



UNIVERSITY OF  
OXFORD

*Quality of Life in Detention*  
*Results from MQLD questionnaire data collected in IRC*  
*Heathrow (Harmondsworth), July 4 – 6, 2017.*

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Date: August 2017



## Executive summary

### Overview

This report presents the results of a revised *Measure of the Quality of Life in Detention* (MQLD) questionnaire, completed by 230 residents of IRC Heathrow (Harmondsworth) between July 4 through to July 6, 2017. This represents 39 per cent of the population at the time of the visit. The survey measures the detainees' perceptions of a range of issues including their immigration case, their mental health and their quality of life. As is standard practice with survey administration, the respondents were anonymized and their responses were not independently verified. The questionnaire was conducted as part of the new MQLD questions and methodology. The following report should be considered as a stand-alone measure, separate to the usual MQLD findings, which will be analysed in conjunction with results from all IRC findings from the present round of administration, to be completed late 2017.

The first portion of the MQLD asks participants a range of demographic questions regarding age, nationality and marital status. This report will begin by outlining these results, however, some findings will not be reported to ensure the confidentiality of respondents. The second part reports measures of activity and service provision in the centre, before moving on to the participant's views of their 'quality of life in detention.' This portion of the survey covers a number of indicators from quality of food, to attitudes towards staff and other detainees. The third part of the report focuses on answers to questions on case work and lawyers.

The final part of the questionnaire includes a new measure of distress. This measure, which has been developed extensive research in IRCs across the UK, helps to determine how well individuals are coping with their time in detention. This is followed by questions relating to ACDT plans and experiences of traumatic events.

This questionnaire has been developed for use in immigration removal centres. This is the third version, which has reduced the number of questions and the period of administration. While its

findings are preliminary, some important issues have been identified which deserve greater scrutiny. The report will present first an executive summary of findings, which the researchers have identified as key points of interest. The remainder of the report will contain responses to all questions asked of participants in more detail.

### Part One of the Survey: Demographics

The demographics of the participants showed a good spread of responses from individuals with different backgrounds and experiences. Fifty different nationalities were represented and the age of detainees ranged from 18 to 71. Most of those who completed the survey had been resident in the UK for many years. The average time respondents had lived in the UK before detention was 9.5 years, though this ranged from no time at all, to over 20 years. Similarly, many respondents had been detained for lengthy periods in Harmondsworth. The average time respondents had been in this centre was three months, though some had been resident for only a few days, while others had spent more than a year in the centre.

### Part Two of the Survey: Activities and Service Provision

Participants were asked what they do most days at Harmondsworth. Talking with friends/ other detainees was the most popular activity, with 118 respondents taking part in this activity. Religious services was the second most popular with 96 responses, followed by gym/sports with 84 responses. Though many respondents ticked some form of activity, 37 men told us they spent most of the time doing 'nothing.' In what is an unusual and concerning response, there were three men who took the effort to write that they took drugs most days in the centre.

Participants were also asked if any of the activities they had ticked had made them feel good. Of the 226 residents who answered this question, 134 (59%) responded yes, and 92 (41%) responded no. Notably, the most popular activity of talking with friends/other detainees was only referred to as making people feel good in 53 per cent of cases.

Detainees were asked for their experiences of services that were provided to them in Harmondsworth. There were particular concerns over the handling of complaints. There were 75

individuals who had made a formal complaint at Harmondsworth. Of these only 8 (11%) were satisfied with how their complaint had been handled, while 60 (80%) were unsatisfied. The remaining seven opted not to report on whether they were satisfied or not.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. Eighty-two (71%) respondents ticked 'yes,' while 34 (29%) ticked 'no,' and 107 respondents ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 57 (51%) people said 'yes,' while 55 (49%) ticked 'no,' and 107 respondents ticked that they did not need to use an interpreter.

There were also concerns related to provision of services if a detainee felt upset while in the centre. When asked who in this centre detainees speak to if they were upset, a high number of participants (73) ticked that they spoke to nobody, and 87 men told us they spoke with friends and family outside the centre, rather than turning to help from services inside Harmondsworth.

