



# **HM INSPECTORATE OF PRISONS**

## **HMP GREENOCK**

**INSPECTION: 10-11 MARCH 2004**

**LAST FULL INSPECTION 21-26 JANUARY AND 1 FEBRUARY 2001**



**SCOTTISH EXECUTIVE**

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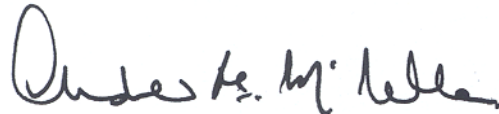
## 1. INTRODUCTION

1.1 The visit to HMP Greenock was made as part of a programme to visit every prison each year in which a full inspection is not being made. In the course of such visits the purpose is to follow up points of note from previous inspections, to examine any significant changes, and to explore issues arising from the establishment's own assessment of itself. It should not be seen as an attempt to inspect the whole life of the establishment.

1.2 The Inspection Team comprised:

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April 2004

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## **2. PREAMBLE**

2.1 Last year's report referred to a quotation from the Governor that "Greenock is three different prisons in one". This report reflects and confirms that impression. There are three halls: in each of them the conditions and the types of prisoners living there are very different from the other two.

2.2 It was noticeable that the prison had drawn up an action plan in response to last year's report: and that, as this report will show, almost every matter raised in that report has been addressed successfully.

2.3 Last year's report commented that the recent transfer of women prisoners from Cornton Vale had been well managed; but that "there was a lack of structured regime for women". Now that defect has been rectified comprehensively and imaginatively. There is a full programme of work and activities for women. Relationships between staff and prisoners in Darroch Hall, where all the women live, are good. It was no surprise to meet individual women prisoners and a group of women prisoners who spoke extremely positively about their experience of Greenock prison.

2.4 Ailsa Hall is different from Darroch Hall. It contains a mixture of different types of male prisoners: young offenders on remand, adult remand prisoners, short term and long term prisoners, and prisoners on protection, both convicted and remands including sex offenders. In any circumstance, this mixture in one hall might be difficult to manage: it is much more difficult in Ailsa Hall because of very high numbers. The prison was 38% overcrowded at the time of inspection and all of this was located in Ailsa Hall, making Ailsa 69% overcrowded (221 prisoners against a capacity of 131). This figure has been as high as 100% in the past year. Sometimes there had been three prisoners sharing one cell. Despite rising numbers throughout Scotland's prison estate, there had been a reduction in the number of prisoners in 'A' Hall during the past year: unfortunately the number is now as high as ever.

2.5 The effects of overcrowding in 'A' Hall are recognised by both prisoners and by staff: staff time for dealing with prisoners is very limited, and there are not nearly enough work places. Therefore many prisoners in Ailsa Hall have a very empty day. In particular, prisoners on remand (90) and prisoners on protection (20) have least opportunity for useful

activity. In this respect, Greenock is similar to those prisons inspected over the past twelve months which hold protection and remand prisoners. These two groups usually are the ones for whom it proves most difficult to make provision.

2.6 Chrisswell House holds male adult long term prisoners who have been assessed as suitable for less secure conditions. They have the opportunity of accessing work placements and home leaves and are working towards open conditions. The report refers to a good development with regard to unescorted home leaves; but induction and participation in programmes appear less satisfactory. There has been a change in the prisoner group which can be housed in Chrisswell House. It is to be hoped that Chrisswell House will be able to offer sustained and serious engagement with prisoners to help them to prepare for release. It is the same matter to which attention was drawn in the 2004 report on the inspection of the Open Estate. The preparation for release of long term prisoners deserves close attention both in the open estate and in the places, like Chrisswell House, where prisoners are looking forward to open conditions. It will be good to be able to return to Greenock for a full inspection when the effectiveness of Chrisswell House can be examined in more detail. It will also be possible at that time to assess the effect of the new escort system on the arrangements for home leave for long term prisoners.

2.7 There had been no escapes since the last inspection and no suicides for three years. Levels of violence were low. There had been no serious prisoner-on-staff assaults and one serious prisoner-on-prisoner assault in the last year.

### 3. ASSESSMENT

#### Safety

3.1 There had been no escapes since the last inspection. There have been no suicides in the last three years. There had been one serious prisoner-on-prisoner assault since April 2003 against a target of four, and no serious prisoner-on-staff assaults against a target of one. In the SPS Prisoner Survey 88% of prisoners in Greenock said they felt safe, compared to the overall SPS rating of 82%.

