



Staff survey methodology,
results and analyses

Dungavel IRC

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Staff survey methodology

A survey of staff is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection.

HMI Prisons developed an online questionnaire consisting of structured questions about their experiences at the IRC. There are also fifteen open questions which allow staff to expand on their experiences and tell inspectors anything else they think is important. These comments are not published or shared with the establishment.

Distribution

HMI Prisons researchers provide a link to the survey embedded in a covering email. The covering email explains the purpose of the survey, that participation is voluntary and gives assurances about confidentiality and anonymity, enabling staff to give their informed consent to participate. This email is sent to the establishment with a request that it is forwarded to all staff working at the establishment; an HMI Prisons researcher is copied into this email to provide assurance.

Distribution

The survey was sent to 106 email addresses at Dungavel IRC. Staff were given 6 days to complete the survey. We received a total of 41 completed questionnaires.

We cannot be sure that every member of staff working at the establishment received the email. Furthermore, because the online survey is set up to enable multiple responses from a single device (to facilitate participation by those who share computers) it is possible that individuals may have completed the questionnaire more than once. It is therefore not possible to provide an accurate response rate.

Distribution

The full survey results for staff at Dungavel IRC provide a breakdown of responses for only the structured questions. Percentages have been rounded and therefore may not add up to 100%.

The full inspection report is available on our website at:
<https://www.justiceinspectors.gov.uk/hmiprisons/inspections/>

Staff survey results and analyses

Q1	Please tick the option which most closely matches your role:	
	Frontline operational staff	23 (56%)
	Operational manager	6 (15%)
	Health care staff.....	3 (7%)
	Education, skills and work staff.....	4 (10%)
	Administrative staff	1 (2%)
	Other staff.....	4 (10%)
Q4	Do you feel supported by your colleagues?	
	Always	18 (44%)
	Often.....	12 (29%)
	Sometimes	11 (27%)
	Never.....	0 (0%)
Q5	Do you feel supported by your immediate line manager?	
	Always.....	17 (41%)
	Often	7 (17%)
	Sometimes	14 (34%)
	Never	3 (7%)
Q6	Do you feel supported by senior managers?	
	Always	9 (22%)
	Often.....	6 (15%)
	Sometimes.....	10 (24%)
	Never	16 (39%)
Q8	How do Geo Group staff treat detainees in this centre?	
	Very well	37 (90%)
	Quite well	4 (10%)
	Quite poorly.....	0 (0%)
	Very poorly.....	0 (0%)
Q9	How do Home Office staff treat detainees in this centre?	
	Very well	20 (49%)
	Quite well.....	16 (39%)
	Quite poorly	5 (12%)
	Very poorly.....	0 (0%)
Q10	How do health care staff treat detainees in this centre?	
	Very well.....	19 (46%)
	Quite well.....	15 (37%)
	Quite poorly	5 (12%)
	Very poorly	2 (5%)

Q11	How do staff treat their colleagues?	
	Very well	17 (41%)
	Quite well	16 (39%)
	Quite poorly.....	7 (17%)
	Very poorly.....	1 (2%)
Q12	Have you ever witnessed staff behaving inappropriately towards detainees?	
	Yes	3 (7%)
	No.....	38 (93%)
Q13	Have you ever witnessed staff behaving inappropriately towards each other?	
	Yes	9 (22%)
	No.....	32 (78%)
Q15	Do you believe the issues you raise would be taken seriously?	
	Yes.....	24 (59%)
	No	8 (20%)
	Not sure	9 (22%)
Q16	Do you have any other concerns about the behaviour of staff (including managers)?	
	Yes.....	14 (34%)
	No	27 (66%)