Residents were asked if friends or families could visit them at Harmondsworth and how easy their family and friends found it to do so. One hundred and forty-four (63%) detainees responded that their family and friends could visit and 45 (26%) responded that they could not. A further 37 (16%) replied they had no friends or family in the UK who could visit. Four individuals declined to answer this question. When asked how easy it is for their friends or family to visit them, of those who had friends or family in the UK who could come visit, 114 (63%) detainees ticked that it was 'hard' or 'very hard' while 68 (37%) ticked that it was 'easy' or 'very easy,' for family or friends to come visit.

### Part Three and Four of the Survey: Quality of Life in Detention (MQLD)

Part three of the survey presents bleak results. When asked to agree or disagree with the statement 'I am not treated like a human being in here,' 132 men (60%) agreed or strongly agreed. Detainees were also very negative about conditions, especially cleanliness and provision of food and clothing. Twenty-seven per cent of respondents ticked that the centre was never

clean, while 46 per cent ticked that it was only sometimes clean. A very high 42 per cent of men told us they never had enough clothes to wear. This was supported by verbal discussions with men while researchers were conducting the survey and a number told us they had been wearing the same outfit for long periods of time. Only 12 per cent of respondents ticked that food at Harmondsworth was good either 'always' or 'most of the time.'

Relationships with officers appeared strained. Most detainees did not feel they could talk to an officer if they felt low, or that they would tell an officer if they were worried they may hurt themselves. Residents were, however, more likely to tell an officer if they believe someone else might hurt themselves. On average most detainees did not agree that officers were kind, they also did not agree that they could trust officers, that officers would help them if they needed it or that officers would help them quickly. Compounding matters, most detainees disagreed with the statement 'staff here made me feel safe.' Immigration staff did not fare much better, with most detainees suggesting immigration staff only speaking to detainees with respect 'sometimes.' Somewhat more positively, detainees did, on average, understand what officers told them. They also reported that officers did not make racist comments, and that officers did take action if they do something wrong.

Access to healthcare was reported as poor. The service provided was, on average, reported as 'never' as good as on the outside. Detainees were, on average 'never' able to see a dentist when they needed to, and were only able to see a doctor 'sometimes.' Nurses were reported to speak to detainees with respect only 'sometimes' and most respondents felt healthcare also only believed them 'sometimes.'

Detainees were uncertain about their cases, and about what could happen to them next. They were unclear which caseworker was working on their case, or how to contact their caseworker if they needed to. They were more positive about their lawyers, however, reporting that they were usually able to explain cases to detainees who had them, in a language they could understand and detainees were usually able to call them in they needed to.

Safety was a problem for detainees. Most only felt safe in their own rooms, or in the gym/sports hall. Most did not feel safe around other detainees, in the dining halls or along corridors. When given the option to write in where else they felt unsafe, detainees added courtyards and showers/toilets. Just as they did not feel safe, on average most detainees, did not trust other detainees. They felt some detainees bullied others and that drugs were used by detainees in Harmondsworth and that they caused problems.

Finally, on a more positive note, most detainees told us they were able to contact their friends and family on the outside if they wanted to. They also reported that detainees from different countries and religions got along well in Harmondsworth and that most detainees speak to each other with respect.

#### Part Five of the Survey: Distress, ACDT and Trauma

The level of distress reported by the survey population was substantial. Many respondents reported disruptions to their sleep, including bad dreams. They reported having less appetite than is usual, suffering from apathy, feeling lethargic and that they were unable to enjoy the things they used to enjoy and many reported that they 'never' felt happy never or only some of the time.

All residents were asked in the survey if they had ever been on an ACDT at Harmondsworth. To this question 19 (9%) people responded yes, in this centre and 4 (2%) responded yes, in another centre. One hundred and twenty-two (60%) people responded no, 57 (28%) told us they didn't know, and 28 individuals declined to answer this question. When analysed alongside the distress question regarding suicidal thoughts, of the 92 people who responded indicating that 'I have thoughts of ending my life' 'all the time' or 'most of the time' in the last 7 days, and who had also filled the question on the ACDT, only 14 (15%) had been on an ACDT while at Harmondsworth and a further 21 (23%) did not know if they had been on an ACDT or not.

