



**Interim Report**  
of the  
**Independent Monitoring Board**  
at  
**Dungavel**  
**Immigration Removal Centre**  
for reporting period  
(1 January 2018 –30 June 2018)  
Published  
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*Monitoring fairness and respect for people in custody*

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## **1. STATUTORY ROLE OF THE IMB**

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The Prison Act 1952 requires every Prison and Immigration Centre to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its establishment and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) report annually to the Secretary of State on how well the establishment has met the standards and requirements placed on it and what impact these have on those in its custody.

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

## **2. EXECUTIVE SUMMARY**

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Dungavel IMB did not submit an Annual Report to the Minister for 2017. The previous Board, whose Chair resigned in February, was very kindly given an exemption from producing the 2017 Report by the then Minister.

The new Board, consisting of 4 members, was subsequently asked to produce an Interim Report for the period 1<sup>st</sup> January - 30<sup>th</sup> June 2018.

A recruitment campaign is underway to increase the membership of the Board and it is hoped that appointments can be made before the end of the year. (Section C page 15).

The new Board has established a good professional working relationship with GEO management and the Home Office Immigration Staff.

The Board is satisfied that detainees are treated fairly and with respect at Dungavel and residents say they feel safe in the Centre (4.3.). The Centre houses both male and female residents who freely associate with each other. However, safety precautions are in place to ensure a safe environment for the women (4.5). Further security improvements to the perimeter have recently been installed. (4.7.)

The Shaw Report stated that the female residential accommodation did not meet their needs. Improved residential accommodation for females, with the provision for disabled access, is being planned. (7.1.)

### **3. DESCRIPTION OF THE ESTABLISHMENT**

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3.1. Dungavel Immigration Removal Centre (IRC) is located in the Southern Uplands of Scotland 35 miles south of Glasgow and 10 miles from the M74, the main arterial link from Scotland to England. It is a former 19th century Hunting Lodge. In the recent past it was used by Scottish Prison Service as an open prison and became an IRC in 2001 housing both males and females. It is the only IRC in Scotland.

3.2. Between 2001 – 2011 the Centre was contracted to G4S, Serco and Premier. Since 2011 the contractor has been GEO. This contract was originally awarded for 5 years but has subsequently been extended until September 2019. There is a resident Home Office Immigration Team in place. Healthcare is subcontracted to Med-Co. Scottish Detainee Visitors and Hope Befrienders visit on a regular basis.

3.3 The transportation contract was held by Tascor but was transferred to Mitie in May 2018. Mitie have set up a transportation depot in the car park of the establishment to facilitate their Scottish Immigration Contract.

3.4. The Centre consists of the main building which houses, offices, chapel, care and separation unit, visits, residential dormitories, kitchen/dining and the health centre. Another building houses residential (Loudoun House), reception and education. There is also a residential building, Hamilton House and a separate gymnasium. The main building is currently being reconfigured to accommodate an increased number of HOIE staff and a new Care and Separation Unit is being created.

3..5. Additional fencing has been installed to facilitate new secure automated pedestrian entry to the Centre.

3.6. The capacity of the Centre is 249. This is made up of 235 male beds, 14 female and 3 Disabled access beds. The units are open from 06.30 – 21.45 daily.

Hamilton House is 2-storey residential unit housing 44 males.

All rooms are en-suite, and each floor accommodates: -

10 X 1 bed

6 X 2 beds

Loudoun House is single storey unit housing 102 males and all rooms are en-suite with exception of First Night accommodation which is served by separate ablutions.

9 X 3 beds

3 X 5 beds

8 X 6 beds

1 X 12 beds (first night room)

Main Building accommodates 100

Top Dormitory – 42	Middle Dormitory – 44	Female Unit -14
1 X 3 beds	1 X 6 beds	1 X 6 beds
1 X 7 beds	2 X 7 beds	1 X 8 beds
4 X 8 beds	3 X 8 beds	

Care and Separation Unit (CSU)

5 X 1 Rule 40 rooms

2 X 1 Rule 42 rooms

The CSU has a sitting room with a TV which detainees may be allowed to use during the day if they are compliant.

