.6%) | 18 (35.3% | 8 (15.7%) | 2.4 | - |

Detainees were asked, overall, how sure they were about what could happen next in their case. Respondents answered on a scale from 1 to 10, where 1 = very sure, and 10 = very unsure. The mean 'uncertainty' score was 7.0, and this did not differ from the mean score across centres. The graph below illustrates the spread of uncertainty of those who responded to this question. Most notably, 41.7 per cent of the participants who responded ticked that they were very unsure.

*Figure 10. Measure of uncertainty in detention*




Part Five: Indicators of coping, ACDT and Trauma

The following results report a measure of 'coping' that has been developed from ongoing academic research in IRCs. It measures a series of symptoms of distress described to researchers, and replaces the previously used HSCL scale of depression. ***Detainees are asked how often they have felt each of the statements below in the last week.*** The results of the coping measure indicate that many detainees are suffering from multiple symptoms of distress. Individual indicators are displayed in the table below.

*Table 127. Coping with detention, measure of distress (negative questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I feel low in energy, slowed down | 5 (9.6%) | 13 (25.0%) | 13 (25.0%) | 19 (36.5%) | 1.9 | - |
| I feel restless | 9 (17.3%) | 13 (25.0%) | 4 (7.7%) | 22 (42.3%) | 1.8 | - |
| I have difficulty falling asleep | 4 (7.7%) | 10 (19.2%) | 10 (19.2%) | 28 (53.8%) | 2.2 | - |
| I wake up a lot during the night | 2 (3.8%) | 14 (26.9%) | 12 (23.1%) | 24 (46.2%) | 2.1 | - |
| I have thoughts of ending my life | 17 (32.7%) | 10 (19.2%) | 12 (23.1%) | 13 (25.0%) | 1.4 | - |
| I am crying easier than I used to | 9 (17.3%) | 6 (11.5%) | 10 (19.2%) | 26 (50.0%) | 2.0 | 1.5 |
| I feel everything is an effort | 5 (9.6%) | 10 (19.2%) | 12 (23.1%) | 17 (32.7%) | 1.9 | - |
| I get sudden feelings of panic | 9 (17.3%) | 14 (26.9%) | 12 (23.1%) | 14 (26.9%) | 1.6 | - |
| I have bad dreams | 9 (17.3%) | 8 (15.4%) | 14 (26.9%) | 19 (36.5%) | 1.9 | - |
| I have thoughts of hurting myself | 23 (44.2%) | 9 (17.3%) | 5 (9.6%) | 12 (23.1%) | 1.1 | - |

*Table 128. Coping with detention, measure of distress (positive questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All of the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I still enjoy the things I used to enjoy | 26 (50.0%) | 16 (30.8%) | 5 (9.6%) | 2 (3.8%) | 1.0 | - |
| I can laugh and see the funny side of things | 20 (38.5%) | 21 (40.4%) | 8 (15.4%) | 1 (1.9%) | 1.0 | - |
| I feel as hungry as I always have | 14 (26.9%) | 21 (40.4%) | 8 (15.4%) | 8 (15.4%) | 1.2 | - |
| I care about my appearance | 18 (34.6%) | 14 (26.9%) | 10 (19.2%) | 7 (13.5%) | 1.1 | - |
| I feel happy | 34 (65.4%) | 12 (23.1%) | 2 (3.8%) | 2 (3.8%) | 0.5 | - |
| I do not feel lonely | 19 (36.5%) | 14 (26.9%) | 7 (13.5%) | 7 (13.5%) | 1.0 | - |

The lowest score on the coping scale in this centre was 10 (with 0 as the minimum) and the highest 41 (from highest possible score of 42). Overall, the mean coping score for Yarl's Wood was 28.3, which is similar to the mean score for all the other centres.

All residents were asked in the survey if they had ever been on an ACDT at their current centre. To this question 4 (8.5%) people responded yes, in this centre and 0 (0.0%) responded yes, in another centre. 30 (63.8%) people responded no, 13 (27.7%) told us they were unsure, and 5 individuals declined to answer this question.

When analysed alongside the coping question regarding suicidal thoughts, of the 25 people who responded indicating that 'I have thoughts of ending my life' all the time or most of the time in the last 7 days, and who had also filled the question on the ACDT, 4 (16.0%) had been on an ACDT while at their current centre while 8 (32.0%) did not know if they had been on an ACDT or not. Nine (36.0%) ticked that they had not been on an ACDT while at their current centre. The full results are provided in the table below.

