



Annual Report of the Independent Monitoring Board at Dungavel IRC

**For reporting year
1 January 2020 – 31 December 2020**

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Introductory sections 1 – 3

1. Statutory role of the IMB

The Immigration and Asylum Act 1999 requires every immigration removal centre (IRC) to be monitored by an independent board appointed by the Secretary of State from members of the community in which the IRC is situated.

Under the Detention Centre Rules, the Board is required to:

- monitor the state of the premises, its administration, the food and the treatment of detainees.
- inform the Secretary of State of any abuse that comes to their knowledge.
- report on any aspect of the consideration of the immigration status of any detainee that causes them concern as it affects that person's continued detention.
- visit detainees who are removed from association, in temporary confinement or subject to special control or restraint.
- report on any aspect of a detainee's mental or physical health that is likely to be injuriously affected by any condition of detention.
- inform promptly the Secretary of State, or any official to whom authority has been delegated, as it judges appropriate, any concern it has.
- report annually to the Secretary of State on how well the IRC 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 IRC and all of its records.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMBs are part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

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

GEO Group UK Ltd (GEO) has been the contractor since 2011 and healthcare is subcontracted to Med-Co Secure Healthcare Ltd (Med-Co). The GEO contract was originally awarded for five years but was extended until September 2019. A further extension was awarded during 2019 until September 2021. There are two resident Home Office Immigration Enforcement Teams (HOIE) in place. One is for detention and escorting services (DES), which includes compliance, and the other is a detainee engagement team (DET). Until COVID-19 disruption occurred, Scottish Detainee Visitors entered twice weekly to see detainees by appointment and once a month they operated a drop-in clinic.

The Escorting contract is held by Mitie Care and Custody (Mitie) 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 as on occasions there are no free spaces. The Board has been assured by the centre manager that measures are under way to create an additional parking area. In October, a sterile route for Mitie vans transporting detainees was opened at the rear of the centre.

The Centre consists of: -

- i) The 19th century main building which houses, offices, a multi-faith centre, a shop, an area for visits, residential dormitories, a kitchen/dining area and the health centre.
- ii) Hamilton House. This is a residential building which houses both male and female detainees. Its rooms contain 1 or 2 beds, and all are en-suite. There is an intercom system in each room connected to the control room and detainees have access to kitchen and laundry facilities at all times.
- iii) A central building encompassing: -
 - Loudoun House which has all en-suite rooms with a maximum of 4 beds. Each has a telephone connected to the control room and there is access to a prayer room, wudu, kitchen and laundry facilities at all times.
 - Duke House which was certified for use in January and is intended for a detainee's first and last night at the centre. All rooms are en-suite with 4 beds or fewer and has access to a prayer room, kitchen and laundry facilities at all times.
 - A supported living accommodation unit (SLU) which is newly established accommodation. Staff have no specific training in dealing with disability, but anyone identified as needing additional support may be placed on a vulnerable adult care plan (VACP), an assessment care in detention and

teamwork plan (ACDT) or a personal emergency evacuation plan (PEEP), tailored to the needs of the detainee. All staff are trained to manage and deliver these safeguarding systems.

- The reception area and the information and learning centre (ILC).

Since the Scottish national lockdown in March all detainees are accommodated in single rooms. All association rooms were refurbished. Staff offices were also installed in each residential unit which are now staffed 24 hours a day when occupied.

v) Care and separation unit (CSU) which can be accessed from Reception.

vi) Gymnasium, games hall and outside games area.

vii) The centre is secured by a fence and gates. During 2020 there was an issue with the electronics of the inner pedestrian gate. Although a part was ordered there was a significant delay in delivery and installation due to COVID-19. This delay had no impact as gate staff were instructed to open and lock the gate manually. The Board strongly recommends that this gate be upgraded.

When GEO's current contract was extended the capacity of the centre was virtually halved, from 249 to 125. This is made up of 113 male and 12 female beds. The residential units are open from 6.45am to 9.45pm daily during which time the detainees have free association throughout the centre, subject to restrictions necessitated by COVID-19 health and safety measures, of which there were many.