3.7. The facilities within Dungavel include: -

- Small library
- Computer room / internet café
- Arts and crafts room
- Sports hall and Gymnasium
- Chapel / Multi Faith Centre
- Healthcare
- Welfare Office
- Shop
- Dining Room
- Cultural Kitchen
- Barbers
- Outdoor sports facilities
- Gardens and Poly Tunnels

- a. The ground floor of the main building has a complex configuration which can be very difficult to navigate particularly for new residents.

**The board recommends graphic signposting in this area.**

#### **4. SAFETY**

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4.1. On arrival male detainees are accommodated in first night dormitory accommodation in Loudoun House. The care process assesses each individual and provides them with the support and guidance they need. This includes a comprehensive induction incorporating a tour of the establishment, health and safety, and food hygiene training. Detainees are given a 12 page Induction Presentation Booklet. This has lots of graphics / illustrations for those who do not have English as a first language and contains the following: -

- A map of the establishment
- Fire evacuation
- Healthcare support
- Welfare, supporting staff and agencies including IMB
- Bullying
- Legal advice
- Education
- Employment opportunities
- Facilities throughout the establishment
- Preparation for release

4.2. They are also provided with a basic mobile phone which does not take photographs. They are allowed to transfer their own sim card into this phone.

4.3 Dungavel provides a safe relaxed environment for detainees where they are treated humanely and with respect. The majority of residents say they feel safe in the Centre and disputes between detainees are at a minimum.

4.4. Recently there has been an issue with sizeable quantities of illegally brewed alcohol being produced. Production of this has been greatly reduced by concerted action taken by management. Access to large containers has been stopped which has scaled down production but it has also been found in bins and plastic bags. Marmite is not sold in the shop but bread products are used as an alternative source of yeast. A dog is being trained to detect alcohol.

4.5. Safety surveys are carried out monthly during which all females are interviewed to ensure they feel safe and unthreatened, particularly by males. The female residential unit is always staffed during the daytime and is locked to ensure their safety. They are allowed free association throughout the day, for the same hours as the males, and have access to all resources within the establishment with the exception of the male residential units.

4.6. The male residential units are unstaffed during the day. Most of the detainees are out of these blocks at this time and management felt that to staff them permanently was not an efficient use of manpower. There are three officers patrolling the establishment

at all times and this includes the residential units. Dogs are also used to patrol. This procedure appears to work effectively but the Board will continue to monitor this practice. At night the living accommodation units are secured with telephone contact to the control room and residents have free access to all facilities within the unit including microwaves, laundry and prayer facilities.

#### 4.7. Incidents of note during the reporting period.

a. An attempt to abscond was made by trying to climb the perimeter fence and the Perimeter Intrusion Detection system (PIDS) was activated. The following security upgrades have been implemented since this time.

- New fences and gates installed at 3 locations which will have PIDS installed
- 2 new CCTV cameras are being installed
- Internal fence line flood lights have been upgraded to LED for brighter coverage during the hours of darkness

b. The sprinkler system in Hamilton House was activated by several detainees resulting in damage to the fabric of the building.

c. A fire was deliberately started in a detainee's bedroom while he was sleeping. Staff intervened, and the sprinkler system activated. Damage was caused to the bed. The police were contacted and charges were brought against three detainees.

4.8. The fire alarm is tested on a weekly basis and fire evacuation procedures are tested monthly.

4.9. The February 2018 FAI report of a death in custody on the 19<sup>th</sup> September 2017 has found that the detainee died of natural causes.

4.10. During the severe winter staff remained on site for 38 hours owing to the heavy snow fall blocking roads.

4.11. Drugs are a low level issue in the establishment.

4.12. DEPMU assess detainees before transit and the information is passed to immigration, healthcare and management at Dungavel who then decide whether the detainee is suitable for detention at the Centre or require a more appropriate establishment. Those who are unsuitable are housed either in the CSU or the main building with a view to a quick transfer to a more suitable centre.