*Table 129. Crosstabulation – ACDT and thoughts of ending life*

| | | Have you ever been on an ACDT (the orange/red book) plan while in detention? | | | |
|---|---|---|---|---|---|
| | | No | Yes, in this centre | Yes, in another removal centre | Don't know |
| **I have thoughts of ending my life** | Never | 15 | 0 | 0 | 2 |
| | Some of the time | 6 | 0 | 0 | 3 |
| | Most of the time | 3 | 2 | 0 | 3 |
| | All of the time | 6 | 2 | 0 | 5 |

The last question of the survey asked participants if they had ever experienced torture, domestic violence, rape, trafficking or another traumatic event. The table below shows the number of ticks per event.

*Table 130. Experiences of trauma*

| | N |
|---|---|
| Torture | 16 |
| Domestic Violence | 12 |
| Rape | 8 |
| Trafficking | 4 |
| Other traumatic event | 13 |

## Dungavel IRC

**Executive Summary**

The research team visited Dungavel IRC last. Reflecting the small number of people held there at the time, the sample of respondents was small, although the response rate was high. Everyone in the centre was offered a survey.

As previous iterations of this survey have found, detainees at Dungavel, as at Tinsley House, were, broadly speaking, more positive about their experiences than elsewhere, although not on all parameters. Thus, for examples, they were more likely to perceive the centre as clean and the food as good, whereas they were no more likely to feel as though they had sufficient clothes. And indeed, over a third (34.8%) of the population said they 'never' had enough clothes.

In terms of dignity, detainees were less likely to feel as though they were not being treated as a human being. However, they were neither more nor less likely to talk to an officer if they felt low. So, too, scores for relationships with staff did not differ from the average across the estate.

In contrast, detainees in Dungavel were more positive about healthcare than in most other IRCs, on all parameters other than their access to a dentist. They were less likely to feel as though there some detainees bullied others, or that there were problems with drugs in Dungavel.

Dungavel scored very well on the safety questions, with detainees answering all questions in a more positive light than the average. Most strikingly, detainees in this establishment were significantly less distressed than detainees elsewhere, scoring quite differently on the coping scale than the national average. Relatedly, nobody reported having thoughts of ending their life 'all of the time', although three people did report having such thoughts 'most of the time', and none of them said they were currently or had ever been on an ACDT.

**Method**

This survey was administered in Dungavel IRC between the 19th and 20th of September 2019. Questionnaires were completed and returned by 24 residents across the centre, amounting to 41% of the population at the time of the visits. Responses have been anonymised, and any demographics which could identify participants have been excluded from this report. Surveys were available in English, Albanian, Arabic, Bengali, Chinese, Polish, Russian, Urdu and Vietnamese. Nine residents chose to fill their survey in a language other than English.

**Results**

**Part One: Demographics**

Respondents of the survey reported 13 different nationalities. The youngest respondent was 25, the oldest 51 and the mean age of all those who filled a survey was 35.6. Residents of many different religions took part; the largest group were of Christian faith (10 respondents, 43.5%). All other religions had fewer than 10 respondents and have not been published to protect the anonymity of those who filled out the survey.

The marital status of respondents showed 12 (54.5%) individuals who were not currently in a relationship, while 9 (40.9%) were either married, in a civil partnership or in an unspecified relationship. Residents were asked if they had family members in the UK. 10 (41.7%) respondents replied yes, while 14 (58.3%) replied no. 12 (52.2%) of those who filled the survey told us they had children. Of this total, 4 parents reported that their children lived in the UK. Three quarters of these parents (3) lived in the same residence as their children before detention.

Most of those who completed the survey reported that they had been resident in the UK for many years. The average time respondents had lived in the UK before detention was 10.8 years. The table below illustrates the number of years spent in the UK by respondents.

*Table 131. Time spent in the UK, in years*

| Time in UK | N |
|---|---|
| Less than 1 year | 1 |
| 1-5 years | 3 |
| 6-10 years | 3 |
| 11-20 years | 5 |
| 21 Years and longer | 1 |

The average time respondents had been in this centre was 1.9 months. Nine (37.5%) respondents had spent 28 days or less in the removal centre, while 15 (62.5%) had spent 29 days or more. Six (25.0%) respondents had spent time in another removal centre, and 18 (75.0%) respondents had been in prison in the UK before their detention. The figure below illustrates the number of months individuals had spent in their current place of detention.

Of the total, 11 (45.8%) respondents had applied for asylum, and 8 (38.1%) had applied for bail. Twenty-one (87.5%) respondents told us they had an immigration solicitor, 2 (8.3%) did not, and 1 (4.2%) did not know if they had a solicitor.