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

3. Executive summary

3.1 Background to the report

The COVID-19 outbreak has had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has therefore tried to cover as much ground as it can in these difficult circumstances, but inevitably there is less detail and supporting evidence than usual. Ministers are aware of these constraints. Regular information is being collected specifically on the centre's response to the pandemic, and that is being collated nationally.

The outbreak of the COVID-19 pandemic at the beginning of 2020 had a significant effect on the operation of the centre, but GEO was able to continue managing it well, despite these unprecedented and challenging circumstances.

Dungavel is located in a region which had a very high COVID-19 community infection rate. Although some staff were infected through community transmission there was no transmission within the centre and no detainee infection. The management and staff should be commended for this.

The activities of the IMB were curtailed by the pandemic insofar as the Coronavirus (Scotland) Act 2020 and related legislation imposed lockdown measures which restricted movement within Scotland. None of the Board members resides within South Lanarkshire, the local authority area in which the centre is located. However, the Board was able to monitor the centre as far as possible in the circumstances and to meet and hold some Board meetings remotely using Zoom. In addition, members were able to participate in remote training.

Visits to the centre were initially suspended in March. In July these resumed in a limited way but were suspended again in September. At the beginning of the lockdown GEO set up a confidential phone line should a detainee want to speak to the IMB in private. The Chair phoned the duty delivery operations manager every week for an update and Board received a written update from centre manager every fortnight. GEO informed the Chair within 2 hours of any notifiable event.

According to data from GEO local management there were no serious incidents reported in 2020.

GEO was given a further extension to its contract until September 2021 and the new contract is currently out to tender. GEO recruited seven new staff, but their training was suspended due to the lockdown. All staff training that could take place remotely took place using IT solutions such as Microsoft Teams.

The average number of detainees fell throughout 2020 from 59 to 30, over 95% of whom were time served foreign national offenders (TSFNOs).

According to the HOIE performance and reporting analysis unit, there were 285 arrivals and 290 departures during the reporting year and the top 5 nationalities were Polish, Chinese, Romanian, Vietnamese and Lithuanian.

3.2 Main judgements

How safe is the IRC?

The Board is satisfied that detainees are treated fairly, with respect and dignity and that they state that they feel safe and that their human rights are being respected. The detainees' main concerns relate to the length of detention and the uncertainty of their futures. This, of course, is outwith the control of the Board.

Since the lockdown in March, all detainees are accommodated in single rooms. Staff offices were also installed in each residential unit which, when occupied, are now staffed 24 hours a day.

How fairly and humanely are detainees treated?

Detainees are generally treated humanely in Dungavel, have a good relationship with GEO staff and the safe, open, and relaxed regime is appreciated. The residential units are open from 6.45am – 9.45pm daily, during which time the detainees have free association throughout the centre. To comply with the COVID-19 restrictions a booking system has been implemented to access some resources and those in isolation have limited access to them. 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 which can only be opened from the outside by a member of staff. Detainees are rarely removed from association. When a detainee has an appointment outside the centre, handcuffs are only used following a full risk assessment. Skype is now available for detainees to contact both their families and solicitors. Staff try to encourage detainees to become involved in improving the services provided. There are weekly detainee consultation meetings, food forums, monthly activities meetings, regime surveys and all suggestions are considered.

There were only 21 formal complaints made during the year.

How well are detainees' health and wellbeing needs met?

Healthcare provision is good. A nursing team of eight qualified staff provide 24 hour cover 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.

How well are detainees prepared for return or release?

Most removals from the centre are transfers south to other establishments and, where possible, detainees are given 48 hours' notice. If detainees are being bailed, they have an interview with the HOIE advising them of their bail conditions and are given all necessary information, travel tickets and paperwork. GEO provide them with masks, hand sanitiser and food for two days. If they do not own a phone GEO allow them to keep the one issued to them on arrival and £20 is credited to the device. A welfare officer is always there to help if necessary and due to travel restrictions, GEO have transported bailed residents to the appropriate locations as a safeguarding measure during the pandemic.

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. The Board is closely monitoring the number of late arrivals and departures.