## Conclusion

The survey highlighted overwhelmingly negative attitudes towards Harmondsworth IRC. Relationships with staff appeared strained, and safety was a concern. In addition, detainees reported poor living conditions and that they felt they were being treated as less than human. In the open text part of the survey and consistently in discussions with the research team men complained about an infestation of bed bugs. Most concerning, and in line with other centres, the survey also revealed an ongoing gap between the formal ACDT programs used in Harmondsworth relative to the numbers who reported persistent suicidal thoughts on our measure of distress.

We hope that the results presented in this survey can be used to assist in improving the conditions of Harmondsworth and look forward to conducting a survey with more positive results in the future.

Our thanks go to those who participated in this round of the MQLD, the staff at Heathrow IRC for allowing access and assisting us during the visit, and to Annie Crowley and Dominic Aitken for their help administering the survey.

Mary Bosworth and Alice Gerlach.

Oxford, August 2017

## Method

This survey was administered by Dominic Aitken, Mary Bosworth, Annie Crowley, and Alice Gerlach from the 4<sup>th</sup> of July through to the 6<sup>th</sup> of July 2017. Questionnaires were completed and returned by 230 residents of Harmondsworth, amounting to 39% of the population at the time of the visit. Responses have been anonymised, and any demographics which could identify participants have been excluded from this report. Surveys were available in English, Albanian, Arabic, Bengali, Chinese, Polish, Punjabi, Russian, Urdu and Vietnamese. Forty-three residents chose to fill their survey in a language other than English.

## Results

### Part One: Demographics

Respondents of the survey reported 50 different nationalities. The youngest respondent was 18, the eldest 71 and the mean age of all those who filled a survey was 34. Residents of many different religions took part; the largest group were of Muslim faith (37%). The following table presents the breakdown of religions. Results for any religion with fewer than 20 respondents has been collapsed into the category of 'other' to protect the anonymity of those who filled out the survey.

Table 1. What is your religion?

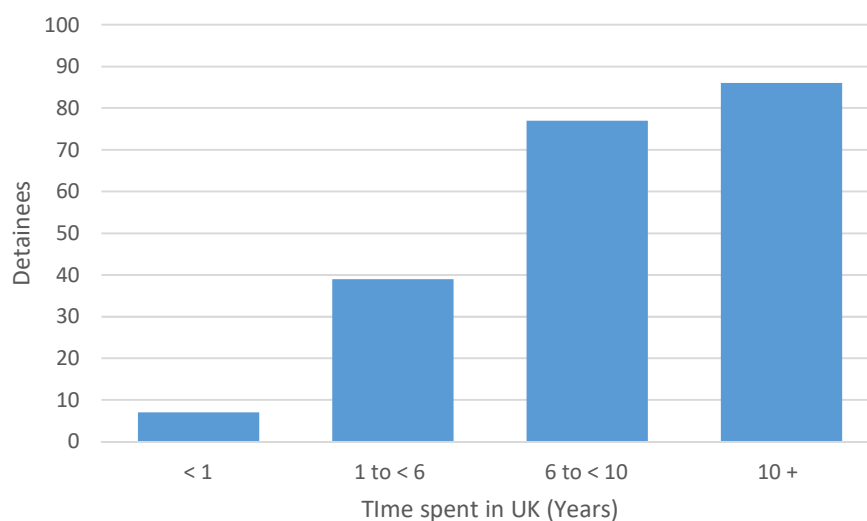
	N	%
Muslim	85	37
Christian	65	29
Sikh	26	12
Hindu	22	10
Other	29	13
Missing	3	-



The marital status of respondents showed 120 (53%) individuals who were not currently in a relationship, while 84 (37%) were either married, in a civil partnership or in an unspecified relationship. Residents were asked if they had family members in the UK. One hundred and twenty (52%) respondents replied yes, while 109 (48%) replied no. Eighty-four (37%) of those who filled the survey told us they had children. Of this total, 48 fathers reported that their children lived in the UK. Two-thirds of these men (32) lived in the same residence as their children before detention.