## Part Two: Activities and Service Provision

Participants were asked what they do most days in detention. The survey includes 7 set answers as well as the opportunity to write in any 'other' activity they wished. Table 125 lists the numbers of individuals responding to each option. Respondents were asked to tick all that applied.

*Table 132. What do you do most days in this removal centre?*

| | N |
|---|---|
| Gym/Sports | 13 |
| Library | 13 |
| Talk with friends/ other detainees | 10 |
| Paid Work | 7 |
| Nothing | 2 |
| Religious Services | 1 |
| Art/Craft | 1 |

A number of participants (2) also chose the 'other' category. 'Boring routine' was the only written text entered.

Participants were then asked if any of the activities above made them feel good. Of the 23 residents who answered this question, 16 (69.6%) responded yes, and 7 (30.4%) responded no.

Table 126 below details which activities respondents told us made them feel good. Results are presented as numbers, then as percentage of those respondents who identified this activity as a regular activity in the previous question.

*Table 133. Which activities make you feel good?*

| | N | % of those who take part |
|---|---|---|
| Gym/Sports | 10 | 76.9 |
| Library | 7 | 53.8 |
| Talk with friends/ other detainees | 6 | 60.0 |
| Paid Work | 4 | 57.1 |
| Religious Services | 1 | 100.0 |
| Art/Craft | 0 | 0.0 |

When asked who they talk to when they are upset, respondents most commonly chose the option of 'Nobody'; 9 people ticked this box. Full figures appear in Table 127 below.

*Table 134. Who in this centre do you talk to if you are upset?*

| | N |
|---|---|
| Nobody | 9 |
| Family/friends outside | 6 |
| Other detainees | 5 |
| Officers | 2 |
| Chaplain | 1 |
| Lawyer/Solicitor | 0 |
| Immigration staff | 0 |
| Outside organisations | 0 |
| Other | 0 |

Residents were asked if their friends or families could visit them at their current centre and how easy their family and friends found it to do so. 13 (59.1%) detainees responded that their family and friends could visit and 2 (9.1%) responded that they could not. A further 7 (31.8%) replied they had no friends or family in the UK who could visit. Two individuals declined to answer this question. When asked how easy it is for their friends or family to visit them, of those who had friends or family in the UK who could come visit, 11 (68.8%) detainees ticked that it was 'hard' or 'very hard' while 5 (31.3%) ticked that it was 'easy' or 'very easy' for family or friends to come visit.

Detainees were asked for their experiences of services that were provided to them in the centre, including the complaints system, and access to translation services. There were 5 individuals who had made a formal complaint. Of these, one individual (20.0%) was satisfied with how their complaint had been handled, while 3 (60.0%) were unsatisfied. The remaining individual opted not to report on whether they were satisfied or not.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. 13 (56.5%) respondents ticked 'yes', while 2 (8.7%) ticked 'no', and 8 respondents ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 11 (47.8%) people said 'yes', while 4 (17.4%) ticked 'no', and 8 respondents ticked that they did not need to use an interpreter.

As part of gauging the detention experience, the survey includes a few questions about preparation for removal or release. When asked if anyone had given them advice on what to do if they were removed from the UK, 8 (38.1%) answered 'yes', 10 (47.6%) answered 'no', and 3 responded that they did not need advice. When asked if anyone here had given detainees advice on what to do if they were released in the UK, 7 (30.4%) answered 'yes', 10 (43.5%) answered 'no' and 6 responded that they did not need advice.

The following results are divided by topic. Raw numbers, percentages and mean scores are provided using the responses of all participants. Mean scores indicate within which answer the average response falls. For example, in the first question of the first table, the mean score = 1.9. This shows that the average response to the question 'This removal centre is clean' = 'most of the time'. Response codes are provided before each topic table to help interpret mean scores.

*Table 135. Services and cleanliness*

*Always = 1* *Most of the time = 2* *Sometimes = 3* *Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean DG | Mean all Centres |
|---|---|---|---|---|---|---|---|
| This removal centre is clean | 8 (34.8%) | 9 (39.1%) | 6 (26.1%) | 0 (0.0%) | 0 (0.0%) | 1.9 | 2.6 |
| I have enough clothes | 5 (21.7%) | 5 (21.7%) | 5 (21.7%) | 8 (34.8%) | 0 (0.0%) | 2.7 | - |
| The food here is good | 4 (18.2%) | 9 (40.9%) | 7 (31.8%) | 2 (9.1%) | 0 (0.0%) | 2.3 | 3.1 |
| There are enough activities to do here | 6 (27.3%) | 6 (27.3%) | 6 (27.3%) | 3 (13.6%) | 1 (4.5%) | 2.2 | - |
| I spend most of my day in my room | 3 (13.0%) | 7 (30.4%) | 12 (52.2%) | 1 (4.3%) | 0 (0.0%) | 2.5 | - |