3.3 Recommendations

TO THE MINISTER

None

TO HOME OFFICE IMMIGRATION ENFORCEMENT

None

TO THE DIRECTOR/CENTRE MANAGER

- The board repeats its recommendation from its 2019 report that consideration should be given to installing robust preventative measures to ensure that roofs are not accessible to detainees. This would help towards the safety of detainees and staff.
- Some staff should be trained in negotiating techniques.
- The escorting contract is held by Mitie who have an office and a vehicle base in the car park of the centre. This by default, has led to a much reduced number of parking bays for GEO staff and visitors. This must be addressed.
- The centre is secured by a fence and gates. During 2020 there was an issue with the electronics of the inner pedestrian gate. The Board strongly recommends that this gate be upgraded.

3.4 Progress since the last report

The IMB made 10 recommendations in the last annual report as follows: -

- 1) All locked doors in the main house, including the office accommodation, be replaced with new fire doors, or at a minimum, new locks fitted.
Completed
- 2) All locked doors have an identification code number on them.
Completed
- 3) It was considered vital, that a Rapiscan narcotics Detector be installed in Dungavel House IRC, as this is the only tool that can offer assistance in the detection of psychotic substances at the point of entry to the establishment.
Completed
- 4) Consideration be given to installing robust preventative measures to ensure that roofs are not accessible to detainees. This would help towards the safety of detainees and staff.
Incomplete. Preventative measures have been put on hold.
- 5) Some staff be trained in negotiating techniques.
GEO staff have been approached regarding their interest in undertaking negotiator training. This was revisited recently, and interest was confirmed. The availability of training was affected by COVID-19 and it is not known

when training will start. GEO officers are ready to attend once the training becomes available.

- 6) 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.

Signage was installed in all prayer rooms and in the CSU. No prayer room has been installed in Hamilton House. However, the en-suite bathrooms are in a separate room so detainees can pray in their rooms.

- 7) Detainees have access to Skype.

Completed

- 8) All terminals in the ILC be configured for use.

Completed

- 9) A qualified female gym instructor should be appointed.
A female instructor has been appointed.

- 10). Mitie Care & Custody should have a sufficient staffing compliment, 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 where Mitie is made to understand the emotional and mental impact on detainees caused by its failures in Dungavel House IRC, especially as they have their office and transport base in Dungavel House IRC car park. By now, Mitie staff should have had enough experience in transporting detainees to realise the importance of every removal from Dungavel House IRC.

This has been satisfactorily addressed.

Evidence sections 4 – 7

4. Safety

An IMB member attends the monthly multi-disciplinary safer custody group.

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 length of detention and the uncertainty of their futures which is outwith 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 it to a more senior level.

Dungavel is located in an area which had a very high COVID-19 community infection rate. Although some staff were infected through community transmission, there was no transmission in the centre and no detainee infection. Staff, or any members of their household experiencing any of the known COVID19 symptoms, were instructed not

to attend work and advised to book tests for themselves and other members of their household. If any of the tests were positive, staff were required to self isolate for ten days. Staff have shown great resilience during 2020, and morale has been bolstered by a safety-first approach. Staff were sent home to self-isolate where that was appropriate, and they were supported during self-isolation.

A company named Sanondaf attends site monthly to sanitise by mist spraying all areas of the Centre. This treatment lasts for 1 month. Housekeepers have their own daily sanitising regime. Face masks and sanitising gel are located throughout the Centre.

4.1 Reception and induction

All detainees arriving at Dungavel must undergo reverse cohorting. Detainees who are thought to need additional support are encouraged to speak to healthcare and may be placed on an ACDT, VACP or PEEP.

Each detainee 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.

Non-English-speaking residents are offered a fellow detainee who can speak their particular language, or the use of the translation service Big Word and a buddy system operates.

HOIE interview detainees within 24 hours of arrival. They are given the reasons for their detention, advised of their bail rights, told the name of the detainee engagement officer, the name of the case owner and asked if they have any concerns that need to be addressed.

On arrival, detainees are provided with a basic mobile phone without a camera, to allow contact with their family and solicitors. Also, every detainee receives a £10 phone voucher every Friday.

