

Detainee Escorting Staff Survey (DESS)

Page 1: Introduction

About the survey:

Thank you for participating in this survey. It is being carried out by researchers at the University of Oxford to better understand the work and views of detainee escorting staff. The information you provide forms part of a wider study that will, eventually, be written up in a report and in academic publications. All your answers and comments will remain confidential and anonymous. They will never be shared with anyone outside the research team in a format where you could be identified. Participation is voluntary and you can withdraw from the study at any point by closing the browser.

Part 1 asks for some background information.

Part 2 asks about your views about working in detainee escorting.

Part 3 asks about organisational climate

Part 4 asks about your wellbeing

Part 5 asks about the nature of your job

Completing the survey takes around 15-25 minutes.

If you would like to have anything explained, please do not hesitate to reach out via email: mary.bosworth@crim.ox.ac.uk.

If you have any difficulties with reading or writing, you might wish to consider using a textto-speech software. This study has been reviewed by, and received ethics clearance through, the University of Oxford Central University Research Ethics Committee (Reference number: R63710/RE001). If you have a concern about any aspect of this survey please contact Mary Bosworth (01865 274455, mary.bosworth@crim.ox.ac.uk) and I will do my best to answer your query. If you remain unhappy or wish to make a formal complaint, please contact the Chair of the Research Ethics Committee at the University of Oxford who will seek to resolve the matter as soon as possible: Chair, **Social Sciences & Humanities Inter-Divisional Research Ethics Committee**;

Email: <u>ethics@socsci.ox.ac.uk</u>; Address: Research Services, University of Oxford, Wellington Square, Oxford OX1 2JD.

By clicking on "Next", you agree to participate in the survey and to the use of your survey responses as described above. If you do not wish to participate in this research, please close the browser.

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Part 1

This first set of questions helps us understand who is filling out the survey.

How old are you?

What is your nationality? (If you have more than one, please record them all)

Which of these categories best describes your ethnic identity?

If you selected "Any other (White; Mixed or Multiple ethnic; Asian; Black, Black British, or Caribbean) background", please specify:



What is your sexual orientation?

What is your religion?

If you selected Other, please specify:

What is your marital status?

What is your highest level of academic qualification

If you selected Other, please specify:

What is the highest level of academic qualifications achieved by either of your parent(s) or guardian(s) by the time you were 18?

If you selected Other, please specify:

How would you describe your socioeconomic background?

How long have you worked in immigration detainee escorting? Please make clear whether you mean the number of months or years.

What other work experience have you had since leaving school? (tick all that apply)

- ☐ Hospitality
- Construction
- □ Care

- □ Transportation
- Prison service
- □ Home making
- □ Police
- □ Security
- □ Armed forces
- □ Air steward/stewardess
- □ Sales
- □ Warehouse
- □ Factory
- □ Other

If you selected Other, please specify:

Do you work in...

Do you work in an OCC?

(If ICE) Where do you spend the majority of your work?

Are you a ...

How many times, if at all, have you used force since starting in your job? Please write a *whole number* as your response.

Please enter a whole number (integer).	

How many times, if at all, have you used force in the past 6 months? Please write a *whole number* as your response.

Please enter a whole number (integer).

Page 3: Job Perception

Part 2

This set of statements helps us understand how you feel about your job.

Please indicate how much you agree or disagree with each statement.

	Disagree strongly	Disagree	Disagree slightly	Agree slightly	Agree	Agree strongly	Does not apply
I feel like I am paid a fair amount for the work I do	Γ	Γ	Γ	Γ	Г	Γ	Γ
l sometimes feel my job is meaningless	Γ	Γ		Γ	Γ	Γ	Г
The public understands the work I do	Γ			Γ	Γ	Γ	Γ
The public appreciates the work I do	Γ		Γ	Γ	Γ	Γ	Γ
l have too much paperwork				Γ		Γ	
l feel satisfied with my job				Γ	Γ	Γ	Γ
l do not feel safe at work		Γ	Γ	Γ		Γ	Γ