4.14. A daily briefing report detailing all relevant information appertaining to safety / security is available at the front desk for staff and IMB members to check when they come on duty.

4.15. In the period covered by this report, 585 people left detention at Dungavel, of whom 377 were released.

Length of stay (days)	1 - 7	8 - 14	15 - 30	31 - 60	61 - 120	121 - 180	181 +
January	38	19	27	24	28	4	2
February	1	2	51	35	21	14	2
March	35	26	41	20	13	10	4
April	24	30	37	28	18	1	6
May	19	12	21	25	14	3	6
June	26	21	11	8	13	4	5

*\*Data Source – Local Management Information*

Notable Information for the Centre: -

	Jan	Feb	Mar	April	May	June
Arrivals during the month	175	118	233	198	150	128
Departures During the month	161	134	210	203	194	140
Average length of stay (days)	36.4	59	44	43	59	36
New ACDTs	10	11	11	4	6	2
Use of Force	4	1	4	1	2	0
Foreign National Offenders	66	60	48	44	35	28
Offsite escorts non-emergency	12	9	23	19	19	12
Offsite escorts emergency	1	0	3	2	0	0

*\*Data Source – Local Management Information*

#### 4.16. Top 5 nationalities during the period of the Report

- Pakistani
- Indian
- Chinese
- Polish
- Romanian

### **5. EQUALITY AND FAIRNESS**

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5.1. There is no duty solicitor rota at Dungavel IRC. On arrival detainees are provided with a list of authorised legal firms and they are free to make their own choice.

5.2. The welfare of the residents at Dungavel is taken very seriously and access to the welfare services is readily available to detainees.

**The Board considers this to be best practice.**

5.3 All of the protected characteristics are observed in the establishment. All religious needs are catered for and both male residential units have prayer rooms which can be accessed at all times day and night. There are regular visits made by Christian, Muslim and Buddhist clergy.

5.4. Excellent provision was made during the month of Ramadan, which because of the long summer days in Scotland left a very short non-fasting period. This year the kitchen remained open until 10pm and served a hot 3 course meal; a breakfast bag was also provided. Residents had access to microwaves within the residential block to reheat food if necessary.

5.5. Legal visits are between 09.00 -12.00 and 01.30 -20.30. Family visits are from 01.30 -20.30. However, families may be accommodated outwith these times if a detainee is being moved at short notice.

5.6. A family / friends dining facility is available within the visitors' hall. This allows detainees to pre-order a three course meal for themselves and their visitors to enjoy together. This costs £2, is served at a dining table and improves the visiting experience for all. This proves to be a very popular facility which is used daily.

5.7. There were 11 complaints made during the reporting period. These were dealt with in accordance with the Detention Services Order 03/2015. They were made up of:

- 4 Home Office
- 3 Service Provider
- 4 Medical

All complaint boxes are checked every 24 hours and passed to the appropriate agency to be dealt with.

*\*Data Source – Local Management Information*

## **6. REMOVAL FROM ASSOCIATION (RULE 40) / TEMPORARY CONFINEMENT (RULE 42)**

The Board attended all reviews within 24 hours and are satisfied that all procedures and protocols are complied with. Staff ensure that the detainee understands what is being said to them about the process and the reason for being held under a Rule. The CSU facilities are up to the required standard. However, a new facility is in the process of being built.

Discipline	Jan	Feb	Mar	April	May	June
Temporary Confinement (R42)	0	0	2	0	1	0
RFA (behaviour) (R40)	7	1	1	0	4	5
RFA (pending removal) (R40)	0	0	1	0	0	0
RFA Total	7	1	2	0	4	5
Average length of stay R42 (hours)	0.00	0.00	18.00	0.00	9.00	0.00
Average length of stay R40 (hours)	68.47	93.40	26.55	0.00	20.35	63.01

*\*Data Source – Local Management Information*

The Board is pleased to note a reduced use of rule 40 in 2018 to date: in 2017, rule 40 was used 112 times over the whole year, whereas for the first six months of this year it was used 19 times.