Prior to COVID-19, daily inductions took place for all new arrivals. Inductions now take place for new arrivals once they have completed their individual isolation periods and move to mainstream accommodation in Main, Loudoun or Hamilton Houses. Hamilton House has been separated into three male reverse cohorting self-isolation areas and one female area in the female unit. Induction includes information about 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

4.2 Suicide and self-harm, deaths in custody

According to GEO local management information there were nine instances of detainees self-harming. Six were treated locally and three required hospital treatment.

Anyone found to be self-harming would be placed on a VACP or an ACDT.

According to data from the HOIE performance reporting and analysis unit there were nine instances of food and fluid refusal, three of which were both food and fluid. Subject to the detainee agreeing they were given a medical examination and procedures were followed in line with the World Health Organisation guidelines.

Of the nine instances, eight lasted four days, and one lasted five days.

Seven of the detainees resumed eating and two were transferred to another IRC.

4.3 Violence and violence reduction

Before arrival, detainees are assessed for suitability at Dungavel. Those who are unsuitable were previously housed in either the CSU or the main house with a view to a quick transfer to a centre more suitable for their needs, however the introduction of an SLU has decreased the need to use the CSU.

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

According to GEO local management information, in 2020, there were two detainee on detainee assaults. Both were reported to Police Scotland, but no charges brought.

There were six detainee on staff assaults, all of which were reported to Police Scotland. Two detainees were charged; however, charges were dropped in favour of deportation.

According to GEO local management information there were no serious incidents reported in 2020.

The delayed refresher control and restraint training was completed in November and was delivered at an external venue. Fifty staff were refreshed before the HOIE dispensation period ended in December.

4.4 Detainees with specific vulnerabilities, safeguarding

At the commencement of the pandemic a VACP was opened on all new admissions. This was a safeguard to ensure that all detainees in isolation had access to the regime, welfare and support.

At the start of lockdown new measures were implemented. A daily text was sent to each detainee reminding them about social distancing and handwashing. Daily temperature checks were carried out by healthcare. On arrival at the centre all

detainees were assessed by health staff and the centre manager attended a one-to-one meeting with every new arrival.

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., a visit to the multi faith room. Safety surveys are carried out monthly to ensure they do not feel threatened.

4.5 Use of force

If detainees have to leave the centre, a risk 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.

4.6 Substance misuse

A Rapiscan narcotics detector is now in use at Dungavel.

Scottish Dog Services patrol the site day and night. On alternate weeks, a drug dog is utilised to check all areas of the centre and to assist with searching of detainees (new arrivals and/or intelligence led searches), as well as searching incoming mail to minimise the risk to both detainees and staff. The drug dog can also be used to search staff and visitors. When the drug dog is off site, a four-hour response time has been put in place to ensure the drug dog can be brought to site on an ad-hoc/intelligence led basis. Mail, visitors and staff are searched more frequently than contractually required. This helps to support GEOs robust system put in place to keep the centre drug free and reduces violence within it.

5. Fair and humane treatment

5.1 Escort, transfer and transport

Previously the Board had been concerned that Mitie was not always available to transport detainees when requested to do so. However, GEO have reported a marked improvement in their relationship with Mitie this year. The Board has been advised that Mitie have provided transport at short notice when movement orders have come through, agreed to attend morning operational meetings and stepping outside contractual obligations to achieve a positive outcome for detainees. The Board welcomes this improvement.

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. The Board is closely monitoring the number of late arrivals and departures.

5.2 Accommodation, clothing, food

All residential accommodation has recently been refurbished, is of a high standard, and residential units are now staffed at all times when occupied.

The ground floor of Hamilton House which has one or two-bed en-suite rooms is used for female accommodation.

Each residential unit has a kitchen area and laundry facilities. The bedrooms do not have locks on the doors but they do have privacy locks which can only be unlocked from the outside by staff. There are lockable wardrobes in each room and the rooms in Hamilton House have safes fitted. Detainees are encouraged to keep their rooms clean and tidy and thereby would receive £2 per day.

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.

