



Annual Report
of the
Independent Monitoring Board
at
Dungavel House
Immigration Removal Centre

for reporting period
(1st January 2019 -31st December 2019)

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Monitoring fairness and respect for people in custody

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1. STATUTORY ROLE OF THE IMB

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

This report presents the findings of the IMB at Dungavel House IRC for the period 1st January 2019 to 31st December 2019. Our evidence comes from the observations made on weekly monitoring rota and other visits, management information, HOIE information, scrutiny of complaints made by detainees and direct contact with detainees and staff. The contractor, GEO Group UK Ltd (GEO), invites the IMB to attend all meetings held regarding detainees and we attend as many as possible.

The contractor, GEO, was given a further extension to its contract until September 2021. (3.2.). GEO recruited 19 new Detention Centre Officers (DCO) and created 4 new management posts (4.2.).

The average number of detainees has fallen throughout the year to 59 and this is in line with other Immigration Removal Centres (IRCs) (4.1.).

MAIN JUDGEMENTS

Are detainees treated fairly?

The Board is satisfied that detainees are treated fairly, with respect, dignity and they say they feel safe. Their main concerns are the uncertainty of their futures which is out of the control of the Board and in the hands of the immigration officers and the lawyers engaged by detainees. A translation service is available if needed.

A considerable amount of refurbishment took place during 2019 in the Residential Units, Reception, Information and Learning Centre (ILC) and the Cultural Kitchen. This caused some disruption which was, where possible, kept to a minimum. This work was to a high standard and has greatly improved the living and social conditions of

detainees. The Board is, however, concerned about the lack of a prayer room in Hamilton House and considers that the religious directional signage in the residential accommodation and the CSU is not adequate.

Staff try to encourage detainee involvement in improving the service provided. There are weekly Detainee Consultation Meetings, Food DIACs, monthly Activities Meetings, and Regime Surveys and all suggestions are considered.

Are detainees treated humanely?

Detainees are generally treated humanely in Dungavel, have a good relationship with GEO staff and the safe open relaxed regime is appreciated. The residential units are open from 06.45 – 21.45 daily during which time the detainees have free association throughout the Centre. Each residential unit has a kitchen area and laundry facilities accessible at all times. The bedrooms do not have locks on the doors but they do have privacy locks. Detainees are rarely removed from association. When a detainee has an appointment outside the centre, handcuffs are only used after a full risk assessment is made. There were only twelve formal complaints made during the year. Two were HOIE, eight service providers, one medical and one escort contractor / HMPPS. Of these one was substantiated, two partly substantiated and nine unsubstantiated.

Healthcare provision is good, and a GP attends the Centre daily. An NHS psychiatrist deals with mental health issues. Detainees have access to dental and optical care and several specialist clinics are regularly held. Rule 35 cases are dealt with by doctors trained to undertake this assessment.

Are Detainees Prepared Well for Their Removal or Release?

Most of the removals from the centre are transfers south to other establishments and where possible they are given 48 hours notice. Welfare officers are always available to help if necessary. Prior to removal detainees are given all necessary information, travel tickets and paperwork needed. If they are being bailed, they have an interview with the HOIE advising them of their bail conditions. Throughout the reporting year there have been some failed planned removals due to Mitie C & C, the escorting contractor, not having the appropriate staff on duty. This causes a great deal of mental and emotional stress to detainees and Dungavel staff. The Board is also concerned about the practice of bringing detainees very late at night from Edinburgh airport, 50 miles away, only for them to be taken back there early in the morning for assessment.