#### Programmes

3.2 At the time of the Inspection the Programmes Team had moved their location from the Social Inclusion area to the former Education area. They share this area with the Cranstoun Team, and the Addictions Team, the Social Inclusion Manager and the Activities Manager. This makes for better communication and joint working. The team comprises three officers working in a dedicated group. The team was delivering a wide range of programmes and was on course to meet targets for the year.

Programme	Target	Completed to date	Programmes Ongoing	Type of Programme
Cognitive Skills	14	17	0	Accredited
Anger Management	15	7	9	Accredited
21 Hour Drug Awareness Programme	0	0	0	Approved
Guide to Sensible Drinking	20	12	8	Approved
Anxiety and Sleep	8	8	0	Approved New Activity
Self reflection	15	17		Local
Heartstart		28**		Local
Parenting	18	16		Approved
Motivation for Change	30	26	0	Local
Action for Change	10		10	Approved New Activity
Steps	0	0	0	Local
Total	130	103	27	

\*\*Not included in totals.

3.3 Sensible Drinking, Anxiety and Sleep, Self-reflection, Parenting, Motivation for Change and Action for Change were all delivered to female prisoners. Greenock continues to develop its response to the female population in this area.

3.4 Of concern was the fact that the long-term prisoners in Chrisswell rarely access any of the programmes available. In a survey on access to and use of programmes, there was a response rate of almost 100% from Ailsa and Darroch halls; while only four in total were returned from Chrisswell. Either the prisoners in Chrisswell do not see a need to undertake programmes, or there is difficulty in accessing them, or the programmes currently available are not relevant to the needs of LTPs preparing for release. Both prisoners and personal officers in Chrisswell should review this.

3.5 An outcome of the SPS Core Plus Model is that local programmes will not be run. It is clear from the development programmes at Greenock that one of the successes has been the development of local programmes to meet local needs. While it would still be possible to develop such a programme and put it forward for approval, it appears that it will not be possible in the future to pilot and refine a programme before putting it forward for approval. The Performance Contract specifies that only Accredited and Approved Programmes will be run, meaning that the delivery of these will be at the expense of the development of local programmes to meet local needs.

## **Induction**

### *Chrisswell House*

3.6 At the time of the last inspection, there was no formal induction in place in Chrisswell House and it was recommended that a standardised induction process should be put in place. A formal induction programme does not happen in Chrisswell. While a standardised induction package has been produced, there is no check that it is consistently used. Prisoners indicated that they obtained most of their information from other prisoners. The staff view was that prisoners were given a one-to-one interview and the induction pack was used. There is clearly some confusion here and it requires to be addressed. A monitoring system would certainly help ensure consistency.

### *Darroch Hall*

3.7 The induction for women continues to be well thought out. When a prisoner arrives at the prison an individual folder with photo is available; and a structured interview takes place

which both staff and prisoner sign on completion. An e-mail to key workers on the day of admission alerts them to the new admissions and sets up a series of interviews. Prisoners are also given the new induction package. Greenock is not one of the sites piloting the Short term Offender Needs Assessment (STONA) and the STONA forms from Cornton Vale remain in the induction folders. When the Links Centre is developed at Greenock these will be passed to the Centre for needs assessment purposes. All prisoners are assigned a Personal Officer. While the induction system in Darroch is sound, an examination of hall folders showed that the input was variable especially on the routine personal narrative sheets in the hall folders. This requires to be monitored.

### *Ailsa Hall*

3.8 Ailsa still has an Induction Unit where new prisoners stay for the first night and up to three days. A comprehensive induction package is available, although there is no consistency of delivery. Staff in Ailsa carry out induction in addition to other duties, therefore the time available is limited. For those individuals who have been in the prison in the previous six months induction is deemed not to be necessary. For prisoners new to the prison or those who have not been in for six months or more, two things may happen: prisoners may receive the induction material and then have a one-to-one interview; or alternatively, if there are a number of prisoners a one-hour induction will be carried out. Each of these depends on staff availability and both staff and managers indicated that it was not unusual for prisoners to receive no formal induction beyond being issued with the induction package. Clearly, this has implications for prisoners who have poor literacy skills. An induction ledger has been started in an attempt to track inductions, although this only indicates that a prisoner has had an induction, it does not record what that entailed. In terms of risk, it is important that all prisoners, but particularly those new to the prison, receive an induction.

### **Sentence Management**

3.9 At the time of inspection, Ailsa Hall held 19 long-term prisoners. Although responsibility for Sentence Management for these prisoners has been given to Chrisswell House little or no Sentence Management has been done. The SPS Sentence Management procedures should be followed with all long-term prisoners. Arrangements in Chrisswell House are satisfactory.