Most of those who completed the survey had been resident in the UK for many years. The average time respondents had lived in the UK before detention was 9.5 years. There were 80 residents who had lived in the UK between 10 and 19 years and 9 men who had lived in the UK for twenty years or longer. The graph below illustrates the number of years spent in the UK by respondents.

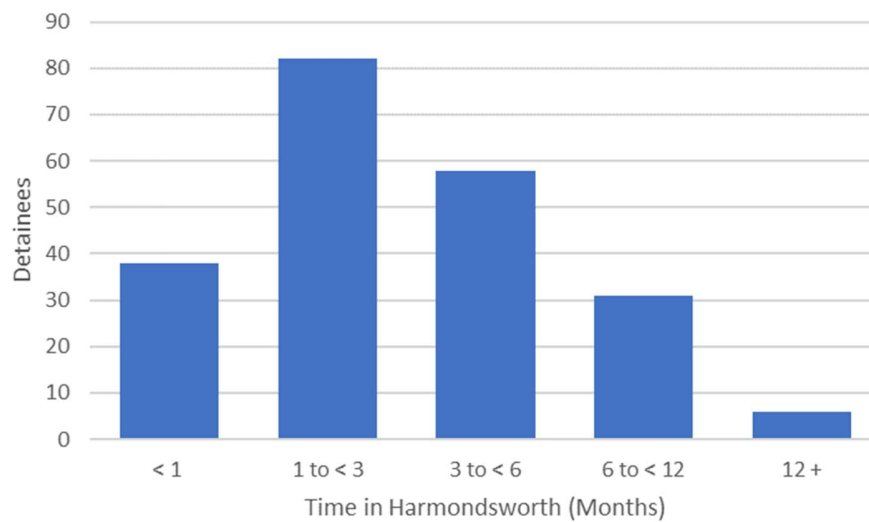
Figure 1. Time spent in the UK, in Years



Just like most men had been resident in the UK for many years, so, too, they had been detained for lengthy periods in Harmondsworth. The average time respondents had been in this centre was three months. Forty-four men had spent between three and six months in the centre. Twenty-two had spent more than six months, and up to 12 months in the centre and four had spent more than 12 months there. One hundred and eighty (79%) respondents had spent time in

another removal centre, and 69 (31%) respondents had been in prison in the UK before their detention. The figure below illustrates the number of months men had spent in Harmondsworth.

Figure 2. Time spent in Harmondsworth, in Months



While there was some variety in the legal status of the respondents and in their access to legal advice, the majority had, at some point, applied for asylum. Most also reported that they had an immigration solicitor. Of the total, 166 (74%) respondents had applied for asylum, 133 (58%) had applied for bail, and 138 (61%) had applied for temporary admission. One hundred and forty-two (63%) respondents told us they had an immigration solicitor, 70 (21%) did not, and 14 (6%) did not know if they had a solicitor.

## Part Two: Activities and Service Provision

Participants were asked what they do most days at Harmondsworth. The survey includes 7 set answers as well as the opportunity to write-in any 'other' activity they wished. Table 1 reports the numbers of individuals responding to each option. Respondents were asked to tick all that applied.

Table 2. What do you do most days in this removal centre?

	N
Talk with friends/ other detainees	118
Religious Services	96
Gym/Sports	84
Library	68
Paid Work	41
Nothing	37
Art/Craft	13

A number of participants (26) also chose the 'other' category. Recurring additions in the write-in section included 'helping others', 'watching television or surfing the internet', 'reading', or 'speaking to family and friends on the phone'. Notably, there were three respondents who wrote that they 'took drugs' as their 'other' activity.