MAIN AREAS FOR DEVELOPMENT

To the Contractor GEO

- The Board is very concerned about the number of detainees climbing onto roofs in the Centre. Dungavel has no trained negotiators for situations like this. Negotiators have to be trained and robust preventative measures must be put in place to ensure that roofs are not accessible to detainees. This will help towards the safety of detainees and staff. There was an IT incident on 28th January 2019 which the police are investigating. This resulted in detainees not having access to the internet until July. By the end of December only four computer terminals had been configured for use by the detainees, the other sixteen, although in place, had not been. These must be configured for use.
- The IMB is concerned that some of the doors, because of their age, in the Main House are difficult to lock or unlock and could pose a risk to escape in case of fire. All locked doors in the main house, including the office accommodation, should be replaced with new fire doors or at a minimum, new locks fitted. All locked doors should have an identification code number on them.
- After the refurbishment some areas including the CSU have no religious directional signage displayed. The male residential accommodation in Hamilton House does not have a prayer room. All prayer rooms and the CSU should have appropriate religious directional signage and the male residential area of Hamilton House should have a Prayer Room.
- Skype is not yet available at Dungavel; the reason given is that GEO has reservations about GDPR. Detainees must have access to Skype, as they do in other IRCs.
- The use of suspected Psychoactive Substances (PS) was an issue during the summer months resulting in one detainee being taken to hospital and others suffering from the effects. A Rapiscan PS Detector should be installed in Dungavel as this is the only tool that can aid in the detection of PS at the point of entry to the establishment.

To the Escorting Contractor Mitie C & C

- Mitie C & C must have a sufficient staffing complement, both standard and tactical, available 365 days per year to ensure all planned removals go ahead on time. This should be addressed at the highest level to avoid the emotional and mental impact on detainees caused by removals being cancelled.

RESPONSE TO RECOMMENDATIONS MADE IN THE 2018 ANNUAL REPORT

To the Contractor

- 1. The Board recommended that graphic signposting be put in place in the ground floor of the main building.**

Completed.

- 2. The Board recommended that consideration be given to reduce the occupancy of individual dormitory accommodation**

This is ongoing with a maximum of 4 beds per room. It is expected to be completed by April 2020.

- 3. The Board recommended that priority be given to refurbishing the residential accommodation and consideration be given to appointing a residential officer to ensure cleanliness standards are maintained.**

Hamilton House has been refurbished and renovations are ongoing in Loudoun House. A Residential Manager has been appointed to ensure standards are maintained.

- 4. The Board recommended that the common rooms should be refurbished.**

This is ongoing together with the other refurbishments.

- 5. The Board recommended that a qualified female instructor be appointed in the Gymnasium and women should be encouraged to take part in activities.**

Incomplete, although unsuccessful efforts have been made to recruit.

- 6. The Board recommended that a medical recording IT system be installed and online access to NHS records be made available.**

Ongoing. Access to NHS Scotland's records is expected to be completed in March 2020.

3. DESCRIPTION OF THE ESTABLISHMENT

3.1. Dungavel House IRC is the only IRC in Scotland. It is located in the Southern Uplands 35 miles south of Glasgow and 10 miles west of the M74, the main arterial link from Scotland to England. It is a former 19th century Hunting Lodge and was used as an open prison until it became an IRC in 2001 housing both male and female detainees.

3.2. GEO has been the contractor since 2011. This contract was originally awarded for five years but was extended until September 2019. A further extension was awarded this year until September 2021 and throughout GEO has subcontracted Healthcare to Med-Co Secure Healthcare Ltd (Med-Co). There are two resident Home Office Immigration Enforcement Teams (HOIE) in place. One is for Detention and Escorting Services which includes compliance and the other is a Detainee Engagement Team. Scottish Detainee Visitors come in twice weekly to see detainees by appointment and once a month they operate a drop-in clinic.

3.3. There was an IT incident on the 28th January 2019 which the police are investigating. This resulted in some information not being available till late July / August 2019.

3.4. The Escorting contract is held by Mitie Care & Custody who have an office and a vehicle base in the car park of the Centre. This by default, has led to reduced numbers of parking bays for GEO staff and visitors. The Board has concerns about this, but it has been assured by the Centre Manager that measures are under way to create an additional parking area.

3.5. The Centre consists of the main building which houses offices, Multi-Faith Room, Shop, Visits, residential dormitories, Kitchen/Dining and the Health Centre. There is also a residential building, Hamilton House, and a freestanding Gymnasium. Another building houses residential, Loudoun House, Reception and the ILC. The CSU is in a separate building and can be accessed from Reception.

