



HM INSPECTORATE OF PRISONS

Report on HMP Glenochil

Follow-up Inspection - 22-24 November 2011

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1. INTRODUCTION

1.1 The visit to HMP Glenochil was made 18 months after a full inspection. The purpose of this inspection was to follow up areas of concern as well as areas of good practice. It should not be seen as an attempt to inspect the whole life of the establishment.

1.2 The inspection team comprised:

Hugh Monro	HM Chief Inspector
Margaret Brown	Deputy Chief Inspector
Mick Armstrong	Inspector
Adrian Clark	Associate Inspector
Peter Connelly	Education Adviser
Lesley McDowall	Health Care Adviser
David Thomson	Health Care Adviser

2. OVERVIEW

Progress

2.1 Progress since the last inspection has been as follows:

Good Practice

Areas of good practice still in place	7
Areas which can no longer be described as good practice	2
(Courts not inspected	1)

Recommendations

Satisfactory progress made	8
Reasonable progress made	4
Progress not satisfactory	5

Action Points

Satisfactory progress made	19
Reasonable progress made	7
Progress not satisfactory	12

Setting the Scene

2.2 A full inspection of Glenochil was carried out in April/May 2010. In general the report, published in June 2010, was favourable, scoring well on managing prisoners safely and securely throughout a long and challenging reconstruction project. Conditions in the prison were assessed as good and it was seen as a safe prison; indeed we assessed there was considerable evidence of Good Practice. I was particularly pleased to see the efforts being put in to prepare prisoners for Home Detention Curfew.

2.3 Nevertheless, I was concerned about the number of prisoners remaining in Halls during the day instead of being involved in purposeful activity. At that time, only some 37% of prisoners were out of the Halls

involved in such activity. I concluded that this low figure may have been due to the re-development work going on at the time to build the new Links and Education Centre and wrote: *“I shall be keen to see a significant increase in the number of prisoners involved in structured out of cell activity when I return for my follow up inspection.”* The re-development project was completed in 2010 with the opening of the new Compass Centre.

2.4 In October 2010, 150 sex offenders were transferred from Peterhead to Glenochil and accommodated in levels three and four of Harviestoun Hall. Inevitably the requirement to separate these prisoners from the others in the prison has complicated the regime.

Follow Up Inspection of Glenochil

2.5 In general, there has been fair progress since the main inspection and given the significant change in the prisoner population this is largely satisfactory. Following previous criticism it is pleasing to note the improvement in catering (paragraphs 11.10 and 11.11). Good Practice has largely continued and developed in some instances. The majority of Recommendations and Actions have been implemented, although there are some areas still that require attention and improvement. Preparation for progression to the Top End and Open Estate has improved (paragraph 11.1).

2.6 The impact of the transfer of the Sex Offenders from Peterhead has been considerable. There is very strict separation of these prisoners from others within the regime and this causes restrictions particularly in terms of access to activities and programmes (paragraph 11.17). Inevitably each of the two different populations perceive that they have lost out. Overcrowding has become more acute since the original inspection and the instances of ‘doubled up’ single cells in Harviestoun Hall caused a disproportionate number of complaints to inspectors. There are 64 single cells in Harviestoun ‘doubled up’ and 26 in Abercrombie Hall. It is my view that such doubling up should only occur for the minimum length of time.

2.7 Access to purposeful activity is complicated by the requirement to separate the different prison populations; nevertheless the figures have improved since the previous inspection. Forty seven percent of prisoners were at an activity, although the unusually high number of passmen inflates this figure. Excluding prisoners acting as passmen, the figure reduces to about 30%. Access to education is not as high as it could be, again restricted by the tight regime for protection prisoners. An average of below 35% attend education and this needs to increase substantially (paragraph 12.29). The library was assessed as poor in the full inspection in 2010. A new library has now been set up within the Compass Centre, with proper staff oversight and a prisoner librarian. There is now regular access to the library and this is good progress (paragraph 12.28). The prison has made progress on the need to increase access to vocational programmes for short term prisoners and 75% of such prisoners are now working which is significant progress (paragraph 12.27).