Participants were then asked if any of the activities above made them feel good. Of the 226 residents who answered this question, 134 (59%) responded yes, and 92 (41%) responded no. Table 2 below details which activities respondents told us made them feel good. Results are presented as numbers, then as percentage of those respondents who identified this activity as a regular activity in the previous question. As above, notable and recurring responses in the 'other' category for this question were 'talking to family and friends', 'listening to music', 'watching television' and 'using the PlayStation'.

Table 3. Which activities make you feel good?

	N	% of those who take part
Art/Craft	10	77%
Gym/Sports	55	65%
Religious Services	75	64%
Library	39	57%
Talk with friends/ other detainees	63	53%
Paid Work	18	44%

When asked who they talk to when they are upset, respondents most commonly chose the option of 'family/friends'; 31 per cent of those who answered this question ticked this box. Conversely, 27 per cent of those who answered this question disclosed they speak to 'nobody' if they are upset. These figures appear in Table 4 below.

Table 4. Who in this centre do you talk to if you are upset?

	N
Family/friends outside	87
Nobody	73
Other detainees	59
Officers	22
Lawyer/Solicitor	14
Other	13
Outside organisations	10

Of respondents who reported the 'other' option of who they talk to when they are upset, notable or recurring responses included the Imam, the mental health team, a doctor or nurse or a Deity such as Jesus or God.

Residents were asked if friends or families could visit them at Harmondsworth and how easy their family and friends found it to do so. One hundred and forty-four (63%) detainees responded that their family and friends could visit and 45 (26%) responded that they could not. A further 37 (16%) replied they had no friends or family in the UK who could visit. Four individuals declined to answer this question. When asked how easy it is for their friends or family to visit them, of those

who had friends or family in the UK who could come visit, 114 (63%) detainees ticked that it was 'hard' or 'very hard' while 68 (37%) ticked that it was 'easy' or 'very easy,' for family or friends to come visit.

Detainees were asked for their experiences of services that were provided to them in Harmondsworth, including the complaints system, and access to translation services. There were 75 individuals who had made a formal complaint at Harmondsworth. Of these only 8 (11%) were satisfied with how their complaint had been handled, while 60 (80%) were unsatisfied. The remaining seven opted not to report on whether they were satisfied or not.

Respondents were asked if they were able to use a translator/interpretation service when they needed to. Eighty-two (71%) respondents ticked 'yes,' while 34 (29%) ticked 'no,' and 107 respondents ticked that they did not need to use an interpreter. When asked if the interpretation service here was good enough, 57 (51%) people said 'yes,' while 55 (49%) ticked 'no,' and 107 respondents ticked that they did not need to use an interpreter.

As part of gauging the detention experience, the survey includes a few questions about preparation for removal or release. When asked if anyone had given them advice on what to do if they were removed from the UK, 15 (9%) answered 'yes,' 158 (91%) answered 'no,' and 50 responded that they did not need advice. When asked if anyone here had given detainees advice on what to do if they were released in the UK, 38 (21%) answered 'yes,' 140 (79%) answered 'no' and 44 responded that they did not need advice.

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

The following results are divided by topic. Raw numbers, percentages and mean scores are provided using the responses of all participants. Mean scores indicate within which answer the average response falls. For example, in the first question of the first table, the mean score = 2.9. This shows that the average response to the question ‘This removal centre is clean,’ = ‘sometimes.’ Response codes are provided before each topic table to help interpret mean scores.