*Table 136. Living in the centre*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean DG | Mean all centres |
|---|---|---|---|---|---|---|---|
| I am not being treated as a human being in here | 2 (8.7%) | 3 (13.0%) | 13 (56.5%) | 4 (17.4%) | 1 (4.3%) | 2.7 | 2.1 |
| I can talk to an officer if I feel low | 3 (14.3%) | 11 (52.4%) | 5 (23.8%) | 2 (9.5%) | 0 (0.0%) | 2.3 | - |
| If I was worried I might hurt myself, I would tell an officer | 3 (14.3%) | 7 (33.3%) | 6 (28.6%) | 4 (19.0%) | 1 (4.8%) | 2.4 | - |
| If I was worried someone else might hurt themselves I would tell an officer | 4 (18.2%) | 10 (45.5%) | 7 (31.8%) | 0 (0.0%) | 1 (4.5%) | 2.1 | - |
| I am able to call my family or friends when I want to | 7 (31.8%) | 12 (54.5%) | 2 (9.1%) | 1 (4.5%) | 0 (0.0%) | 1.9 | - |

*Table 137. Officers and officer relationships*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean DG | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most officers are kind to me | 6 (27.2%) | 12 (54.5%) | 4 (18.2%) | 0 (0.0%) | 0 (0.0%) | 1.9 | - |
| Most officers talk to me with respect | 4 (17.4%) | 12 (52.2%) | 6 (26.1%) | 0 (0.0%) | 1 (4.3%) | 2.0 | - |
| Officers and detainees get along well here | 5 (21.7%) | 13 (56.5%) | 4 (17.4%) | 1 (4.3%) | 0 (0.0%) | 2.0 | - |
| I trust the officers in this removal centre | 5 (22.7%) | 8 (36.4%) | 5 (22.7%) | 2 (9.1%) | 2 (9.1%) | 2.0 | - |
| Officers here help me as quickly as they can | 8 (34.8%) | 9 (39.1%) | 3 (13.0%) | 3 (13.0%) | 0 (0.0%) | 2.0 | - |
| I can get help from an officer when I need it | 5 (21.7%) | 11 (47.8%) | 4 (17.4%) | 2 (8.7%) | 1 (4.3%) | 2.0 | - |
| I understand what the officers are telling me | 5 (2.17%) | 16 (69.6%) | 1 (4.3%) | 0 (0.0%) | 1 (4.3%) | 1.7 | - |
| Officers do not make racist comments here | 7 (30.4%) | 11 (47.8%) | 3 (13.0%) | 1 (4.3%) | 1 (4.3%) | 1.8 | - |
| If you do something wrong in this centre, officers take action | 3 (14.3%) | 14 (66.7%) | 1 (4.8%) | 0 (0.0%) | 3 (14.3%) | 1.6 | - |

*Table 138. Immigration staff in the centre*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean DG | Mean all centres |
|---|---|---|---|---|---|---|---|
| Immigration officers in this centre speak to me with respect | 7 (30.4%) | 7 (30.4%) | 6 (26.1%) | 2 (8.7%) | 1 (4.3%) | 2.0 | - |
| I understand what immigration staff in this centre tell me | 10 (45.5%) | 8 (36.4%) | 3 (13.6%) | 0 (0.0%) | 1 (4.5%) | 1.6 | 2.1 |
| Immigration officers in this centre treat all detainees the same | 11 (50.0%) | 3 (13.6%) | 3 (13.6%) | 4 (18.2%) | 1 (4.5%) | 1.9 | - |

*Table 139. Healthcare*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable/ Don't know | Mean DG | Mean all centres |
|---|---|---|---|---|---|---|---|
| Healthcare staff believe me | 8 (36.4%) | 5 (22.7%) | 3 (13.6%) | 2 (9.1%) | 4 (18.2%) | 1.6 | 2.3 |
| Healthcare here is as good as outside | 8 (38.1%) | 3 (14.3%) | 3 (14.3%) | 5 (23.8%) | 2 (9.5%) | 2.0 | 2.8 |
| I can see a doctor when I need to | 8 (36.4%) | 4 (18.2%) | 4 (18.2%) | 4 (18.2%) | 2 (9.1%) | 2.0 | 2.8 |
| I can see a dentist when I need to | 7 (31.8%) | 2 (9.1%) | 4 (18.2%) | 6 (27.2%) | 3 (13.6%) | 2.1 | - |
| The nurses talk to me with respect | 10 (45.5%) | 8 (36.4%) | 1 (4.5%) | 1 (4.5%) | 2 (9.1%) | 1.5 | 2.1 |

In the demographics section 14 (58.3%) respondents told us they had health problems or concerns.