2.8 I view the role of Personal Officers as an essential part of mentoring and progressing prisoners. In the full inspection report I specifically commented that the role of such officers should be clarified and that specific training and support be provided to take the role forward. This follow up report confirms that there is still no job description for the role of Personal Officers and that while pockets of related training are available, they are scarce and restricted to small numbers of staff. This hampers much of the work that is being attempted to rehabilitate prisoners. I continue to urge that this vital work is given the focus it requires so that progress can be made in this area. This call includes the need to train Lifer Liaison Officers so that they too can participate to their maximum potential in offender management (paragraphs 11.2, 11.7 and 12.37).

2.9 The prison has created a full time family contact officer post and this is undoubtedly helping with several initiatives (paragraph 11.14). Nevertheless there has been no progress on wider support for families visiting Glenochil. The prison, which is poorly served by public transport, requires a Prisoner Visitor Centre and an improved facility for supporting families. Given that

many families visiting the prison have to come from long distances, I view this as a priority and continue to call for such a facility. Other prisons such as Addiewell and Barlinnie are hoping to open such facilities led by local community groups and 3rd Sector organisations and my hope is that Glenochil will tackle this issue in a similar way (paragraph 11.3).

2.10 In summary there has been a satisfactory response to the 2010 inspection report and there has been good progress in a number of areas. Equally there are a number of areas that still require attention.

2.11 The central issue at Glenochil is the need to improve access to purposeful activity and to programmes. The arrival of sex offenders from Peterhead has complicated the situation and this needs to be addressed in the light of a further tranche of prisoners to be transferred from Peterhead as part of the opening of the new prison at Low Moss in March 2012. I will continue to monitor this situation.

3. PROGRESS ON GOOD PRACTICE

10.1 Listeners are responsible for emptying their request boxes in the halls (paragraph 2.10).

This area of good practice is still in place. Each duty Listener has a key to the request boxes and empties them on a daily basis.

10.2 The Governor is involved in the delivery of the induction programme (paragraph 3.25).

This area of good practice is still in place. The Governor attends the induction process on two occasions every week.

10.3 During the reception process at Falkirk Sheriff Court prisoners are asked if they need the services of a drug or alcohol support worker (paragraph 4.24)

No courts were inspected as part of this inspection.

10.4 The 'Glenochil Prisoner Newsletter' (paragraph 5.12).

This area of good practice is no longer in place. The newsletter is no longer produced as it was always intended as a short term publication while building work was underway. This is now nearing completion.

10.5 The Internal Complaints Committee includes a wide range of staff from different functions as panel members (paragraph 6.12).

This area of good practice is still in place. A new complaints system was introduced nationally at the beginning of November 2011 but although this changed the requirements of the ICC personnel, an independent person can be part of the panel.

10.6 The Segregation Unit has produced a detailed information booklet for prisoners (paragraph 6.17).

This area of good practice is still in place. The information booklet has recently been updated and is still given to prisoners to help them settle into the regime of the Unit.

10.7 The provision of cleaning services in the Health Centre (paragraph 8.2).

This area of good practice is no longer in place. The health centre continues to be cleaned by outside contractors, although it was reported that this is not always up to the standard required for clinical areas. The cleaning practice is currently being monitored by Health Care Management.

10.8 All mental health cases are seen by the Mental Health Team within 72 hours and a triage system is in place to prioritise the most urgent cases who can then be seen on the same day (paragraph 8.24).

This area of good practice is still in place during the week. However, prisoners are not able to submit Mental Health referrals at the weekend.

10.9 The effort which is put into preparing prisoners for Home Detention Curfews, including an information booklet for families, and the attention paid to issues such as addictions, employment and housing (paragraph 9.29)

This area of good practice is still in place. The information that goes out to families is comprehensive and informative.

10.10 Links Centre staff liaise with outside agencies to maintain housing tenancies for short-term prisoners (paragraph 9.46).

This area of good practice is still in place, despite the major changes to the prisoner mix.

4. PROGRESS ON RECOMMENDATIONS

For SPS HQ

11.1 Prisoners should be comprehensively prepared for progression to Top End and Open Conditions in order to structure their expectations, ensure their understanding of what to expect and thereby optimise their chance of making a successful transition (paragraphs 3.28 and 9.27).