3.6. When the current contract was extended the capacity of the Centre was reduced from 249 to 125. This is made up of 113 male and 12 female beds. The residential units are open from 06.45 – 21.45 daily during which time the detainees have free association throughout the Centre.

3.7. The facilities within Dungavel include: -

- Library
- Computer rooms / 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
- Classroom / Education

4. SAFETY

4.1. The numbers detained in Dungavel dropped significantly during the reporting year with an average occupancy of 59. This reduction in population was in line with other IRCs across the estate.

4.2. Nineteen DCOs were recruited during the year and four new managerial posts were created: a Residential Manager, a Compliance Manager, an IT Manager and a Cleaning Supervisor.

4.3. Twenty staff body worn cameras were put into use in July. These are worn by various operational staff including the Duty Operations Manager (DOM), first response teams, dog handlers and reception officers.

4.4. Staff in Dungavel provide a safe relaxed environment for detainees where they are treated humanely with respect, and this caring attitude should be commended. Where possible staff respond quickly to issues raised by the Board. Most residents say they feel safe in the Centre. Their main concerns are the uncertainty of their futures which is out with the control of the Board and in the hands of HOIE and the lawyers engaged by detainees. If the Board has any serious issues or problems with HOIE it will escalate them to a more senior level.

4.5. Each individual is seen by a nurse within two hours of arrival and is offered an appointment with a doctor. There is always a Welfare Officer in Reception and detainees can request an appointment at any time to discuss any welfare issues.

4.6. The day after arrival they are given a full induction in the ILC covering the following: -

- A map and tour of the establishment
- Fire evacuation
- Healthcare support
- Welfare, supporting staff and agencies including IMB
- Bullying and how to report it
- Legal advice /legal aid
- IMB
- Complaints system
- Education
- Employment opportunities
- Facilities throughout the establishment
- Preparation for release
- Health and Safety
- Food Hygiene

4.7. Non English-speaking residents are offered a detainee translator, or the use of the translation service Big Word and a buddy system operates.

4.8. Home Office Immigration Enforcement (HOIE) interview detainees within 24 hours of arrival. They are given the reasons for their detention, advised of their bail rights,

name of Detainee Engagement Officer, name of Case Owner and asked if they have any concerns needing to be addressed.

4.9. On arrival detainees are provided with a basic mobile phone without a camera to allow contact with their family and solicitors.

4.10. Detainees who are thought to need additional support are encouraged to speak to healthcare and may be placed on a Vulnerable Adults Care Plan (VACP).

4.11. The safety of the female population is taken seriously. Their residential unit is always secured but they have free association. They can request an escort to gain access to their social rights e.g. multi faith room or gym. Safety surveys are carried out monthly to ensure they do not feel threatened by male detainees.

4.12. A new intercom system has been fitted to every bedroom in Hamilton House and Loudoun House has a telephone in each room. Both systems are connected to the Control Room should a detainee require help.

4.13. All doors in Reception, the ILC, Hamilton and Loudoun Houses have been replaced with new fire doors.

4.14. The residential area of the Main House will be refurbished following the completion of the other residential areas. Some doors throughout this building are very difficult to lock and unlock which could pose a risk to escape in case of fire.

4.15. The fire alarm and smoke detectors are tested on a weekly basis. Fire evacuation procedures are tested monthly. At the Board's recommendation a fire marshal has now been appointed for each shift and must wear a high visibility vest with fire marshal on it to assist recognition in an emergency.

4.16. Before arrival detainees are assessed for suitability at Dungavel. Those who are unsuitable are housed either in the CSU or the Main House with a view to a quick transfer to a Centre more suitable for their needs.

4.17. Scottish Prison Service (SPS) do not always pass on prison records for Time Served Foreign National Offenders (TSFNOs) who could pose a risk to detainees and staff.