*Table 140. Other detainees*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable / Don't know | Mean DG | Mean all centres |
|---|---|---|---|---|---|---|---|
| Most detainees talk to each other with respect | 7 (30.4%) | 11 (47.8%) | 5 (21.7%) | 0 (0.0%) | 0 (0.0%) | 1.9 | - |
| I do not trust most of the other detainees here | 5 (23.8%) | 10 (47.6%) | 4 (19.0%) | 0 (0.0%) | 2 (9.5%) | 1.8 | - |
| Some detainees bully others | 2 (8.7%) | 8 (34.8%) | 8 (34.8%) | 4 (17.4%) | 1 (4.3%) | 2.5 | 1.9 |
| People who don't speak English have a hard time in here | 7 (35.0%) | 11 (55.0%) | 0 (0.0%) | 1 (5.0%) | 1 (5.0%) | 1.7 | - |
| Detainees from different countries get along well here | 6 (26.1%) | 13 (56.5%) | 2 (8.7%) | 1 (4.3%) | 1 (4.3%) | 1.8 | - |
| Detainees from different religions get along well in here | 7 (30.4%) | 12 (52.2%) | 2 (8.7%) | 1 (4.3%) | 1 (4.3%) | 1.8 | - |
| I spend most of my time here alone | 4 (17.4%) | 11 (47.8%) | 7 (30.4%) | 0 (0.0%) | 1 (4.3%) | 2.0 | - |
| Illegal drugs are used by detainees here | 2 (8.7%) | 2 (8.7%) | 7 (30.4%) | 7 (30.4%) | 5 (21.7%) | 2.4 | 1.6 |
| Illegal drugs cause problems between detainees here | 2 (8.7%) | 4 (17.4%) | 6 (26.1%) | 6 (26.1%) | 5 (21.7%) | 2.3 | 1.5 |

*Table 141. Safety*

*Strongly Agree = 1  Agree = 2  Disagree = 3  Strongly Disagree = 4*

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not applicable/ Don't know | Mean DG | Mean all centres |
|---|---|---|---|---|---|---|---|
| Officers here make me feel safe | 5 (22.7%) | 13 (59.1%) | 3 (13.6%) | 1 (4.5%) | 0 (0.0%) | 2.0 | - |
| I feel safe around other detainees here | 3 (13.0%) | 16 (69.6%) | 2 (8.7%) | 1 (4.3%) | 1 (4.3%) | 2.0 | - |
| I feel safe in my room | 5 (21.7%) | 15 (65.2%) | 3 (13.0%) | 0 (0.0%) | 0 (0.0%) | 1.9 | - |
| I feel safe in the corridors here | 6 (27.3%) | 12 (54.3%) | 4 (18.2%) | 0 (0.0%) | 0 (0.0%) | 1.9 | - |
| I feel safe in the dining hall | 7 (30.4%) | 12 (52.2%) | 3 (13.0%) | 1 (4.3%) | 0 (0.0%) | 1.9 | - |
| I feel safe in the gym/sports hall | 7 (31.8%) | 11 (50.0%) | 2 (9.1%) | 2 (9.1%) | 0 (0.0%) | 2.0 | - |

Respondents were also asked if there were any other spaces where they did not feel safe and three people ticked 'yes'. In the write-in box, other areas described as unsafe were the bathroom and garden.