Key changes to the policy and procedures in relation to the management of risk and the progression to less secure conditions and/or community access have taken place since the time of the inspection.

Included in these changes is a leaflet for prisoners covering the recently formed Risk Management Teams' purpose and process and two fliers providing information about open conditions and top-end facilities called "Are you ready to progress to progress to the Open Estate?" and "Are you ready to progress to a National Top-End?" **This is satisfactory process.**

Additionally, a video produced by the staff of the then Open Estate, showing the conditions at both Castle Huntly and Noranside, highlighting the basics of life in open conditions was made available for prisoners assessed as suitable for progression, to be shown prior to their transfer. Unfortunately, this video is not being used in HMP Glenochil.

11.2 The role of Personal Officers should be clarified and appropriate training and support provided (paragraphs 3.42, 9.15 and 9.16).

No related Core Role Output is noted in the Personal Performance Management System for residential officers, and with the exception of the ICM Practice Guidance Manual which briefly notes four key duties, there is still no job description for the role of Personal Officer.

Recently developed training for staff on promotion from Band C to Band D includes a half day session.

ICM Core Training has been reviewed and updated to include reference to LSCMI. However, this two day training course is normally delivered no more than four times each year to a maximum of twelve participants per course.

A Motivational Interviewing Training package is available for Senior Psychologists to deliver to Personal Officers locally in each establishment, although there is no national oversight of this training in terms of planned delivery or recording.

The ICM Practice Manual has not been revised since it was published in 2007 and there are no plans to do so. **This is not satisfactory progress.**

11.3 Arrangements for the appropriate support of visitors to Glenochil should be reviewed (paragraph 5.4).

There has been no progress in this area. It remains a strategic priority of HMCIP that visitors are better supported when visiting a prisoner through the introduction of visitors centres at each prison. This is particularly important at prisons that are difficult to get to on public transport such as Glenochil. **This is not satisfactory progress**

11.4 A review of the reception and exit testing should be carried out (paragraph 8.40).

There has been significant progress made in this area. A review has been carried out, but the findings have not yet been implemented. This should happen as soon as possible. **This is satisfactory progress.**

11.5 Comprehensive risk assessment, risk management and public protection training should be provided for senior managers who are required to chair Multi Disciplinary Progression Management Group meetings and to take the final decision on whether a prisoner may be transferred to a national Top End or open conditions (paragraph 9.17).

Bespoke training events with the aim of improving the quality and defensibility of decision making, were delivered to all relevant senior managers in the spring of 2011. **This is satisfactory progress.**

11.6 A review of all of the systems currently in place to manage a prisoner's progression through custody and into the community should be undertaken (paragraph 9.19).

SPS has produced Risk Management and Progression Guidance which clearly outlines the key changes to the policy and procedures in relation to the management of risk and progression and consolidates all previous guidance into a single reference document. **This is satisfactory progress.**

11.7 Personal Officers, Lifer Liaison Officers and Lifer Contact Officers should receive proper training and support to enable them to participate to their maximum potential in offender management (paragraph 9.26).

There has been no progress in this area. **This is not satisfactory progress.**

11.8 A review should be undertaken of the gap between the demand and the numbers awaiting assessment for the Violence Prevention Programme with a view to providing guidance to the prison on how the disparity can be addressed (paragraph 9.36).

The Violence Prevention Programme no longer runs at Glenochil. A national decision was taken by the SPS to have dedicated establishments identified to deliver certain programmes, with prisoners who require those programmes transferred for this purpose.

At the time of this inspection there had been two Glenochil prisoners transferred in the previous twelve months, with a further four waiting to access the programme. **This is reasonable progress.**

11.9 A national community reintegration strategy should be developed in order to ensure a common approach across prisons and to set minimum requirements for pre-release preparation (paragraph 9.51).

A national strategy has not been developed. However, the SPS is working in partnership with the Scottish Government and community agencies to progress the Reducing Reoffending Programme. The Scottish Government has also announced a review of prisoner throughcare, which has the potential to inform SPS processes for preparing prisoners for release. **This is reasonable progress.**

For the Establishment

11.10 The time between meals being served, particularly the evening meal and breakfast, should be reviewed (paragraph 2.25).