Table 5. Services and cleanliness

	Always	Most of the time	Sometimes	Never	Not applicable/ Don't know
This removal centre is clean	20 (9%)	37 (16%)	105 (46%)	61 (27%)	5 (2%)
I have enough clothes	37 (17%)	39 (17%)	45 (20%)	95 (42%)	8 (4%)
The food here is good	10 (4%)	17 (8%)	107 (47%)	93 (41%)	1 (0%)
There are enough activities to do here	20 (9%)	29 (13%)	71 (32%)	81 (37%)	21 (10%)
I spend most of my day in my room	52 (23%)	83 (37%)	75 (33%)	15 (7%)	2 (1%)

Table 6. Living in the centre

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not applicable/ Don't know
I am not being treated as a human being in here	77 (35%)	55 (25%)	46 (21%)	27 (12%)	16 (7%)
I can talk to an officer if I feel low	19 (9%)	63 (29%)	68 (31%)	50 (23%)	21 (10%)
If I was worried I might hurt myself, I would tell an officer	20 (9%)	58 (26%)	62 (28%)	37 (17%)	44 (20%)
If I was worried someone else might hurt themselves I would tell an officer	59 (27%)	90 (41%)	24 (11%)	20 (9%)	28 (13%)
I am able to call my family or friends when I want to	70 (31%)	112 (50%)	25 (11%)	10 (4%)	7 (3%)

Table 7. Officers and Officer Relationships

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not applicable/ Don't know
Most officers are kind to me	17 (8%)	100 (44%)	60 (27%)	40 (18%)	9 (4%)
Most officers talk to me with respect	25 (11%)	87 (39%)	64 (28%)	43 (19%)	6 (3%)
Officers and detainees get along well here	18 (8%)	83 (37%)	75 (34%)	37 (17%)	10 (5%)
I trust the officers in this removal centre	16 (17%)	54 (24%)	78 (35%)	60 (27%)	18 (8%)
Officers here help me as quickly as they can	14 (6%)	56 (25%)	74 (34%)	69 (31%)	8 (4%)
I can get help from an officer when I need it	18 (8%)	67 (30%)	71 (31%)	57 (25%)	14 (6%)
I understand what the officers are telling me	30 (13%)	134 (60%)	31 (14%)	21 (9%)	9 (4%)
Officers do not make racist comments here	29 (13%)	104 (47%)	41 (18%)	26 (12%)	23 (10%)
If you do something wrong in this centre officers take action	47 (21%)	97 (44%)	33 (15%)	17 (8%)	27 (12%)

Table 8. Immigration staff in the centre

	Always	Most of the time	Sometimes	Never	Not applicable/ Don't know
Immigration officers in this centre speak to me with respect	49 (22%)	43 (19%)	80 (35%)	42 (19%)	13 (6%)
I understand what immigration staff in this centre tell me	58 (26%)	65 (29%)	66 (29%)	28 (12%)	9 (4%)
Immigration officers in this centre treat all detainees the same	36 (16%)	28 (13%)	48 (21%)	72 (32%)	40 (18%)

Table 9. Healthcare

	Always	Most of the time	Sometimes	Never	Not applicable/ Don't know
Healthcare staff believe me	29 (13%)	36 (16%)	75 (34%)	60 (27%)	23 (10%)
Healthcare here is as good as outside	11 (5%)	16 (7%)	46 (20%)	135 (60%)	17 (8%)
I can see a doctor when I need to	14 (6%)	15 (7%)	70 (31%)	115 (51%)	11 (5%)
I can see a dentist when I need to	12 (5%)	11 (5%)	35 (16%)	125 (56%)	42 (19%)
The nurses talk to me with respect	52 (23%)	40 (18%)	87 (38%)	25 (11%)	23 (10%)

\*In the demographics section 163 (72%) respondents told us they had health problems or concerns.

Table 10. Other Detainees

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not applicable/ Don't know
Most detainees talk to each other with respect	26 (12%)	120 (53%)	59 (26%)	11 (5%)	9 (4%)
I do not trust most of the other detainees here	37 (16%)	109 (48%)	50 (22%)	16 (7%)	13 (6%)
Some detainees bully others	38 (17%)	111 (50%)	43 (19%)	16 (7%)	16 (7%)
People who don't speak English have a hard time in here	76 (34%)	85 (38%)	36 (16%)	10 (5%)	16 (7%)
Detainees from different countries get along well here	23 (11%)	92 (42%)	63 (29%)	25 (12%)	15 (7%)
Detainees from different religions get along well in here	25 (11%)	120 (55%)	42 (19%)	14 (6%)	19 (9%)
I spend most of my time here alone	60 (27%)	85 (39%)	58 (26%)	7 (3%)	10 (5%)
Illegal drugs are used by detainees here	108 (49%)	46 (21%)	22 (10%)	8 (4%)	36 (16%)
Illegal drugs cause problems between detainees here	102 (46%)	52 (24%)	17 (8%)	9 (4%)	40 (18%)