4.18. There were five detainee / staff assaults and five detainee / detainee assaults during the reporting period. **Data Source – GEO Local Management Information*

4.19. There were eight investigations regarding bullying none of which resulted in the bullying log being instigated **Data Source – GEO Local Management Information*

4.20. There were no reported alcohol finds during the year. **Data Source – GEO Local Management Information*

4.21. There were three reported drug finds all of which were possession of cannabis.

**Data Source – GEO Local Management Information*

4.22. During the summer months there were reports of detainees in Hamilton House being under the influence of suspected Psychotic Substances (PS). One detainee had to be taken to hospital and several were placed on VACPs. Some detainees asked to be moved from this House to avoid the effects of these substances. A Rapiscan PS detector was borrowed and found to be very effective in identifying these substances on paper and clothing. In order to reduce the access to PS all clothing was washed and trainers removed and replaced. The vigilance of the Centre Manager and her staff have ensured that PS usage has been reduced.

This success does not mean that there is no need for a Rapiscan detector in Dungavel. On the contrary, this would further support the success of GEO staff and may prove advantageous to the wellbeing of the detainees. This may also be cost effective in the long run.

4.23. Incidents of note during the reporting period

Incidents at Height.

1. On the 22nd June 2019 a detainee climbed onto the roof in protest about his detention and remained there for over 2 hours.
2. Another detainee climbed onto the roof in protest about his detention. This took place in December and the man remained on the roof for 10 hours.

There have been other incidences of detainees climbing onto the roof which can be accessed in several places but there are no trained negotiators in post to talk them down.

4.24. Scottish Dog Services (SDS) patrol the site day and night. The drug dog can be used to check detainees, staff and visitors. On alternate weeks it checks all areas of the Centre. To minimise the risks to detainees and staff, intelligence led searches are carried out by the dogs.

4.25 Notable Information for the Centre: -

Month	Arrivals During the Month	Departures During the Month	Average length of Stay in Days	Maximum length of Stay in Days
January	79	69	48	48
February	114	101	76	76
March	128	150	107	107
April	98	113	137	137
May	89	106	42	168
June	89	79	39	198

July	80	88	22	229
August	77	72	34	260
September	114	120	27	290
October	109	110	33	158
November	111	11	39	188
December	62	77	52	219

**Data Source – HOIE Local Management Information*

During the reporting period there were 1,150 arrivals and 1,096 departures with an average length of stay of 55 days.

Length of stay (days)	1 - 7	8 - 14	15 - 30	31 - 60	61 - 120	121 - 180	181 - 360	360+
January	37	9	7	8	6	0	2	0
February	46	24	14	9	6	1	0	1
March	71	30	28	7	11	1	2	0
April	41	20	29	16	5	2	0	0
May	49	20	17	9	6	4	1	0
June	34	17	15	5	3	4	1	0
July	26	17	28	12	2	3	0	0
August	35	15	15	6	1	0	0	0
September	54	30	12	16	4	4	0	0
October	55	23	23	7	1	0	1	0
November	54	24	20	8	4	0	0	0
December	32	15	17	10	2	0	0	0

**Data Source –HOIE Management Report*

Month	Average number of Detainees	Number of TSFNOs	% TSFNOs
January	61	27	45
February	84	n/a	n/a
March	73	n/a	n/a
April	56	32	61
May	53	25	40
June	65	25	40
July	52	27	52
August	56	24	42
September	59	29	49
October	57	29	51

November	54	29	54
December	41	24	59

**Data Source – GEO Local Management Information*

Month	Use of force	New ADCTs	Offsite non-emergency escorts	Offsite emergency escorts / other
January	1	7	9	0
February	1	6	8	1
March	1	8	9	0
April	0	7	7	1
May	2	6	5	1
June	2	11	11	0
July	1	5	15	2
August	1	2	15	1
September	3	4	5	0
October	5	8	7	0
November	5	7	10	3
December	4	4	7	0
Total	26	75	108	9

**Data Source – – HOIE Local Management Information*

Top 5 nationalities during the period of the Report were Chinese, Vietnamese, Pakistani, Indian and Albanian.

5. EQUALITY AND FAIRNESS

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

5.2. Legal visits are between 09.00 -12.00 and 13.30-20.30 and take place in private rooms off the visitors' room. A translation service, Big Word, is available. Family visits are from 13.30-20.30 and visitors can stay for the whole session.