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. The Lanarkshire Environmental Health Food Officer visits annually and the catering department is audited quarterly by an auditor from the National Offender Management Service appointed by the Home Office. All staff certification is up to date and displayed.

During 2020, catering for isolating detainees was delivered to the residential units. Staff provided weekly menus to those detainees and they would return these to the unit officer with food choices daily. Food was packaged in bags and containers and placed inside the door, with the detainee being asked to move to the back of the room and wear a mask when the food was delivered.

All doors throughout the establishment have been replaced with new fire-resistant doors and have a code on them to identify the door. The fire alarm and smoke detectors are tested on a weekly basis. Fire evacuation procedures are tested monthly.

5.3 Separation

From March the population in Dungavel was over 99% TSFNOs.

According to data from GEO local management information Rule 40 was used on 21 occasions (for 16 detainees). Consideration is always given to the possible suitability of the SLU before moving a detainee to the CSU.

Reasons for Rule 40 detentions and length of stay: -

- Eight detainees were deemed unsuitable for mainstream accommodation.
- Three incidents involved: - non-compliance, threats and aggression towards staff.
- One occasion of alleged staff assault.
- One instance of constant ACDT observation and COVID-19 isolation.
- One episode of self-harm and non-compliance.
- One occasion of non-compliance and threats of arson.
- One instance of non-compliance and threats of self-harm.

- One incident involving non-compliance and damage to centre property.
- One occasion of food and fluid (FF) refusal and ACDT constant observation where no other suitable accommodation was available.
- One instance of non-compliance and aggression to staff.
- One instance of self-harm and non-compliance on an ACDT where no other suitable accommodation was available.
- One incident involving the assault of an officer, a ligature being fashioned and non-compliance on an ACDT.

Longest length of stay; 46 hours 30 minutes

Shortest length of stay; 1 hour 50 minutes

Average length of stay; 26 hours 14 minutes

5.4 Staff/detainee relationships

Detainees are generally treated humanely in Dungavel, have a good relationship with GEO staff and the safe open and relaxed regime is appreciated. Staff 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. A welfare officer is always there to help if necessary.

5.5 Equality and diversity

Detainees are provided with a list of authorised legal aid firms and are encouraged to make their own choice.

Until the start of lockdown in March, visits by legal advisors were between 9am and 12pm and between 1.30pm and 9pm and took place in private rooms off the visits room. A translation service, Big Word, was available. Family visits were from 1.30pm to 9pm and visitors could stay for the whole session. Closed visits were held in a room off the visits hall. In March, all visits were suspended in view of the COVID-19 pandemic. However, all detainees had telephones and received a £10 phone voucher each Friday and were also able to speak with their solicitor and family by Skype.

Staff try to encourage detainee involvement in improving the service provided. There are weekly detainee consultation meetings, food forums, monthly activities meetings, and regime surveys and all suggestions are considered. Meetings are currently carried out via a conference call. Multiple translators can be added if required. These meetings are currently low in attendees as the overall average number of detainees in Dungavel has reduced due to the pandemic, but detainees have access to all department heads daily. The minutes of the detainee consultation committee meeting and the safer detention meetings are displayed in the ILC. The Board considers this to be best practice.

All protected characteristics are respected in the establishment. There is an appointed LGBTQ+ officer and a confidential helpline is available.

5.6 Faith and religious affairs

Where possible, all religious needs are catered for and the female residential area and Loudoun House have prayer rooms which can be accessed day and night. Signage indicating the direction of Qibla was installed in all prayer rooms and in the CSU.

Since the COVID-19 restrictions were introduced Christian, Muslim, Buddhist, Pentecostal, African Fellowship, Jewish, Sikh and Hindu faith leaders will come to the Centre if requested and are facilitated via an on-demand service. Detainees can book religious visits via the religious affairs manager (RAM). A maximum of eight detainees are allowed to attend a single session. The RAM is responsible for ensuring the detainees and visitors have PPE (masks and gloves) and are waiting in the multi-faith area prior to visit. The RAM escorts the religious visitor to the multi-faith area and supervises the session to ensure that social distancing is maintained, and that PPE is in place throughout.