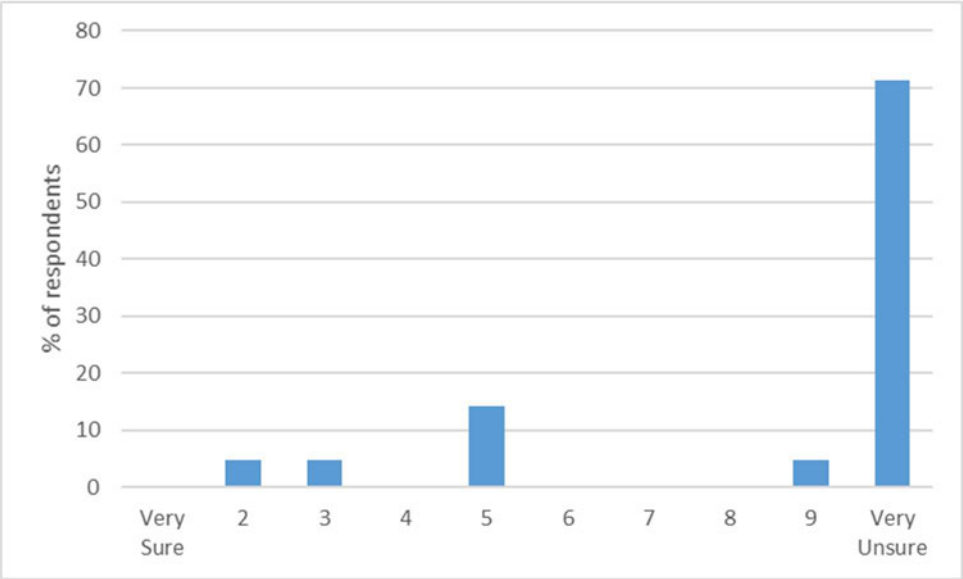
*Table 142. Casework and lawyers*

*Always = 1  Most of the time = 2  Sometimes = 3  Never = 4*

| | Always | Most of the time | Sometimes | Never | Not applicable / Don't know | Mean DG | Mean all centres |
|---|---|---|---|---|---|---|---|
| I know what is happening in my immigration/asylum case | 8 (40.0%) | 6 (30.0%) | 3 (15.0%) | 3 (15.0%) | 0 (0.0%) | 2.1 | - |
| My lawyer explains my case in a language I understand | 11 (61.1%) | 3 (16.7%) | 2 (11.1%) | 1 (5.6%) | 1 (5.6%) | 1.5 | - |
| I call my lawyer when I need to | 13 (65.0%) | 5 (25.0%) | 1 (5.0%) | 1 (5.0%) | 0 (0.0%) | 1.5 | - |
| Staff here can help explain my case in a language I understand | 8 (40.0%) | 5 (25.0%) | 2 (10.0%) | 4 (20.0%) | 1 (5.0%) | 2.0 | - |
| I know which immigration case worker is working on my case | 5 (25.0%) | 3 (15.0%) | 1 (5.0%) | 8 (40.0%) | 3 (15.0%) | 2.3 | - |
| I can speak to my immigration case worker when I need to | 6 (30.0%) | 1 (5.0%) | 1 (5.0%) | 9 (45.0%) | 3 (15.0%) | 2.4 | - |

Detainees were asked, overall, how sure they were about what could happen next in their case. Respondents answered on a scale from 1 to 10, where 1 = very sure, and 10 = very unsure. The mean 'uncertainty' score was 8.5, and this did not differ from the mean score across centres. The graph below illustrates the spread of uncertainty of those who responded to this question. Most notably, 71.4 per cent of the participants who responded ticked that they were very unsure.

*Table 143. Measure of uncertainty in detention*




Part Five: Indicators of coping, ACDT and Trauma

The following results report a measure of 'coping' that has been developed from ongoing academic research in IRCs. It measures a series of symptoms of distress described to researchers, and replaces the previously used HSCL scale of depression. ***Detainees are asked how often they have felt each of the statements below in the last week.*** The results of the coping measure indicate that most detainees are suffering from multiple symptoms of distress. Individual indicators are displayed in the table below.

*Table 144. Coping with detention, measure of distress (negative questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I feel low in energy, slowed down | 1 (4.2%) | 9 (37.5%) | 7 (29.2%) | 3 (12.5%) | 1.6 | - |
| I feel restless | 2 (8.3%) | 8 (33.3%) | 9 (37.5%) | 1 (4.2%) | 1.5 | 1.8 |
| I have difficulty falling asleep | 1 (4.2%) | 5 (20.8%) | 7 (29.2%) | 7 (29.2%) | 2.0 | - |
| I wake up a lot during the night | 2 (8.3%) | 4 (16.7%) | 12 (50.0%) | 3 (12.5%) | 1.8 | - |
| I have thoughts of ending my life | 7 (29.2%) | 8 (33.3%) | 3 (12.5%) | 0 (0.0%) | 1.0 | 1.4 |
| I am crying easier than I used to | 5 (20.8%) | 8 (33.3%) | 9 (37.5%) | 0 (0.0%) | 1.2 | - |
| I feel everything is an effort | 1 (4.2%) | 6 (25.0%) | 9 (37.5%) | 3 (12.5%) | 1.8 | - |
| I get sudden feelings of panic | 3 (12.5%) | 9 (37.5%) | 7 (29.2%) | 1 (4.2%) | 1.3 | 1.9 |
| I have bad dreams | 2 (8.3%) | 9 (37.5%) | 8 (33.3%) | 2 (8.3%) | 1.5 | 2.0 |
| I have thoughts of hurting myself | 9 (37.5%) | 8 (33.3%) | 3 (12.5%) | 0 (0.0%) | 1.0 | 1.1 |