I am happy with my physical work environment	Γ	Γ	Γ		Γ	Γ	Γ
The shift patterns help me manage my family life	Γ	Γ	Γ		Γ	Γ	Г
l do not have to work overtime to get ahead in my job	Γ	Γ	Γ		Γ	Γ	Г
I have to work overtime to make ends meet		Γ	Γ		Γ	Γ	Γ
I have an additional job to make ends meet	Γ	Γ	Γ		Г	Γ	Г
My colleagues are too reluctant to use force on detainees	Γ	Γ	Γ	Γ	Г	Γ	Г

Detainees who have a criminal record should not be treated the same as other detainees			Γ			Γ	Γ
Using force on detainees does not upset me	Γ	Γ	Г	Γ	Г	Г	Γ
l often feel bad for detainees in general	Γ	Γ	Г	Γ	Γ	Γ	Γ
Many detainees are criminals	Γ	Γ	Γ		Γ	Γ	Г
People who come to the UK in search of asylum should not be detained		Γ	Γ			Γ	Γ
Immigration increases crime rates	Γ	Γ	Γ	Γ	Γ	Γ	Γ
Britain's cultural life is enriched by migrants coming to live here from other countries	Γ	Γ	Г	Γ	Г	Γ	Γ

There are too many immigrants in Britain	Γ	Γ	Γ	Γ	Г	Γ	Γ
I feel that the work I do is important and necessary		Γ	Γ	Γ	Г	Г	Г
I only do this job because I lack skills and/or qualifications for other jobs		Γ	Γ	Γ	Γ	Γ	Γ
Detainees who self- harm only want attention	Γ	Γ	Γ	Γ	Γ	Γ	Γ
In my experience most detainees are truthful	Γ	Γ	Γ	Γ	Γ	Γ	Γ
Female detainees are harder to manage than male detainees	Γ	Γ	Γ	Γ	Γ	Γ	Γ
l find it easy to build rapport with detainees	Γ	Г	Г	Γ	Г	Г	Г

Detainees from some countries are harder to deal with than others		Γ	Γ	Γ	Γ	Γ	Γ
The UK becomes a better place because of the work I do	Γ	Г	Г	Γ	Γ	Γ	

Page 4: Organisational Climate

Part 3

This set of statements aims at exploring the organisational climate at your place of work.

Please indicate how much you agree or disagree with each one.

	Disagree strongly	Disagree	Disagree slightly	Agree slightly	Agree	Agree strongly
Mitie is committed to creating a diverse and inclusive workplace	Γ	Γ	Г	Г	Г	Γ
There is no harassment or discrimination in my workplace	Γ	Γ	Г	Г	Γ	Γ
Mitie encourages people to speak up when they identify a serious policy or delivery risk	Γ	Γ	Г	Γ	Γ	Γ
I feel able to challenge inappropriate behaviour among my colleagues	Γ	Γ	Г	Г	Γ	Γ

There is too much bickering and fighting at work	Γ	Γ	Г	Γ	Γ	Γ
l don't feel a great sense of camaraderie among my colleagues	Г	Γ	Г	Γ	Γ	Γ
l consider my colleagues my close friends	Г	Г	Г	Г	Г	Γ
I find it hard to engage with the banter and conversation among my colleagues	Γ	Γ	Г	Γ	Γ	Γ
I have witnessed inappropriate behaviour towards detainees in my workplace	Γ	Γ	Г	Γ	Γ	Γ
l don't feel emotionally affected by my job	Γ	Γ	Г	Γ	Γ	Γ
Mitie defines success as keeping costs low	Г	Г	Г	Γ	Γ	Г
My manager is competent in their work	Г	Г	Г	Г	Г	