Excellent provision was made during the month of Ramadan and where possible, all Muslim detainees observing Ramadan were housed in Loudoun House.

5.7 Complaints

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.

According to data from the HOIE performance reporting and analysis unit there were 21 complaints made during the reporting period. These were dealt with in accordance with the Detention Services Order 03/2015.

They consisted of: - six complaints about GEO, 10 complaints about the Home Office, two complaints about healthcare and three withdrawn complaints.

Five service delivery complaints were unsubstantiated, three of which were withdrawn. A minor misconduct complaint was unsubstantiated. A serious misconduct complaint was made on 21st December 2020 and remains open.

During the pandemic, the IMB request boxes were checked daily by HOIE and posters were put up advising detainees how to contact the IMB. They were also told they could ask a member of staff to contact us. At the beginning of the lockdown GEO set up a confidential phone line should a detainee want to speak to the IMB in private. There was only one written request.

5.8 Property

Issues concerning property are mainly due to property going missing in transfers from prisons.

6 Health and wellbeing

Med-Co has the healthcare subcontract until 2021. Their nursing team of eight qualified staff provide 24 hour cover.

6.1 Healthcare: general

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

The COVID-19 pandemic created unprecedented challenges. However, the healthcare team offered a full service within Dungavel during the pandemic equivalent to that provided in the community including access to dental and optical appointments. Risk assessments were completed for patients attending the dentist.

Infection control health centre environment data obtained from GEO local management.

- All detainees are isolated in single rooms with en-suite accommodation.
- Housekeepers undertake daily cleaning of the health centre using chlorine-based products.
- The team follow infection prevention and control guidelines provided by Public Health Lanarkshire. A consultant in public health with NHS Lanarkshire and also the public health team, were supportive with regular calls.
- The team had access to PPE via the NHS Lanarkshire public health team but GEO now have to supply this. The healthcare team has sufficient supply of PPE. and funding is in place to order new stock.
- The team has access to FFP3 masks although mask fit testing was not undertaken. It has access to gowns, face shields and glasses if a detainee with a positive test becomes unwell.
- The healthcare team has worked closely with the HOIE around managing the care of people who are travelling from abroad, including from Italy at the start of the outbreak.
- Information posters are displayed regarding the wearing of masks, and hand gel is available. The ILC send a text to detainees each day reminding them to wear a mask, wash their hands etc. No detainees are allowed into the centre without a mask. Individuals are provided with masks and given a temperature check daily and on release.
- All staff were given lateral flow tests which were provided by Public Health Lanarkshire. The detainees have a lateral flow test performed weekly by a company contracted by HOIE.
- The staff carry out daily temperature checks of all detainees, in addition to wellbeing/COVID-19 symptom checks.
- The majority of the healthcare staff have had their first vaccination which was arranged through NHS Lanarkshire, who were very supportive.

6.2 Physical healthcare

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 detention centre officer present.

A doctor provides remote clinics using “Near Me” software and will see patients face to face if required. Detainees go out of Dungavel for access to secondary dental and optical care. Podiatry appointments are managed in house.

6.3 Mental healthcare

According to GEO local management information two individuals were sectioned during the pandemic. There were no problems arranging this and all was straight forward. The individuals were isolated at the beginning and were fully supported by officers and mental health nurses.

During the pandemic, the psychiatry and substance misuse services continued. Psychiatry input was provided by a consultant from Wishaw hospital.

There is no waiting list for Rule 35 assessments and the doctors are trained in assessing such cases. The Board is satisfied that procedures and protocols are being followed as required by these legal measures.

According to the HOIE performance reporting and analysis unit there were 37 Rule 35 applications, 10 of whom were released.

According to GEO local management information there were 9 instances of detainees self harming. Six were treated locally and three required hospital treatment.

Anyone found to be self-harming would be placed on a VACP or ACDT.

According to data from HOIE performance reporting and analysis unit there were nine instances of food and fluid refusal, three of which were both food and fluid. Subject to the detainee agreeing they were given a medical examination and procedures were followed in line with the World Health Organisation guidelines.

Of the nine instances, eight lasted four days and one lasted five days.