*Table 145. Coping with detention, measure of distress (positive questions)*

*Never = 0  Some of the time = 1  Most of the time = 2  All of the time = 3*

| | Never | Some of the time | Most of the time | All of the time | Mean | Mean all centres |
|---|---|---|---|---|---|---|
| I still enjoy the things I used to enjoy | 6 (25.0%) | 9 (37.5%) | 1 (4.2%) | 2 (8.3%) | 1.0 | - |
| I can laugh and see the funny side of things | 1 (4.2%) | 12 (50%) | 3 (12.5%) | 2 (8.3%) | 1.3 | 1.0 |
| I feel as hungry as I always have | 4 (16.7%) | 9 (37.5%) | 5 (20.8%) | 0 (0/0%) | 1.1 | - |
| I care about my appearance | 3 (12.5%) | 6 (25.0%) | 7 (29.2%) | 1 (4.2%) | 1.4 | - |
| I feel happy | 10 (41.7%) | 7 (29.2%) | 2 (8.3%) | 0 (0.0%) | 1.0 | - |
| I do not feel lonely | 5 (20.8%) | 5 (20.8%) | 7 (29.2%) | 4 (16.7%) | 1.5 | - |

The lowest score on the coping scale in this centre was 11 (with 0 as the minimum) and the highest 30 (from highest possible score of 42). Overall, the mean coping score for Dungavel was 23.6, which is significantly lower than the mean score for all the other centres, 27.0.

All residents were asked in the survey if they had ever been on an ACDT at their current centre. To this question 1 (5.0%) person responded yes, in this centre and 1 (5.0%) responded yes, in another centre. 11 (55.0%) people responded no, 7 (35.0%) told us they were unsure, and 4 individuals declined to answer this question.

When analysed alongside the coping question regarding suicidal thoughts, of the 3 people who responded indicating that 'I have thoughts of ending my life' all the time or most of the time in the last 7 days, all three (100.0%) ticked that they had not been on an ACDT while at their current centre. The full results are provided in the table below.

*Table 146. Crosstabulation – ACDT and thoughts of ending life*

| | | Have you ever been on an ACDT (the orange/red book) plan while in detention? | | | |
|---|---|---|---|---|---|
| | | No | Yes, in this centre | Yes, in another removal centre | Don't know |
| **I have thoughts of ending my life** | Never | 6 | 0 | 0 | 1 |
| | Some of the time | 2 | 1 | 1 | 4 |
| | Most of the time | 3 | 0 | 0 | 0 |
| | All of the time | - | - | - | - |

The last question of the survey asked participants if they had ever experienced torture, domestic violence, rape, trafficking or another traumatic event. The table below shows the number of ticks per event.

*Table 147. Experiences of trauma*

| | N |
|---|---|
| Torture | 2 |
| Domestic Violence | 3 |
| Rape | 0 |
| Trafficking | 2 |
| Other traumatic event | 6 |

# Appendix I – Scales and Measures

*Mean Score Calculations*

For all measures of the MQLD, statistical analyses are run to compare the mean scores for each removal centre against the mean scores of all other removal centres. Mean score differences have been reported whenever a difference has been found that is statistically significant. Mean scores are tested using Independent Samples T-Tests, and means are reported if they are significant at the level of p=<0.5. as is typical for social science research.

*Dimensions*

The MQLD comprises six dimensions which are derived from survey questions closely related to one another. Each dimension is based on extensive academic research and are believed to impact on the experience of immigration detention. All dimensions are based on different scales, depending on the number of questions included. In all cases 0 represents the lowest possible score and higher scores represent negative experiences of the dimensions. In the table below minimum and maximum scores are presented for each dimension. When questions are asked in the negative the scores are reversed to align with the derived scales.

*Table 148. Dimension Minimum and Maximum Scores*

| Dimension | Minimum | Maximum |
|---|---|---|
| Institutional decency | 0 | 20 |
| Healthcare and trust | 0 | 48 |
| Safety | 0 | 36 |
| Detainee cohesion | 0 | 20 |
| Immigration fairness and consistency | 0 | 24 |
| Officer respect | 0 | 40 |

The dimensions are:

**Institutional decency,** the physical environment of the centres, and services such as food, communication and fulfilment of basic needs. Questions included:

Part 3. Question 1. This removal centre is clean.