The catering manager reported that a review had been carried out with prisoners in the food focus group. The prisoners did not want to change the meal times. **This is satisfactory progress.**

11.11 Steps should be taken to maintain the quality of the food between cooking and serving by minimising the time it sits in the heated trolleys (paragraph 2.26).

All food trolleys have been refurbished, with heat seals and door catches being replaced. The transportation times for food have also been altered. Food was tested at the point of serving and it was found that the heat and quality had not

deteriorated during the time between cooking and serving. **This is satisfactory progress.**

11.12 Systems should be put in place to allow prisoners arriving in escort vehicles between 15.30 hrs and 18.30 hrs to be admitted to the prison (paragraph 3.12).

A new system has been put in place whereby escort vehicles arrive later in the afternoon. For the majority of receptions there is no delay in being admitted. Reception closes for a staff meal break between 17.00hrs and 18.00hrs but the number of receptions that this affects is very small. A number of escort staff and prisoners confirmed that delays were rare. **This is satisfactory progress**

11.13 The time taken to process prisoners in Reception should be reduced and lunch should be provided when necessary (paragraph 3.16).

A manager has been assigned to this area and process times have reduced. Lunch is also provided. **This is satisfactory progress**

11.14 Consideration should be given to the creation of full-time Family Contact Officer posts (paragraph 5.7).

A full time post has been created and the post holder is supported by five part time FCOs. This has allowed the prison to move forward with several initiatives. **This is satisfactory progress**

11.15 A clear staff rotation policy in the Segregation Unit, with an accompanying suite of training programmes to equip staff for their role should be introduced (paragraph 6.18).

There is no staff rotation policy in the Segregation Unit. However, staff have received some additional training. All have attended mental health first aid training, but have not received motivational interviewing or conditioning training. **This is reasonable progress.**

11.16 A review of the process for allocating Lifers and Personal officers should be undertaken (paragraph 9.24).

There has been no progress in this area. Personal officers are allocated by cell location, but the system fails when officers are taken off post.

Lifers are not routinely allocated a dedicated personal officer, and are also assigned a personal officer depending on their cell location.

At the time of inspection only those prisoners who had a Lifelong Restriction Order had an officer specifically identified as a personal officer. This was done regardless of the prisoner's cell location. **This is not satisfactory progress.**

11.17 Waiting lists for programmes to address offending behaviour should be reduced (paragraph 9.37).

All programmes are currently delivered in the Compass Centre but because of the split between mainstream and protection prisoners, it has essentially halved the capacity of the area because the two groups of prisoners cannot mix.

This has meant a drop in programme delivery capability which is being addressed by a plan to move programmes for sex offenders into the old Links Centre which is currently being updated and modernised ready for future use. **This is reasonable progress.**

5. PROGRESS ON ACTION POINTS

12.1 Posters in Harviestoun Hall should be placed on the designated poster boards (paragraph 2.7).

The majority of cells inspected had posters located on all four walls of the cell, often showing inappropriate images. **This is not satisfactory progress.**

12.2 Complaint forms should be readily available in the Halls (paragraphs 2.9 and 6.11).

All areas inspected had complaint forms that could be accessed by the prisoner without the need to ask staff. The complaint forms were all up to date. **This is satisfactory progress.**

12.3 Infection control notices should be displayed on all levels in Harviestoun Hall (paragraph 2.11).

Infection control notices were only available on one level. **This is not satisfactory progress.**

12.4 Levels 3 and 4 in Abercrombie Hall should be cleaned and tidied (paragraph 2.14).

The Hall is now clean and tidy and employs a large number of passmen to ensure that this remains the case. **This is reasonable progress.**

12.5 The flooring outside the shower area on the bottom level of Abercrombie Hall should be repaired (paragraph 2.14).

The flooring has not been repaired, despite the fact that materials needed to do this were in the Hall, and had been for some time. **This is not satisfactory progress.**

12.6 Litter should be removed from the external areas of Abercrombie Hall, and the grounds areas should be properly maintained (paragraph 2.17).