3.10 The qualification period for Chrisswell House has been reduced to include those prisoners serving over four years. Indications from staff and the Chrisswell prisoner focus group were that shorter-term prisoners (some may only be there for a few months) have had an unsettling effect on Chrisswell House as the regime is designed for life sentence or very long-term prisoners. There are also more downgrades from Chrisswell than previously. One innovation since the last inspection is that after qualifying with four escorted home leaves, prisoners can move on to unescorted home leaves four times per year. These are particularly popular and are a good way of maintaining family contact.

### **Addictions**

3.11 The Addictions Officers are now based in the same area as Programmes and Cranstoun. Greenock has two Prison Officer Addictions Workers and one non-Prison Officer Addictions Worker. Addiction services have been reviewed by an external Audit Team in June 2003 with a report being issued at the end of August 2003. The report concluded that “in light of the diverse nature of this report a review of local addictions related practices is required”. That work was started at the time of the audit and has continued. The re-location of the Drug and Programmes Teams to an area shared with Cranstoun and Programmes and with a clear management structure, has been part of that response. The Addictions Team are currently working through the key recommendations of the audit report and this will be monitored at future inspections. The structure of managing addictions in Greenock has changed, with the Drug Strategy meetings now part of the local Rehabilitation and Care Group. Greenock has a KPI of 85% of prisoners being drug free and is meeting this. In terms of the medical response to addiction, 51 prisoners were receiving methadone and a further 22 were receiving a structured detoxification programme. The prison has an allowance for an Addictions Nurse, but at time of inspection the post was vacant.

### **Female Prisoners**

3.12 Before women were transferred from Cornton Vale to Greenock in 2002 there were concerns about the provision of suitable healthcare. The inspection in 2003 found that the prison’s healthcare services had “coped well”; and this year’s inspection saw no reason to challenge that conclusion. However, the 2003 report raised questions about how much there was for women to do during the day, and it called their recreation provision “limited and unimaginative”. The situation is now quite different: very significant progress has been made

in ensuring that women in Greenock have the opportunity to spend their time purposefully. The creation of a full timetable for them has been a real achievement: a copy of it is attached at Annex 1. There are workplaces for all women; and they are locked in their cells normally only at staff meal-times and at night. Prisoners in Darroch Hall expressed their recognition of the opportunities available for constructive use of time.

### **Social Work**

3.13 The Social Work Unit has changed location yet again since the last inspection. However, the Unit felt that the issues identified in last year's report remain: staff shortages; an inability to access training; limited budget; inappropriate interviewing facilities; and dealing with increasing prisoner numbers and a complex population. Only priority work is possible. Social work staff do not feel well integrated into the prison.

### **Employment and Life Skills**

3.14 Some significant changes have taken place in relation to work opportunities in the prison within the last year. Female prisoners now work in the machinery section of the timber complex, with males in the assembly section. There are plans to introduce certification to this work party in the near future. A VT Hairdressing shop has opened, and shift working allows both male and female prisoners access to this, and the opportunity to work toward a hairdressing qualification. The men working in the laundry can also now work towards a 'Guild of Launderers Qualification'; a construction party started work during the inspection; and a painting and decorating course was also in progress. This is all new work for Greenock prisoners and is very welcome.

3.15 There are sufficient places for all women to be at work every day. The convicted male population are not so well served and the prison should continue to seek ways of providing more opportunities.

### **Preparation for Release**

3.16 Greenock has reinvigorated its list of community placements during the last year. There are now 17 placements available which are more suited to the needs of the prisoners.

The range of placements include work in administration, retail, education, manual labour, counselling and group work.

3.17 In addition to the standard Special Escorted Leave Scheme prisoners can also participate in unescorted two hour home visits. This has been welcomed by prisoners who view it as a real step towards release. The changes made by Greenock in the last year are having a very positive effect for prisoners.

### **Visits**

3.18 The visits area at Greenock remains a very good facility, providing good quality family contact. The delays in getting prisoners to the visit room for the start of the visit, described in the last inspection report can still happen as the staffing arrangements are the same. However, prisoners and staff reported that this happens less often now and that when it does visitors were informed more quickly and extra time was allowed at the end of the visit to ensure the full entitlement was given whenever possible. Visiting arrangements were viewed in a very positive way by prisoners: this is confirmed by the response in the 2003 SPS Prisoner Survey. A new initiative has been the mixed male/female sessions which have proved popular and well managed.

### **Healthcare**

3.19 Since the last inspection a second Mental Health Nurse has been recruited as Recommended. This has helped Greenock manage the many mental health issues which arise, especially in Ailsa hall. The mental health nurses are part of the multi disciplinary mental health team, led by the Deputy Governor.