Part 3. Question 2. I have enough clothes

Part 3. Question 3. The food here is good

Part 3. Question 4. There are enough activities to do here

Part 3. Question 10. I am able to call my friends and family when I want to

**Officer respect**, the extent to which officers are considered reasonable, appropriate, and supportive. Questions included:

Part 3. Question 7. I can talk to an officer if I feel low

Part 3. Question 8. If I was worried I might hurt myself, I would tell an officer

Part 3. Question 9. If I was worried someone else might hurt themselves I would tell an officer

Part 3. Question 11. Most officers here are kind to me

Part 3. Question 12. Most officers talk to me with respect

Part 3. Question 13. Officers and detainees get along well here

Part 3. Question 14. I trust officers in this removal centre

Part 3. Question 15. Officers help me as quickly as they can

Part 3. Question 16. I can get help from an officer when I need it

Part 3. Question 17. I understand what the officers are telling me

Part 3. Question 18. Officers do not make racist comments here

Part 3. Question 19. If you do something wrong in this Centre, officers take action

**Immigration fairness and consistency,** the clarity, predictability and reliability of the immigration system and staff. Questions included:

Part 3. Question 20. Immigration staff in this Centre speak to me with respect

Part 3. Question 21. I understand what immigration staff in this Centre tell me

Part 3. Question 22. Immigration staff in this Centre treat all detainees the same

Part 4. Question 1. I know what is happening in my immigration/asylum case

Part 4. Question 2. My lawyer explains my case in a language I understand

Part 4. Question 3. I can call my lawyer when I need to

Part 4. Question 4. Staff here can explain my case in a language I understand

Part 4. Question 5. I know which immigration case worker in working on my case

Part 4. Question 6. I can speak to my immigration case worker when I need to

**Healthcare and trust,** feeling and believing they are receiving and have access to good healthcare (doctors, nurses, dentists). Questions included:

Part 3. Question 23. Healthcare staff believe me

Part 3. Question 24. Healthcare here is as good as it is outside

Part 3. Question 25. I can see a doctor when I need to

Part 3. Question 26. I can see a dentist when I need to

Part 3. Question 27. The nurses talk to me with respect

**Safety,** the feeling of security or protection from harm, threat and danger. Questions included:

Part 3. Question 37. Officers here make me feel safe

Part 3. Question 38. I feel safe around other detainees here

Part 3. Question 39. I feel safe in my room

Part 3. Question 40. I feel safe in the corridors here

Part 3. Question 41. I feel safe in the dining room

Part 3. I feel safe in the gym/sports hall

**Detainee cohesion,** the relationship between individuals and other detainees in relation to diversity, safety and drug use. Questions included:

Part 3. Question 28. Most detainees talk to each other with Respect

Part 3. Question 29. I do not trust most of the other detainees here

Part 3. Question 30. Some detainees bully others

Part 3. Question 31. People who don't speak English have a hard time in here

Part 3. Question 32. Detainees from different countries get along well in here

Part 3. Question 33. Detainees from different countries get along well in here

Part 3. Question 34. I spend most of my time here alone

Part 3. Question 35. Illegal drugs are used by detainees here

Part 3. Question 36. Illegal drugs cause problems between detainees here

Part 3. Question 5. I spend most of my day in my room.

*The Coping Scale*

The coping scale tests how well individuals are coping in immigration detention. The measure comprises 14 questions that are illustrative of how individuals experience distress in immigration detention, based on extensive previous research. The questions used for the scale are:

Part 5. Question a. I feel low in energy, slowed down

Part 5. Question b. I still enjoy the things I used to enjoy

Part 5. Question c. I can laugh and see the funny side of things

Part 5. Question d. I feel restless

Part 5. Question e. I have difficulty falling asleep

Part 5. Question f. I wake up a lot during the night

Part 5. Question h. I am crying easier than I used to

Part 5. Question i. I feel everything is an effort

Part 5. Question j. I get sudden feelings of panic

Part 5. Question k. I have bad dreams

Part 5. Question l. I feel as hungry as I always have

Part 5. Question m. I care about my appearance

Part 5. Question n. I feel happy

Part 5. Question p. I do not feel lonely

The scores on the coping measure are calculated by adding the scores obtained by individuals for the questions above. Each individual question will score between 0 and 3, and then the mean score for all respondents across each of the questions is calculated. The measure on the survey itself contains 16 measures in total. The questions 'g.': 'I have thoughts of ending my life', and 'o.': 'I have thoughts of harming myself' are considered separately due to the gravity of their nature, meaning that the coping scale is made up of 14 of the 16 items. Respondents must have completed all 14 questions to be included in the calculation. The coping scale is calculated by adding the scores of all individuals answers to 14 questions of the coping measure to create a coping scale 'score'. The lowest possible score on the measure is 0 and the highest 42. Higher scores on the scale suggest individuals are coping less well than those who achieve lower scores.