My manager's decisions are based on facts, not personal prejudice	Γ	Γ	Γ	Γ	Γ	Γ
My manager treats me with respect	Γ	Г	Г	Г	Γ	Γ
My manager is unfair to me	Γ	Г	Γ	Г	Г	Γ
Communications are good within Mitie	Γ	Г	Γ	Г	Γ	Γ
Communications are good with the Home Office	Γ	Γ	Γ	Γ	Γ	Γ
I am satisfied with my chances for promotion	Γ	Γ	Γ	Γ	Γ	Γ
I'd like to talk openly about my work, but I can't	Γ	Г	Γ	Г	Γ	
I have opportunities to use my discretion at work	Γ	Г	Γ	Γ	Γ	Γ
I have opportunities to use my abilities at work	Г	Г	Г	Г	Г	Γ
I would receive recognition from Mitie if I performed well in my role	Г	Г	Г	Г	Г	Г

I have a fixed and defined job responsibility and role			Г	Γ		Γ
Flexible work timings are provided to accommodate my family needs	Γ	Г	Г	Γ	Γ	Г
I am overworked	Γ	Γ	Γ		Γ	Γ
People who break rules at work face consequences	Γ	Γ	Г	Γ	Γ	Γ
I can imagine working for Mitie for many more years to come	Г	Г	Г	Г	Γ	Г

Page 5: Mental Health and Wellbeing

Part 4

The following two sets of questions concern your mental health and wellbeing

In the past week, how often have you felt each of the statements below?

	Never	Some of the time	Most of the time	All the time
I feel low in energy, slowed down		Γ	Γ	Г
I still enjoy the things I used to enjoy	Γ	Г	Γ	Γ
I can laugh and see the funny side of things	Γ	Г	Γ	Γ
I feel restless		Γ	Γ	Γ
I have difficulty falling asleep		Γ	Γ	Г
I wake up a lot during the night		Γ	Γ	Γ
I have thoughts of ending my life		Γ	Γ	Г
I am crying easier than I used to	Γ	Γ	Γ	Г
I feel everything is an effort		Γ	Γ	Г
I get sudden feelings of panic		Γ	Γ	Γ
I have bad dreams		Γ	Γ	Г
I feel as hungry as I always have		Γ	Γ	Г
I care about my appearance		Γ	Γ	Γ
I feel happy		Γ	Γ	Γ
I have thoughts of hurting myself		Γ	Γ	Г
I feel lonely		Γ	Γ	Г

In the past week, how often have you felt each of the statements below?

	Never	Rarely	Occasionally	Often	Very often
l felt emotionally numb	Г	Γ	Г	Γ	Г
My heart started pounding when I thought about my work with detainees	Γ	Γ	Γ	Γ	Г
It seemed as if I was reliving the trauma(s) experienced by the detainees	Γ	Γ	Γ	Γ	Г
l had trouble sleeping	Г	Γ	Γ	Γ	Г
I felt discouraged about the future	Г	Γ	Г	Г	Г
Reminders of my work with detainees upset me	Г	Γ	Γ	Γ	Г
I had little interest in being around others	Γ	Γ	Γ	Γ	Γ
I felt jumpy	Γ	Γ	Г	Γ	Γ
l was less active than usual	Г	Г	Г	Γ	Г
I thought about my work with detainees when I didn't intend to	F	Γ	Γ	Γ	Г

I had trouble concentrating	Г	Г	Г	Γ	Γ
I avoided people, places, or things that reminded me of my work with detainees	Γ	Γ	Г	Γ	Γ
I had disturbing dreams about my work with detainees	Г	Г	Г	Γ	Γ
l wanted to avoid working with some detainees	Г	Г	Г	Γ	Γ
l was easily annoyed	Г	Г	Г	Г	Γ
l expected something bad to happen	Γ		Г		Γ
I noticed gaps in my memory about my work with detainees	Г	Г	Г	Γ	Γ

Page 6: Nature of the job

Part 5

This last set of questions ask about the nature of your current role in detainee escorting.

What is the broader purpose of your job? (Examples might include: protecting the country, preventing crime; care; logistics; no purpose)

How do you spend most of your time at work? (Examples might include: waiting, filling out paperwork, computer work, talking to detainees, talking to colleagues)

What is the best thing about your job?

What is the worst thing about your job?

Page 7: Other comments and Feedback

Do you have any additional comments about any aspect of your work that you think the research team should consider?



Are there any issues you think should be included or removed from this survey?