5.3. Closed visits are held in a room off the visits hall. During the reporting period there were only five closed visits. Three were as a result of indications, by dogs, of drugs on visitors and two visitors admitted to smoking cannabis prior to visit. **Data Source – GEO Local Management Information*

5.4. Complaint forms in several languages are openly available. All HOIE complaint boxes are checked every 24 hours and passed to the appropriate agency to be dealt with. There were twelve complaints made during the reporting period. These were dealt with in accordance with the Detention Services Order 03/2015. The complaints consisted of: -

- 2 Home Office
- 8 Service Provider
- 1 Medical
- 1 Escort Contractor / HMPPS

They consisted of 6 minor misconduct, 5 service delivery and 1 healthcare. Of these 1 was substantiated, 2 partly substantiated, 9 unsubstantiated.

**Data Source – HOIE Local Management Information*

5.5. If detainees have to leave the centre, an assessment is made as to whether it is necessary to use handcuffs and the reason for the use of these is explained to the detainee. The Board is satisfied that the risk assessment carried out on the use of handcuffs is measured and fair.

5.6. Staff try to encourage detainee involvement in improving the service provided. There are weekly Detainee Consultation Meetings, Food DIACs, monthly Activities Meetings, and Regime Surveys and all suggestions are considered. The minutes of the Detainee Consultation Committee Meeting and the Safer Detention Meetings are displayed in the ILC.

5.7. All protected characteristics are observed in the establishment. There is an appointed LGBT officer and a confidential helpline is available.

5.8. All religious needs are catered for and the female residential area and Loudoun House have Prayer Rooms which can be accessed day and night. The lack of a Prayer Room in the male area of Hamilton House may have a detrimental effect, particularly on Muslim residents. There are regular visits made by Christian, Muslim, Buddhist, Pentecostal and African Fellowship faith leaders and Jewish, Sikh and Hindu chaplains will come to the Centre if requested. The Religious Affairs Manager holds quarterly meetings with them to which the IMB are invited and attend when possible. It is important that the direction of Mecca is shown in prayer rooms to allow detainees of the Muslim faith to know which way to face when praying.

5.9. A family / friends dining facility is available within the visitors' hall at a cost of £2 This allows detainees to eat with their families and is a popular facility.

5.10. A free bus service for visitors from the local bus and train stations in Hamilton 15 miles away can be provided by the Centre if the visitor makes a request for this service the day before the visit.

5.11. Excellent provision was made during the month of Ramadan. The kitchen remained open until 10pm and served a hot three-course meal. A breakfast pack was also provided.

5.12. Skype is not yet available to detainees in Dungavel. The reason given for this is that GEO has reservations about compliance with GDPR.

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

Month	Temporary Confinement Rule (42)	RFA Behaviour Rule (40)	RFA pending removal Rule (40)	RFA total
January	0	1	0	1
February	0	1	0	1
March	0	1	0	1
April	0	1	0	1
May	0	4	0	4
June	0	8	0	8
July	0	5	0	5
August	0	2	0	2
September	0	2	0	2
October	0	5	0	5
November	1	4	0	5
December	0	7	0	7
Total	1	41	0	42

- HOIE Local Management Information

Rule 40

- 24 were for incidents in the Centre
- 16 were unsuitable for mainstream accommodation due to previous convictions
- 1 was for his own safety

Rule 42

- Was for damage caused to Rule 40 accommodation in the CSU.

86% of the detainees placed under Rule 40/42 were Time Served Foreign National Offenders (TSFNOs). *Data Source – GEO Local Management Information

The IMB is notified by GEO when a detainee is placed on Rule 40/42. It is satisfied that this Rule is used appropriately and that detainees are removed from association for the minimum period possible.

7. RESIDENTIAL SERVICES

7.1. All residential units are now staffed at all times.

7.2. As recommended the female accommodation has been moved to the ground floor of the refurbished Hamilton House which has one- or two- bedded en-suite rooms. These rooms are of a high standard.