3.20 However, the recruitment and retention of RGNs has been difficult and ever increasing nurse time is being devoted to issuing medication, especially methadone. When savings were identified by stopping night shift nursing cover, none of this saving was used to recruit a pharmacy assistant who could have undertaken this work and freed up nursing time.

3.21 At the time of inspection there was a staff complement figure of 10 but only nine staff in post. There were also two resignations imminent and two staff were on maternity leave.

Management should ensure that there are sufficient healthcare staff in place to deliver a full service.

3.22 Prisoners were critical of the opportunity to access the dentist.

### **Suicide Risk Management**

3.23 There have been no suicides in the last three years. A high degree of attention is given to the ACT Strategy within the prison. A further ACT Audit has been carried out in the period since the last inspection and there are no outstanding issues from this. The prison currently has nine Listeners (six male and three female). The SPS Prisoner Survey reveals a high awareness of the Listener Scheme - 86%.

### **Ailsa Hall Population Management**

3.24 Ailsa hall has 131 cells. In the last inspection report it was noted that the population averaged 230 to 240 on any one day. This meant cell sharing throughout the hall, with three prisoners occasionally in one cell. In the spring and summer of 2003 Greenock managed to keep the population of Ailsa hall at around 185. This resulted from good work with other establishments, particularly Low Moss, in making sure that as many eligible prisoners as possible were moved to less secure conditions as quickly as possible.

3.25 However, numbers across the SPS have been rising steadily over the last few months and this has had a significant effect in Ailsa. Hall numbers are now back to where they were in February 2003, with 221 unlocked on 11 March 2004 (237 on 28 January 2004). There is very little local management can do to deal with the effects of this overcrowding, and cell sharing, less access to services, and less time out of cell are likely to continue.

3.26 Where possible, toilets in cells have been fitted with modesty screens to allow prisoners more privacy. Where the design of a cell does not permit this, the cell is only used by one prisoner.

3.27 The rising numbers and mix of Adult Remands, Young Adult Remands, Protections, long-term and short-term prisoners make it very difficult for staff to provide anything but a

basic regime for prisoners. It is very pleasing given these problems that the prison does not operate a “lock up” culture and that efforts are made to provide decent and meaningful opportunities for prisoners.

## ANNEX 1

### DARROCH HALL TIMETABLE

	8.00-9.00	9.00-12.00		12.00-14.00	14.00-16.00		16.30-17.30	17.30-21.00
Mon	Showers/ Medication	Worksheds	Programmes 10.00-11.30 HOPE 10.00-12.00 Job Centre	Lunch Exercise	Worksheds	Programmes	Patrol	17.30 – 18.00 Evening Meal 18.00-19.30 Education 18.00-19.00 Showers 19.00-20.55 Recreation
Tues	Showers/ Medication	Programmes 10.00-12.00 Job Centre 10.00-12.00 Healthy Eating Class 10.00-12.00 Alcohol Counsellor		Lunch Exercise	Visits Programmes		Patrol	17.30-18.00 Evening Meal 18.00-19.30 Education 18.00-19.00 Showers 19.00-20.55 Recreation 19.15-20.30 PT
Wed	Showers/ Medication	Worksheds	Programmes 10.00-11.30 Fellowship 10.00-12.00 Job Centre	Lunch Exercise	Worksheds	Education Programmes	Patrol	17.30-18.00 Evening Meal 18.00-19.30 Education 18.00-19.00 Showers 19.00-20.55 Recreation 20.00-20.50 Visits
Thurs	Showers/ Medication	Worksheds	Programmes Education (Yoga) 10.00-12.00 Job Centre	Lunch Centre	Worksheds	Visits Programmes	Patrol	17.30-18.00 Evening Meal 18.00-19.30 Education 18.00-19.00 Showers 19.00-20.55 Recreation 19.15-20.30 PT 19.00-20.50 AA
Frid	Showers/ Medication	Worksheds	Programmes Education 10.00-12.00 Job Centre	Lunch Exercise	Worksheds	Programmes	Patrol	17.30-18.00 Evening Meal 18.00-19.30 Education 18.00-19.00 Showers 19.00-20.55 Recreation
Sat	Showers/ Medication*	10.15-10.45 Brunch	10.30-12.00 PT	12.15-13.15 Patrol	Recreation		16.15-17.00 Evening Meal	18.00 Lock Up
Sun	Showers/ Medication*	8.45-9.15 RC Service 9.30 – 10.00 Church of Scotland Service	10.15-10.45 Brunch 11.00-12.00 Exercise	12.15-13.15 Patrol	13.45-14.30 Visits Recreation		17.00-17.45 Evening Meal	18.00 Lock Up