



Detainee survey methodology

A survey of detainees is carried out at the start of every scrutiny visit, the results of which contribute to the evidence base for the visit.

HMI Prisons developed a short questionnaire in January 2021 to support the scrutiny visit methodology. The questionnaire consists of structured questions covering key issues relating to the detainee experience during the outbreak of COVID-19, and also open questions to allow detainees to expand on any of their responses. The survey was administered face to face by a member of the HMI Prisons inspection team, utilising telephone interpretation where required.

HMI Prisons staff attended the centre in advance of the survey taking place and offered all detainees the opportunity to complete a questionnaire with a member of the HMI Prisons inspection team the following week. Assurances were given about confidentiality and anonymity and a record was kept of all detainees who wanted to complete the questionnaire.

Survey response

On the day, 12 March 2021, when all detainees were offered the opportunity to complete the survey the detainee population at Harmondsworth IRC was 91. Forty-two detainees indicated that they would like to complete the survey. Between 16 and 17 March 2021 a total of 36 surveys were completed with detainees, a response rate of 40%. Of the six detainees that did not complete a survey: one detainee had been released, one was in health care and four detainees declined to take part on the day. Telephone interpretation was used to facilitate nine detainee surveys.

The full scrutiny visit report is available on our website at:
<https://www.justiceinspectorates.gov.uk/hmiprison/inspections/>

Detainee survey results and analyses

Over the following pages we present the full survey results for Harmondsworth IRC. A full breakdown of responses is provided for every question. Percentages have been rounded and therefore may not add up to 100%.

Detainee location

Ash	10 (28%)
Beech.....	11 (31%)
Fir	7 (19%)
Gorse	8 (12%)

Arrival and reception**I.1 When you arrived here, was a professional interpreter available if you needed one?**

Yes.....	3 (8%)
No.....	9 (25%)
Don't remember	2 (6%)
Didn't need an interpreter.....	22 (61%)

I.2 How were you treated in reception?

Very well	5 (15%)
Quite well	20 (61%)
Quite badly	2 (6%)
Very badly	3 (9%)
Don't remember	3 (9%)

COVID-19 Questions**I.4 There are currently additional measures in place to protect detainees from the COVID-19 pandemic:**

	Yes	No
Are you aware of the additional measures put in place in this centre?	27 (75%)	9 (25%)
Have the reasons for the measures been explained to you in a language that you understand?	21 (78%)	6 (22%)
Do you feel you have been kept safe from the virus?	16 (47%)	18 (53%)

Legal rights and immigration**I.6 Is it easy or difficult to get free legal advice in this centre?**

Easy.....	16 (46%)	Difficult.....	15 (43%)	Don't know	4 (11%)
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I.8 Is it easy or difficult to make a bail application?

Easy.....	13 (38%)	Difficult.....	16 (47%)	Don't know	5 (15%)
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I.9 Are Home office immigration staff keeping you informed about the progress of your case?

Yes.....	7 (22%)
No.....	23 (72%)
Don't know.....	2 (6%)

Living conditions**I.11 What do you think of the food/shop available here?**

Very good	1 (3%)
Quite good	9 (26%)
Quite bad	15 (44%)
Very bad.....	9 (26%)

Relationships with other detainees

- I.13 Are the detainees respectful towards you and others here?**
- | | |
|-----------------------|----------|
| Always..... | 13 (37%) |
| Most of the time..... | 17 (49%) |
| Some of the time..... | 4 (11%) |
| Never..... | 1 (3%) |
- I.15 If you were being bullied or victimised by other detainees here, would you report it to staff?**
- | | |
|----------|----------|
| Yes..... | 20 (67%) |
| No..... | 10 (33%) |
- I.16 Do staff respond appropriately to arguments, fights and assaults between detainees?**
- | | |
|-----------------------|----------|
| Always..... | 11 (37%) |
| Most of the time..... | 6 (20%) |
| Some of the time..... | 10 (33%) |
| Never..... | 3 (10%) |

Staff - relationships and behaviour towards detainees

- I.18 Do most staff here treat you with respect?**
- | | |
|----------|----------|
| Yes..... | 25 (69%) |
| No..... | 11 (31%) |
- I.19 Are there any staff you could turn to if you had a problem?**
- | | |
|----------|----------|
| Yes..... | 28 (78%) |
| No..... | 8 (22%) |
- I.20 In the last week, has any member of staff talked to you about how you are getting on?**
- | | |
|----------|----------|
| Yes..... | 17 (55%) |
| No..... | 14 (45%) |
- I.21 Have any of the staff here ever mistreated you (i.e. any form of victimisation)?**
- | | |
|----------|----------|
| Yes..... | 6 (18%) |
| No..... | 27 (82%) |

Safety

- I.23 Do you feel unsafe now?**
- | | |
|----------|----------|
| Yes..... | 9 (25%) |
| No..... | 27 (75%) |

Health and well being

- I.25 What is the quality of health care services here?**
- | | |
|------------------------------------|----------|
| Very good | 4 (11%) |
| Quite good | 14 (39%) |
| Quite bad..... | 6 (17%) |
| Very bad..... | 7 (19%) |
| Have not been to health care | 5 (14%) |
- I.26 Is a professional interpreter available if you need one during health care assessments?**
- | | |
|---------------------------------|----------|
| Yes..... | 9 (26%) |
| No..... | 2 (6%) |
| Don't know..... | 3 (9%) |
| Don't need an interpreter | 20 (59%) |

- I.27 Do you have any mental health problems?**
 Yes..... 18 (50%)
 No..... 18 (50%)
- I.28 Have you been helped with your mental health problems while in this centre?**
 Yes..... 6 (33%)
 No..... 12 (67%)
- I.29 Have you ever felt depressed while in this centre?**
 Yes..... 28 (80%)
 No..... 7 (20%)
- I.30 Have you ever felt suicidal while in this centre?**
 Yes..... 9 (27%)
 No..... 24 (73%)
- I.31 If you have felt depressed or suicidal here, did you receive any help from staff?**
 Yes..... 9 (27%)
 No..... 17 (52%)
 Have not felt depressed or suicidal 7 (21%)

Drugs and alcohol

- I.33 Is it easy or difficult for detainees to:**
- | | Easy | Difficult | Don't know |
|--------------------|--------|-----------|------------|
| Get illicit drugs? | 3 (9%) | 11 (32%) | 20 (59%) |
| Get alcohol? | 3 (9%) | 10 (31%) | 19 (59%) |

Activities

- I.36 Is there enough to do in this centre to fill your time?**
 Yes..... 9 (26%)
 No..... 24 (71%)
 Don't know..... 1 (3%)

Keeping in touch with family and friends

- I.38 How often have you been able to see your family and friends in the last month:**
- | | Every week | Two or three times | Once | Not at all |
|---------------------------|------------|--------------------|--------|------------|
| In person (centre visit)? | 0 (0%) | 0 (0%) | 0 (0%) | 32 (100%) |
| Using video calling? | 0 (0%) | 1 (3%) | 1 (3%) | 30 (94%) |