The amount of litter surrounding Abercrombie hall remains a cause for concern. Items such as newspapers, plastic milk bottles, plastic plates and cutlery, items of prison issued clothing and food waste were all evident. **This is not satisfactory progress.**

12.7 Some of the plasterwork and skirting boards in the kitchen should be repaired (paragraph 2.18).

These repairs have been completed to a good standard. **This is satisfactory progress**

12.8 The floor in the victuallers room should be re-laid (paragraph 2.18).

This floor has been stripped back, cemented and sealed. **This is satisfactory progress**

12.9 Problems which have led to equipment breakdown in the kitchen should be addressed (paragraph 2.18).

All of the issues around equipment breakdown have now been rectified. **This is satisfactory progress**

12.10 Prisoners working in the kitchen should be offered the opportunity to obtain a qualification in catering (paragraph 2.19).

One member of staff now runs the training kitchen. He oversees eight people at any one time in SVQ intermediate level one. This is a life skills course rather than purely catering. The first intake is nearing completion. **This is satisfactory progress.**

12.11 Catering staff should monitor food wastage (paragraph 2.28).

Food wastage is monitored by the recycling plant who feed back regularly to the kitchen regarding the items of food which have the most wastage. The food focus groups also feed back on a regular basis as to which menu items are the least popular. The kitchen alters menus accordingly. **This is satisfactory progress**

12.12 Prisoners working in the laundry should be offered the opportunity to obtain a qualification in that area (paragraph 2.30).

There has been no progress in this area. At the time of inspection it was intimated that a pilot project to assess the feasibility of delivering the SVQ level 2 qualification in 'Laundry Operations' would be introduced in the new year, but no definite plan was in place. **This is not satisfactory progress.**

12.13 Information from the Prisoner Supervision System should be accurately transferred to PR2 in all cases (paragraph 3.7).

A check of six recent downgrades confirmed that the relevant fields of PR2 had been populated with the relevant information and documentation. **This is satisfactory progress**

12.14 Prisoners arriving in Reception after 16.00 hrs should be offered a hot meal (paragraph 3.10).

Observations and discussions with staff and prisoners confirmed that although a hot meal is not automatically provided, sufficient effort is made to provide receptions with a hot meal from the hall servery or at the very least a pot noodle and cuppa soup as well as a sandwich pack. **This is satisfactory progress**

12.15 Notices in foreign languages should be on display in Reception (paragraph 3.13).

A large themed poster is now available on all reception notice boards which covers some basic information relating to foreign national prisoners. **This is reasonable progress.**

12.16 All suicide risk assessments in Reception should be undertaken in a private and calm environment (paragraph 3.15).

There is now a dedicated office which is suitable for carrying out suicide risk assessments. **This is satisfactory progress.**

12.17 Consideration should be given to deploying a Listener in Reception (paragraph 3.19).

Consideration was given to this proposal but decided against as it meant that a prisoner may be deployed but have very little to do on a daily basis. Instead, there has been a protocol put in place that ensures quick access to a Listener should someone be in need of one. **This is satisfactory progress**

12.18 Consideration should be given to providing more support to prisoners on their first night after admission (paragraph 3.22).

Some consideration was given in the establishment post inspection action plan to providing more support. However the prison decided that given that all prisoners are transferred in from other prisons extra support is not needed to the same degree as in prisons where prisoners come in directly from court. Attendance at the induction programme is arranged quickly. **This is reasonable progress**

12.19 Families should be offered an induction session (paragraph 3.25).

Family induction sessions have been tried in the past but have not been well attended. The logistics involved in getting to and from Glenochil seem to play some part in this.

Since the last inspection the Family Contact Officer has taken the lead by introducing 'Family Induction Packs.' These are sent out after consulting with each prisoner during their induction. The packs contain information about the prison; Families Outside; the addictions services; 'e-mail a prisoner'; assistance with travel costs; visiting arrangements; and the Integrated Case Management process. Although this is not as comprehensive as an induction session would be it is clear that a lot of effort has been put in and subsequent benefit has been gained by family members. **This is satisfactory progress.**

12.20 Each ACT2Care prisoner should be assessed on the basis of individual need for overnight care (paragraphs 3.30 and 3.36).