Seven of the detainees resumed eating, and two were transferred to another IRC.

6.4 Welfare and social care

Until the start of lockdown in March, visits by legal advisors were between 9am and 12pm and between 1.30pm and 9pm and took place in private rooms off the visits room. A translation service, Big Word, was available. Family visits were from 1.30pm to 9pm and visitors could stay for the whole session. Closed visits were held in a room off the visits hall. In March, all visits were suspended in view of the COVID-19 pandemic. However, all detainees had telephones and received a £10 phone voucher each Friday and were also able to speak with their solicitor and family by Skype.

Visitors can request the use of the free bus service to take them on the 15 mile journey to and from the local bus stations in Hamilton. This request must be submitted the day before their required journey. A family / friends dining facility is available within the visits hall at a cost of £2 This allows detainees to eat with their families and is a popular facility. However, due to the COVID-19 restrictions, both of these were only available until March.

In March Skype was made available to detainees. Those detainees who were not in isolation in Hamilton House could book and use the Skype service located in the visits room. One room was allocated for friends and family calls and the other for legal calls. The former had to be booked through the ILC, 24 hours in advance and provide the Skype ID of the person to be contacted. The latter required booking by the solicitor. Such calls, being private and confidential, were conducted on an unmonitored iPad.

Detainees who were isolating in Hamilton House could book a 30 minute slot, 24 hours in advance. They would be escorted to the visits room during “protected hours” when no other persons were to be present. The room and all equipment required cleaning after each use using antibacterial wipes or spray.

There was limited access to the barber facilities and given the risk of transmission of COVID-19, these could be booked in 30-minute slots. These services were also suspended for a period of time in line with government health and safety guidelines. Detainees had access to hair cutting equipment and could access personal hygiene equipment and consumables free of charge.

Until COVID-19 disruption occurred, Scottish Detainee Visitors entered twice weekly to see detainees by appointment and once a month they operated a drop-in clinic.

6.5 Exercise, time out of room

The residential units are open from 6.45am – 9.45pm daily, during which time the detainees have free association throughout the centre. To comply with COVID-19 restrictions a booking system has been implemented to access some resources and those in isolation have limited access to them.

The ILC manager is qualified in educational management and is a qualified teacher. She is assisted by one full time 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.

Detainees in regular association can book a 45-minute slot to attend the gym and or the ILC daily. This is done by the detainee completing and signing a booking sheet which is brought either by the detainee or the unit officer to the Library. Unit DCO's can also book an appointment by telephone.

The library stocks books in 41 different languages. There are also multilingual books available on 17 Kindles which detainees can borrow. ESOL classes are offered. All detainees must complete a food hygiene course at induction which is carried out in the department on a daily basis. During the pandemic only two detainees were permitted in the library at any one time and they were required to observe social distancing at all times with a failure to do so resulting in exclusion.

There is a large sports hall and a gymnasium both of which are extremely popular and are supervised by trained staff. All gym equipment was checked by a service engineer. During 2020 only two detainees were permitted in the weights room, one was allowed in the cardiovascular room and two in the gym hall. Social distancing has to be observed at all times, and a failure to do so resulted in exclusion from the gym.

Detainees placed in isolation do not have access to the main gymnasium. Fitness DVDs are obtainable through the library and exercise plans are included within detainee distraction packs. A treadmill and free weights have been made available within the isolation unit in Hamilton House. These items can only be used within the designated room and on completion of the equipment induction which will be facilitated by the gym officer. Only one detainee was permitted at any one time to ensure social distancing. Areas required thorough cleaning and chlorination after use. Sufficient time had to be left between bookings to allow for suitable cleaning and air dispersal. Staff cleaning the area were required to wear masks, gloves and aprons. In addition to the small temporary gym, residents in isolation have access to open air areas. Regime activities and competitions were also made available within the unit, as well as books, DVDs and daily newspapers. All rooms have access to an X-Box and a wide selection of games.”

Female detainees in isolation can make requests to access the gym and ILC facilities. On request, dedicated isolation sessions may be booked to accommodate regime opportunities for females. The duty manager must approve all isolation sessions and give specific guidance.