Table 11. Safety

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not applicable/ Don't know
Officers here make me feel safe	21 (9%)	64 (29%)	77 (35%)	47 (21%)	14 (6%)
I feel safe around other detainees here	16 (7%)	82 (37%)	80 (36%)	35 (16%)	9 (4%)
I feel safe in my room	39 (18%)	98 (44%)	58 (26%)	19 (9%)	8 (4%)
I feel safe in the corridors here	18 (8%)	84 (38%)	81 (37%)	24 (11%)	14 (6%)
I feel safe in the dining hall	17 (8%)	91 (41%)	67 (30%)	25 (11%)	23 (10%)
I feel safe in the gym/sports hall	18 (8%)	80 (37%)	64 (29%)	23 (11%)	34 (16%)

Detainees were also asked if there were any other spaces where they did not feel safe and 68 men ticked 'yes' in the write in box. Areas that were repeatedly described as unsafe were the courtyards, showers/toilets, and areas with bed bugs. The most regularly repeated comment suggested that nowhere in the centre felt safe.

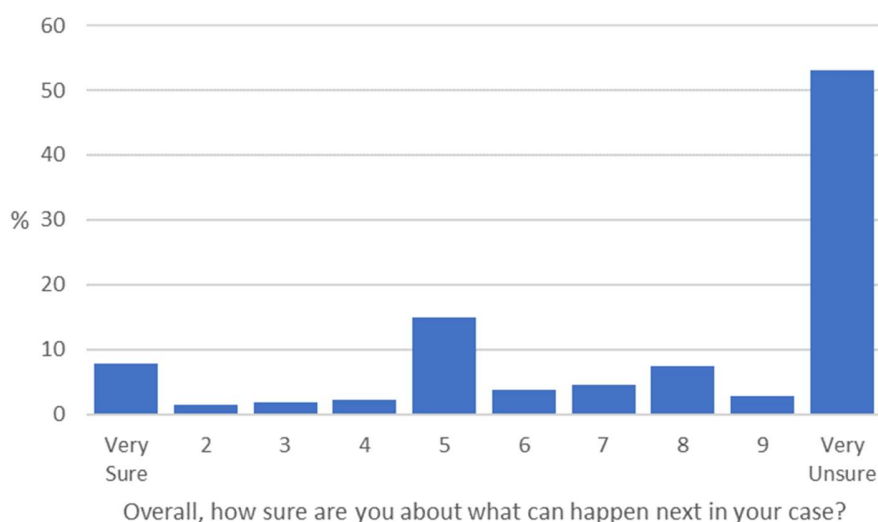


Table 12. Casework and Lawyers

	Always	Most of the time	Sometimes	Never	Not applicable/ Don't know
I know what is happening in my immigration/asylum case	26 (11%)	51 (22%)	69 (30%)	58 (25%)	19 (8%)
My lawyer explains my case in a language I understand	80 (25%)	56 (24%)	33 (14%)	30 (13%)	23 (10%)
I call my lawyer when I need to	78 (34%)	40 (17%)	49 (21%)	27 (12%)	29 (13%)
Staff here can help explain my case in a language I understand	35 (15%)	35 (15%)	46 (20%)	78 (34%)	31 (14%)
I know which immigration case worker is working on my case	30 (13%)	20 (9%)	39 (17%)	108 (47%)	24 (10%)
I can speak to my immigration case worker when I need to	15 (7%)	15 (7%)	34 (15%)	131 (57%)	27 (12%)

Detainees were asked, overall, how sure they were about what could happen next in their case. Respondents answered on a scale from 1 to 10, where 1 = very sure, and 10 = very unsure. The mean 'uncertainty' score was 8. The graph below illustrates the spread of uncertainty of those who responded to this question. Most notably, 53 per cent of the participants who responded ticked that they were very unsure.