Although a mixed picture was presented there is still a lack of progress in this area particularly in the initial actions following identification of someone at risk. Conversations with several staff revealed that there is still the belief that anyone who presents a risk of self harm is placed in an observation cell and wears protective clothing. **This is not satisfactory progress.**

12.21 All night shift staff should be first aid trained (paragraph 3.35).

Training records indicate that all of the permanent night shift have recently been trained in the necessary first aid qualifications. **This is satisfactory progress.**

12.22 All cell observation panels should be kept clear at all times (paragraph 3.37).

Compliance is variable, with Abercrombie Hall doing better than Harviestoun. Panels can still be cleared by the prisoner prior to the daily cell checks and immediately covered again once completed. **This is not satisfactory progress.**

12.23 Delivery of emergency first aid training should meet the training target (paragraph 3.40).

Training records indicate that emergency first aid training now exceeds the target. **This is satisfactory progress.**

12.24 The Race Relations Manager and Officers should have a job description for this area of work, and information which identifies them should be displayed throughout the prison (paragraph 4.26).

There are still no job descriptions for race relations staff and no information on notice boards. Prisoners could not name the race relations manager or staff. **This is not satisfactory progress.**

12.25 Information relating to the visits process and the Family Contact Officers should be displayed on notice boards in the visits waiting room (paragraph 5.6).

The notice boards in the waiting area are more attractively laid out than they were during the last inspection. Although there is relatively little information on them the relevant areas are covered. The information that is sent out with family induction packs ensures that visitors are well informed. **This is satisfactory progress**

12.26 Prisoners should be offered a copy of the Prison Rules at disciplinary hearings (paragraph 6.3).

Two different managers were observed conducting the Orderly Room. A copy of the Prison Rules was on the desk during the hearing but no reference was made to them. **This is not satisfactory progress.**

12.27 More short-term prisoners should have access to vocational programmes (paragraph 7.6).

Overall, there has been a reduction in the number of qualifications offered in the prison workshops. At present, prisoners gain certification in British Industrial Cleaning Services (BICS), Royal Environmental Health Institute of Scotland

(REHIS), food hygiene and power tool assembly. Some prisoners gain Scottish Qualification Authority (SQA) qualifications in hairdressing and painting and decorating. A group of prisoners have recently commenced the Scottish Vocational Qualification (SVQ) Level 1 in Catering. Since the last inspection, the craft shop in the prison has closed.

Short-term prisoners applying to undertake vocational programmes and certification, and with a sentence-duration of sufficient time to complete a certificate, have the same opportunities as long-term prisoners to gain a place on a programme. Short-term prisoners now have sufficient access to vocational programmes. At the time of the inspection 75% of short-term prisoners were working in workshops, the laundry, kitchen or acting as passmen. **This is satisfactory progress.**

12.28 The library service offered to prisoners should be improved (paragraphs 7.8 and 7.22).

A new library has been set up within the Compass Centre, with proper staff oversight and a prisoner librarian, allowing prisoners regular access. **This is satisfactory progress.**

12.29 The prison should pursue the use of an alternative and more effective alerting tool which identifies the full range of prisoners' additional education support requirements including numeracy (paragraph 7.9).

The prison has recently introduced the use of a new alerting tool to assess prisoners' literacy and numeracy skills. The new alerting tool, The Big Plus Challenge, is comprehensive and effective in alerting Learning Centre staff to prisoners' literacy and numeracy skill levels and the assistance prisoners require to improve their skills. Most prisoners sit the test during the induction process to the prison. Learning Centre staff meet with prisoners to discuss their skills levels and promote education courses at an appropriate level. Prisoners can also self-refer to the Learning Centre to take courses. In the month

immediately prior to the inspection, 35% of the prison population engaged in education. **This is reasonable progress.**

12.30 Management should ensure that the system in place for recording prisoner activity is providing accurate management information (paragraph 7.16).