If you want to be considered in the draw for a **£30 amazon voucher**, please provide your email address via this google form: <u>https://forms.gle/FgB2uy2mcrgPT4we7</u>

Using a google form allows us to separate your email address from your survey responses. This means that your survey will remain confidential and anonymous.

If you are willing to be **interviewed** about the aspects raised in this survey, please provide your email address via this google form: <u>https://forms.gle/aUhHUPBML3kc2eW27</u>

Using a google form allows us to separate your email address from your survey responses. This means that your survey will remain confidential and anonymous.

Page 8: External Support

If you need external support, please copy the following text or take a screenshot of this page and consider contacting one of the support services :

1. NHS

- You can refer yourself directly to a psychological therapies service (IAPT) on the NHS who offer talking therapies, such as cognitive behavioural therapy (CBT), counselling, other therapies, and guided self-help
- Depending on where your GP is located you can choose an IAPT to get in touch with:<u>https://www.nhs.uk/service-search/mental-health/find-a-psychological-therapies-service/find-your-gp</u>
- Someone from the psychological therapies service will get in touch to ask about the problems you are having
- If you are having a mental health crisis, you can call a local NHS mental health helpline for 24-hour advice and support I please visit <u>https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline/location?age=25</u> to find your local NHS helpline

1. Your General Practitioner

• Your GP may be able to refer you to a qualified therapist for free treatment on the NHS

1. Helplines

- The Samaritans: Tel 116 123 (24h, free service) or email jo@samaritans.org
- For support in a crisis, Text **Shout** to 85258. Shout can help with urgent issues such as suicidal thoughts, abuse or assault, self-harm, bullying and relationship challenges
- You can talk to **CALM** about anything on their helpline 0800 58 58 58
- Local NHS urgent mental health helpline
 - <u>https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline</u>
 - An assessment to help decide on the best course of care
 - Help to speak to a mental health professional
 - 24-hour advice and support

Page 9: Final page

Thank you for participating!

CENTRE FOR CRIMINOLOGY FACULTY OF LAW

St Cross Building, St Cross Road, Oxford OX1 3UL Tel: +44(0)1865 274445 <u>https://www.law.ox.ac.uk/centre-criminology</u>

Key for selection options

3 - Which of these categories best describes your ethnic identity?

- White English, Welsh, Scottish, Northern Irish, British
- White Irish
- White Gypsy or Irish Traveller
- White Roma
- Any other white background
- Mixed White and Black Caribbean
- Mixed White and Black African
- Mixed White and Asian
- Any other Mixed or Multiple ethnic background
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background
- Caribbean
- African
- Any other Black, Black British, or Caribbean background
- Arab
- Any other ethnic group
- Prefer not to say

4 - Which of these categories best describes you?

Male Female Transgender Non-binary Other Prefer not to say

5 - What is your sexual orientation?

Heterosexual Bisexual Gay Lesbian Other

Prefer not to say

6 - What is your religion?

No religion Jewish Christian Muslim Buddhist Sikh Hindu Other Prefer not to say Other

7 - What is your marital status?

Single Married/civil partnership In a relationship (but not married/civil partnership) Divorced/separated Widowed

8 - What is your highest level of academic qualification

O Levels/GCSE A Levels/College Undergraduate university degree Postgraduate University Degree Apprenticeship NVQ No qualification Other

9 - What is the highest level of academic qualifications achieved by either of your parent(s) or guardian(s) by the time you were 18?

O Levels/GCSE A Levels/college Undergraduate university degree Postgraduate University Degree Apprenticeship NVQ No qualification Other

10 - How would you describe your socioeconomic background?

Upper class Middle class Working class

13 - Do you work in...

ICE OSE

14 - Do you work in an OCC?

Yes No

15 - (If ICE) Where do you spend the majority of your work?

- A vehicle base
- KIU/Frontier House
- An airport holding room
- A residential short-term holding facility
- On the road
- Holyhead/France
- A reporting Centre holding room

Manston

16 - Are you a...

DCO/SDCO DCOM SDM/Area Manager Other Management Operational Support staff Admin Support staff Uncleared