7.3. Part of the refurbished Hamilton House accommodates males and has either one- or two- bedded en-suite rooms. Loudoun House is currently being refurbished after which none of the rooms will have more than four beds in them.

7.4. Each residential unit has a kitchen area and laundry facilities which can be accessed at all times. The bedrooms do not have locks on the doors but they do have privacy locks which can be unlocked from the other side by staff. There are lockable wardrobes in each room and the rooms in Hamilton House have safes fitted.

7.5. A residential manager has been appointed to ensure that the standard of these refurbished rooms is maintained.

7.6. During the month of Ramadan Muslim detainees were housed in Loudoun House where they had 24-hour access to a Wudu and Prayer Room. This avoided disturbing other residents and was accepted and welcomed by all.

7.7. The kitchen provides three meals a day. Lunch and dinner consist of three courses. Menus are on a four-weekly cycle and the quality and quantity of food is excellent. All religious and medical dietary needs are catered for and staff try, where possible, to cater for the preferences of different nationalities.

7.8. A food safety management system is in place to ensure all appropriate standards are adhered to. Paperwork is collated noting stock in / out dates and food temperatures both hot and cold at the servery. Lanarkshire Environmental Health Food Officer visits annually and the catering department is audited quarterly by an auditor from NOMS appointed by the Home Office.

All Staff Certification is up to date and displayed.

8. HEALTHCARE

8.1. Med-Co have the healthcare contract until 2021. Their nursing team of eight qualified staff provide 24 hr cover.

8.2. GPs visit daily and a female GP is available if requested, otherwise women are chaperoned.

8.3. The team work closely with GEO staff to ensure a high standard of holistic care delivery.

8.4. There is no waiting time for dental treatment at the local dentist five miles away. An optician visits monthly and there is no waiting list for this service. An NHS psychiatrist deals with mental health issues.

8.5. Each detainee is assessed regarding their physical and mental health within two hours of arriving at the Centre and can see a doctor within 24 hours if they wish. The Health Centre has open access. It operates a triage clinic, which is patient led and is held every afternoon. Medications are dispensed three times a day with a DCO present.

8.6. Regular clinics are held for vaccination, phlebotomy, chronic diseases, BBVs, asthma, diabetes, CHD and epilepsy.

8.7. No detainees were sectioned under the Mental Health Act during 2019. The mental health team help with anxiety, relaxation, and anger management where detainees are having difficulty coping with situations in detention. They also run a horticultural group.

8.8. SPS do not always pass on medical notes for TSFNOs.

8.9. Access to NHS Scotland's records is expected to be completed in March 2020.

8.10. There is no waiting list for Rule 35 assessments and the doctors are trained in assessing these cases. The Board is satisfied that procedures and protocols are being followed as required by DSO 9 - 2016.

Month	No of R35 reports completed	Rule 35 (1) Detrimental to health	Rule 35(2) Suicidal thoughts	Rule 35(3) Victim of torture	Number of R35 Released	Total Number of Self Harming in Centre
January	7	0	0	7	2	N/A

February	11	0	0	11	1	1
March	14	0	0	14	4	1
April	9	3	0	6	3	1
May	4	2	0	2	2	0
June	5	0	0	5	1	0
July	8	0	0	8	3	2
August	5	0	0	5	1	0
September	11	0	0	11	3	1
October	7	0	0	6	1	2
November	9	1	0	8	4	0
December	4	1	0	4	2	0
Total	94	7	0	87	27	8

**Data Source – HOIE Local Management Information*

8.11. Anyone found to be self-harming will be placed on a VACP or ADCT.

8.12. There were six instances of food refusal, only one of which was a food and fluid refusal. Subject to the detainee agreeing, they were given a medical examination and procedures were followed in line with the World Health Organisation guidelines.

**Data Source – GEO Local Management Information*

9. EDUCATION AND OTHER ACTIVITIES

9.1. The ILC is open 365 days per year from 09.00–12.00, 13.00-17.00 and 18.00-21.00.

9.2. The Department Manager is qualified in Educational Management and is a qualified teacher. She is assisted by one full-time tutor and two part-time tutors. Detainees spend a lot of time in the ILC and staff have built up a good relationship with them which helps promote harmony.