Figure 3. Measure of uncertainty in detention



## Part Five: Indicators of distress, ACDT and Trauma

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

Table 13. Coping with detention, measure of distress:

	Never	Some of the time	Most of the time	All of the time
I feel low in energy, slowed down	8 (4%)	61 (28%)	66 (30%)	84 (38%)
I still enjoy the things I used to enjoy	130 (61%)	60 (28%)	15 (7%)	9 (4%)
I can laugh and see the funny side of things	97 (46%)	90 (42%)	13 (6%)	13 (6%)
I feel restless	20 (9%)	57 (27%)	60 (28%)	78 (36%)
I have difficulty falling asleep	13 (6%)	32 (15%)	51 (24%)	120 (56%)
I wake up a lot during the night	5 (2%)	38 (18%)	54 (25%)	119 (55%)
I have thoughts of ending my life	59 (28%)	56 (26%)	35 (16%)	64 (30%)
I am crying easier than I used to	31 (15%)	58 (27%)	53 (25%)	71 (33%)
I feel everything is an effort	17 (8%)	54 (26%)	56 (27%)	78 (38%)
I get sudden feelings of panic	20 (9%)	64 (30%)	56 (26%)	73 (34%)
I have bad dreams	23 (11%)	53 (25%)	63 (29%)	77 (36%)
I feel as hungry as I always have	69 (32%)	72 (34%)	39 (18%)	35 (16%)
I care about my appearance	52 (24%)	63 (30%)	43 (20%)	55 (26%)
I feel happy	160 (74%)	37 (17%)	5 (2%)	11 (5%)
I have thoughts of hurting myself	76 (36%)	73 (34%)	28 (13%)	35 (17%)
I do not feel lonely	73 (34%)	70 (33%)	30 (14%)	41 (19%)

All residents were asked in the survey if they had ever been on an ACDT at Harmondsworth. To this question 19 (9%) people responded yes, in this centre and 4 (2%) responded yes, in another centre. One hundred and twenty-two (60%) people responded no, 57 (28%) told us they were unsure, and 28 individuals declined to answer this question.

When analysed alongside the distress question regarding suicidal thoughts, of the 92 people who responded indicating that 'I have thoughts of ending my life' all the time or most of the time in the last 7 days, and who had also filled the question on the ACDT, 14 (15%) had been on an ACDT while at Harmondsworth while 21 (23%) did not know if they had been on an ACDT or not. A further 54 (59%) ticked that they had not been on an ACDT while at Harmondsworth. The full results are provided in the table below.

Table 14. Crosstabulation – ACDT and thoughts of ending life

		Have you ever been on an ACDT (the orange/red book) plan while in detention?			
		No	Yes, in this centre	Yes, in another removal centre	Don't know
I have thoughts of ending my life	Never	31	3	0	20
	Some of the time	34	2	1	16
	Most of the time	21	3	2	6
	All of the time	33	11	1	15

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

Table 15. Experiences of Trauma

	N
Torture	104
Domestic Violence	31
Rape	10
Trafficking	21
Other traumatic event	46

## Comments

The final section of the survey asks participants if they have any additional comments they would like to make about the centre. The comments provided by residents of Harmondsworth were striking in their number and detail, with approximately half of all respondents choosing to add detail to their responses.

Comments were in-line with the negative results presented in the survey data above. In particular, a number of respondents complained about bed bugs, a general lack of cleanliness, broken facilities such as toilets and showers, poor quality food, and difficulties in accessing sufficient clothing.

Many detainees were despondent, especially in detailing their stress at being detained at all. Respondents wrote they felt they were treated as though they were criminals. They reported that their detention was unjust and that they were having trouble accessing the services they required to help fight their cases. Some comments included distressing pleas for help and a number of individuals wrote that their detention was damaging their mental health.