A female gym instructor has now been appointed.

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.

The Home Office provided additional X Box games consoles. There is now a total of 36. 13 of these are in the Hamilton House isolation units.

During 2020 internet access was not available to isolating detainees.

6.6 Soft skills

To occupy detainees during lockdowns the ILC organised many activities and competitions.

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. In addition, there is a charity shop, stocked by the charity HIS Church, which carries a range of basic clothing, shoes, toiletries and food products, which are sold at extremely low prices. COVID-19 necessitated restrictions on the use of the facilities, but a 15-minute slot to attend the shop in person can be booked through the ILC.

7. Preparation for return or release

7.1 Activities including education and training.

ESOL classes are offered.

7.2 Case management

Detainees are provided with a list of authorised legal aid firms and are encouraged to make their own choice. All detainees had telephones, received a £10 phone voucher each Friday and were also able to speak with their solicitor by Skype.

7.3 Family contact

In April, all visits were suspended in view of the COVID-19 pandemic. However, all detainees had telephones, received a £10 phone voucher each Friday and were also able to speak with their family by Skype.

7.4 Planning for return or release

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.

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. The Board is closely monitoring the number of late arrivals and departures.

Prior to release, detainees are given all necessary information, travel tickets and paperwork. GEO provide them with face masks, hand sanitiser and food for two days. If they do not own a phone GEO allow them to keep the one issued to them on arrival, and £20 credit is placed on the device. A welfare officer is always there to help if necessary.

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

Previously the Board had been concerned that Mitie was not always available to transport detainees when requested to do so. However, GEO have reported a marked improvement in their relationship with Mitie this year. The Board has been advised that Mitie have provided transport at short notice when movement orders have come through, agreed to attend morning operational meetings and stepping outside contractual obligations to achieve a positive outcome for detainees. The Board welcomes this improvement.

8. The work of the IMB

Composition of the Board

The Board consists of four members, one of whom was appointed in February.

Until the March lockdown, a member visited a minimum of once a week and all detainees who were held under Rule 40/42, were visited by the IMB within 24 hours of being removed from association or placed in temporary confinement. The IMB also attended any serious incidents.

IMB visits to the centre were curtailed on the 23rd March 2020 by the pandemic insofar as the Coronavirus (Scotland) Act 2020 and related legislation imposed lockdown measures which restricted movement within Scotland. None of the Board members resides within South Lanarkshire, the local authority area in which the Centre is located. However, the Board was able to monitor the centre as far as possible in the circumstances and to meet and hold some Board meetings remotely. In addition, members were able to participate in remote training.

At the beginning of the lockdown GEO set up a confidential phone line should a detainee want to speak to the IMB in private. The Chair phoned the duty delivery operations manager every week for an update and the Board received a written update from the centre manager every fortnight. GEO informed the Chair within 2 hours of any notifiable event.

Rota visits took place when COVID-19 lockdown circumstances allowed.

The IMB boxes which are located in the ILC and female residential area were checked daily by the HOIE, DES team on behalf of the Board.

There was one written application. This was a TSFNO who transferred from a prison in England, but his property did not come with him. We signposted him to welfare who assured us that they had already made enquiries.

HOIE provides a clerk to the Board for up to 15 hours per month and this support is much appreciated.

Given the very remote location of Dungavel, the board has difficulty in recruiting new members and there were no applicants in the recruitment drive this year.

Board statistics

Recommended complement of Board members	10
Number of Board members at the start of the reporting period	3
Number of Board members at the end of the reporting period	4
Total number of visits to the establishment	46

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation including laundry, showers		
B	Use of force, removal from association		
C	Equality		
D	Purposeful activity including education, paid work, training, library, other activities		
E 1	Letters, faxes, visits, phones, internet access		
E 2	Finance including detainees' centre accounts		
F	Food and kitchens		
G	Health including physical, mental, social care		
H 1	Property within centre		
H 2	Property during transfer or in another establishment or location		1
I	Issues relating to detainees' immigration case, including access to legal advice		
J	Staff/detainee conduct, including bullying		
K	Escorts		
L	Other	2	
	Total number of applications	2	1



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