9.4. Some disruption was caused when the unit was relocated. A larger library / internet room has been created; however, the new classrooms are considerably smaller. Access to the internet was not available to detainees for some months due to the IT incident at the Centre on the 28th January and there are still only four terminals in operation. The other 16, although in place, are awaiting GEO configuration.

9.5. The library stocks books in 42 different languages. There are also multilingual books available on 17 Kindles which detainees can borrow. Classes in English are offered. All detainees must complete a food hygiene course at induction which is carried out in the department on a daily basis.

9.6. There is a large sports hall and a gymnasium both of which are extremely popular and are supervised by trained staff. All gym equipment is checked by a service engineer.

9.7. Female detainees can access the gym when it is open and there is also a female-only period. The female instructor has been on long term sick. This vacancy has been advertised several times, but the only applicant was not successful. GEO will continue to try to fill this post.

9.8. There is also an outdoor multi-use sports facility which is used for a variety of sports including football and cricket. This is well used in the summer months.

9.9. Indoor competitions are regularly organised such as table tennis, badminton, pool and weekly quizzes.

9.10. The shop / internet cafe sells a range of products to meet the diverse needs of the population. Where possible any requests for goods are met.

9.11. There is also a charity shop stocked by His Church which carries a range of basic clothing, shoes, toiletries and food products which are sold at extremely low prices.

10. PREPARATION FOR REMOVAL / RELEASE

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

10.2. Admissions arrive at any time day or night. Detainees often arrive very late at night from Edinburgh airport only to be taken back there early in the morning for assessment.

10.3. Prior to removal detainees are given all necessary information, travel tickets and paperwork needed.

10.4. If they are being bailed, they have an interview with the HOIE advising them of their bail conditions.

10.5. Throughout the reporting year there have been failed planned removals due to Mitie C & C not having the appropriate staff on duty. This causes a great deal of mental and emotional stress to detainees and Dungavel staff. Given that Mitie C&C have their office and transport base in Dungavel House car park, they should have an understanding of the importance of every removal from the establishment. A particular problem was encountered over the Christmas period when Mitie C & C staff were unavailable to remove a detainee for 9 days. The serious history of this detainee's behaviour meant that he had to be held in the CSU during this long period. This avoidable failure is currently being investigated at a senior level.

SECTION C WORK OF THE INDEPENDENT MONITORING BOARD

Composition of the Board

C.1. 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.

C.2. HOIE provide a clerk to the Board for up to 15 hours per month and her support is much appreciated.

C.3. Board Statistics

Recommended Complement of Board Members	8 -12
Number of Board Members at the start of the reporting period	3
Number of Board members at the end of the reporting period	3
Total number of visits to the establishment	137

	Number of Members at Board Meetings	Rota Reports	Segregation	Other Visits	Serious Incidents
January	3	4	1	1	0
February	3	4	0	1	0
March	3	4	1	4	0
April	3	4	0	5	0
May	3	3	3	3	0
June	3	5	3	4	1
July	0	4	2	3	0
August	3	5	0	5	0
September	3	4	1	3	0
October	3	5	1	4	0
November	3	4	0	5	0
December	2	4	1	2	1
Total	32	50	13	40	2

The difference between the actual Rule 40/42 figure of 40 compared to 13 shown above is because some Rules were for a very short period, a few hours, or they coincided with either Board meetings, Rota or other visits.

SECTION D APPLICATIONS TO THE IMB

A Board Member visits the Centre at least once weekly to carry out its Rota Visits. During the reporting period there were two written applications posted in the IMB boxes which are located in the ILC and female residential area. All other 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 in a timely way and included: -

- Did not want to be deported.
- Wanted to return home ASAP as mother seriously ill.
- Access to property
- Food intolerance and need for special diet.
- Delay in removal due to no passport.
- Access to personal bank accounts.
- Choice of food.
- Variable TV reception.
- Room search in absence of detainee.
- Request to attend a funeral.
- Process of accessing solicitors.
- Property not arriving from prison in England.