## **7. RESIDENTIAL SERVICES**

7.1. The Shaw Report stated that the dormitory accommodation provided for females in Dungavel was not appropriate for their needs. Plans are in place to move the female residential accommodation to the lower level in Hamilton House where there are 10 x 1 bed and 6 x 2 beds en-suite rooms. This will provide disabled access for women which is not available at the moment.

7.2. Each residential unit has laundry facilities and detainees are responsible for laundering their own belongings. Clean bedding is provided on a weekly basis although some residents prefer to launder their own bedding.

7.3. Hamilton House which has either 1 or 2 bedded rooms is of a preferable housing model to Loudoun House which is predominately dormitory style accommodation. There have been complaints that through the night these rooms can be noisy and multiple occupancy may lead to unsavoury odours due to poor hygiene.

**Consideration should be given to reduce the occupancy of individual dormitory accommodation.**

7.4. During the month of Ramadan, numbers permitting, Muslim detainees are housed in Loudoun House to avoid disturbing other residents.

7.5. Overall the standard of accommodation is reasonable, but some areas are in need of refurbishment and cleanliness is variable including mould in some bathrooms. The bedrooms do not have locks on the doors but lockable wardrobes are provided.

7.6. The kitchen provides 3 meals a day. Lunch and dinner consist of 3 courses. Menus are on a 4 weekly cycle and the quality and quantity of food is excellent. All religious and dietary needs are catered for and the staff try as much as possible to cater for the preferences of different nationalities.

7.7. There was a problem with the gas supply to the kitchen for over 24 hours. The cultural kitchen was used as an alternative and all meals were provided as normal. A contingency plan exists with South Lanarkshire Council to provide food to the centre within 2 hours if necessary.

7.8. The Centre will become a smoke free area in September. Posters are in place alerting residents and staff to this. The Board will monitor progress.

## **8. HEALTHCARE**

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8.1. Med-Co have the healthcare contract until September 2019. Medical staff consist of the following: -

- 1 Healthcare Manager
- 1 Senior Nurse
- 3 RGN Nurses
- 2 Mental Health Nurses, 1 full time and 1 part time
- 1 Administrator

There are 3 GPs who provide 7-day cover. The local dentist, 5 miles away in Strathaven, provides dental services with a 3 week waiting time for appointments. An optician visits monthly and there is no waiting list for this service. An NHS psychiatrist deals with mental health issues.

8.2. Detainees are seen by a nurse within 2 hours of admission and offered an appointment with a doctor within 24 hrs. The health centre has open access but all further requests for an appointment are triaged by a nurse and detainees can then see a doctor within 24 hours. Medication is dispensed 3 times a day with an officer in attendance. There is a chronic diseases clinic and a horticultural group lead by the mental health team.

8.3. Scottish Prison Service do not always pass on medical notes for Foreign National Offenders.

8.4. Because the contractor is a private company it is unable to access either NHS Scotland or NHS England’s medical records.

8.5. There is no medical recording IT system in the Health Centre. This results in an increased amount of clinical time being spent dealing with paper files.

**The board recommends a medical recording IT system be installed and Med-Co given access to all detainees’ NHS records.**

8.6. There is no waiting list for Rule 35 assessments and the board is satisfied that procedures and protocols are being followed.

Number of Rule 35 Reports Completed	January	February	March	April	May	June
Rule 35 -1 Health is likely to be injuriously affected by continued detention	0	0	0	2	0	0
Rule 35 - 2 Suicidal Thoughts	0	0	0	0	0	0
Rule 35 - 3 Victim of Torture	6	8	6	3	12	12

*\*Data Source – Local Management Information*

8.7. The Centre was in quarantine between 14<sup>th</sup> and 21<sup>st</sup> February owing to an outbreak of influenza during which time there were no admissions. Transfers south were stopped as some other centres were also affected. Another complication was the different public health requirements between Scotland and England. This caused distress for some

residents who were awaiting transfer. Detainees who were symptom free were allowed to travel directly to flights.

### 8.8. Hospital Appointments

Month	Routine	Emergency
January	9	3
February	10	2
March	14	8
April	17	2
May	17	2
June	11	1

*\*Data Source – Local Management Information*

## **9. EDUCATION AND OTHER ACTIVITIES**

9.1. In the education unit there is a library / computer room / internet café which is extremely popular. Classes in English are available and there is an arts and crafts room offering sculpture, woodwork, painting, leatherwork and dressmaking. Samples of this work, some of which have received Koestler Awards, are displayed throughout the establishment. All detainees must complete a food hygiene course. Detainees are given a Repatriation Passport on arrival and details of all courses undertaken are entered in it.

9.2 Various paid jobs are discussed with detainees. These include cleaning, kitchen, outside work, buddy, library etc. On average, 64 detainee jobs are available\*, the majority of which are filled. In order to be eligible to work clearance is required from Healthcare and HOIE. A waiting list system is in use to fill vacant positions which arise for various reasons.

9.3. There is a large sports hall and a very well-equipped gymnasium both of which are extremely popular and are supervised by trained staff. There was a problem with the heating in this area for 14 weeks which resulted in only being able to heat one or other of the halls. This problem has now been resolved. There are also outdoor sports facilities including a tennis court and a small football pitch which is also used for cricket. These are well used in the summer months.

*\*Data Source – Local Management Information*

## **10 PREPARATION FOR RELEASE / REMOVAL**

10.1. GEO normally receive 1 day's notice of a removal\*. Welfare staff will notify the detainee of this and give them details of the time of removal and the establishment to which they are being transferred, they are also given access to legal advisers. They will also ensure that all the detainee's property is accounted for. Many of the detainees do not have luggage and were leaving the centre with their property in black plastic bags. The Board considered this to be very undignified especially if they were going directly to a flight. This was raised with Management who very quickly supplied jumbo storage bags.

*\*Data Source – Local Management Information*

10.2. The majority of removals from the centre are transfers south to other establishments. These, where possible, take place early in the morning and adequate food is provided for the long journey.

10.3. Admissions arrive at any time day or night.

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

### **Composition of the Board**

The Chairperson resigned in February 2018 and the Board acknowledges her many years of service to IMB Dungavel. The Board now consists of 4 Members, 2 males from IMB Glasgow, Edinburgh and Larne STHF who volunteered to assist in monitoring Dungavel in June 2017 and 2 female probationary members who were appointed in September 2017. Notwithstanding its lack of experience, the Board has striven to maintain a high standard of monitoring ensuring that all areas of the establishment are monitored and also communicating with the detainees as much as possible.

Rota visits have taken place weekly and more often when necessary. All detainees held under Rule 40 /42 were visited within 24 hours of being removed from association or placed in temporary confinement and serious incidents were monitored.

A recruitment campaign is currently underway for new members and it is hoped that appointments will be made before the end of the year.

Three members attended the New Member Training in Birmingham. All four completed part one Personal Protection Training and three completed part two. Completion of this training negates the need for an escort.

## Board Statistics

Recommended Complement of Board Members	8 -12
Number of Board Members at the start of the reporting period	5
Number of Board members at the end of the reporting period	4
Total number of visits to the establishment	72

	Board Meetings Attended	Rota Reports	Rule 40 /42	Other Visits
January	4	4	4	3
February	4	4	4	2
March	4	4	1	2
April	3	4	0	4
May	2	5	2	2
June	3	5	2	0
<b>Total Number of Visits 72</b>				

## **SECTION D APPLICATIONS TO THE IMB**

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The Board visits the Centre at least once a week to carry out its Rota Visits. During the reporting period there were no written applications posted in the IMB boxes one of which is located in the education unit and the other in the visits corridor. All applications were made on an informal basis by detainees approaching Members as they conducted their tour of the establishment. All of these were dealt with timorously and included: -

- Move delayed due to quarantine
- Noise and odours at night within dormitories in Loudoun House
- Shower temperature too high in Loudoun House
- Requirement by HOIE to report in London and Dover at the same time
- Pain medication
- Short notice of transfer - 45 min

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