Each morning and afternoon, prison staff capture data on prisoners' attendance in different activities and work programmes. The staff send the data to senior managers on a daily basis. Relevant staff then collate the attendance in the different programmes such as the gymnasium, church services or workshops and education classes. Staff analyse the data to ensure that resources and contracts are managed appropriately. **This is satisfactory progress.**

12.31 Hand washing facilities should be available in all areas of healthcare delivery (paragraph 8.4).

There are "multipurpose" areas within the residential areas which are used by the health care teams to dispense medications, carry out consultations and at times clinical work such as dressings. The three areas were dirty and there was evidence that there was no regular cleaning schedule in place. Work surfaces were dirty and were being used to store items. The waste bin was uncovered and full. There are no hand washing facilities. **This is not satisfactory progress.**

12.32 Better use should be made of the available space in the Health Centre (paragraph 8.5).

There were areas in the health centre which were originally designated as observation cells for unwell prisoners. These areas have never been used for this purpose as the prisoners are either managed in the residential areas or they are transferred to hospital. The beds have now been removed from the cells and they are currently being used for storage. While there is a need for

additional storage space within the health centre it does not require all three rooms to be used for this purpose. **This is reasonable progress.**

12.33 Cells for disabled prisoners should be fit for purpose (paragraph 8.8).

The cells for disabled prisoners meet SPS requirements. The prisoner in the cell in Harviestoun at the time of inspection required a hospital bed which took up a significant space in the room. The whole room is open plan with the toilet area located approximately five feet from this bed and only three feet from an area used to store items of food. With this bed in place, the room is very cramped with insufficient room for manoeuvring a wheel chair or walking aid. **This is reasonable progress.**

12.34 Better multi-disciplinary working between medical and nursing services should be established (paragraph 8.11).

The transfer of health care to the NHS in November has led to new Doctors being employed by NHS Forth Valley to work in the prison. The Clinical Manager reports good working relations with the Doctors and they attend the daily handover with nursing staff to ensure all relevant information is passed on. The health care team have also established monthly review meetings with the lead Doctor for Forth Valley to monitor practice. **This is satisfactory progress.**

12.35 Prisoners requiring treatment or assessment under the Mental Health (Care and Treatment) (Scotland) Act 2003 should be transferred to an appropriate facility without delay (paragraph 8.27).

There have been four prisoners transferred to hospital under the Act in the last 12 months. The prisoners have waited between three and 10 days to be transferred. The availability of a secure bed has led to any delays. **This is satisfactory progress.**

12.36 The reasons for the low prisoner take-up of the Local Authority ‘Throughcare Addiction Service’ should be examined (paragraph 8.39)

There have been 50 referrals made to Forth Valley Throughcare Addictions Services this year. The addictions services in Glenochil do not hold figures on how many then engaged with the service after release. The numbers being referred are consistent with other similar establishments across the prison estate. **This is reasonable progress.**

12.37 Attendance of Personal Officers at ICM Case Conferences should be routine (paragraph 9.5).

The role of the personal officer is not clearly defined, although the following responsibility is noted in the ICM Practice Guidance Manual:

Attending the Case Conference with the prisoner to support, advocate and input as required.

For the period April to October 2011, 380 ICM case conferences took place. Only 227 had any input from a personal officer either through direct attendance at the case conference or via written submissions. These figures do not demonstrate routine attendance by personal officers.

During the follow-up inspection, it was noted that residential officers were allocated limited time for “secondary duties” which includes personal officer work. The inability to have both mainstream and protection prisoners in the Compass Centre at the same time reduces the number of case conference “sessions” thereby further restricting attendance by personal officers. **This is not satisfactory progress.**

12.38 The groups most closely involved in ICM management including the ICM team, social workers, psychologists, the Lifer Liaison Officer and addictions team should be located in the same area (paragraph 9.18)

The key players remain located as follows:

- ICM team – lower floor, Compass Centre
- Social Work team – upper floor Health Care Centre
- Psychology team – upper floor Health Care Centre
- LLO – open plan office, management suite
- Addictions team – upper floor Health Care Centre

As a result of the transfer-in to Glenochil of approximately 150 sex offenders from HMP Peterhead, there has been a significant increase in the number of statutory ICM case conferences being held. This is likely to increase further when Peterhead closes and its remaining prisoner population also transfer to Glenochil. This situation enhances the case for those involved in ICM to be co-located in an effort make communication and co-operation much easier.

HMIP are pleased therefore to note that a review of the use of space is presently underway however it is not clear which location changes will take place and to that end, it is impossible to predict if or when any progress on the original action point may be made.

Similarly, it is not clear to those staff involved what the outcome of the review may be and there is no shared understanding of the progress made in the review nor a timescale for its completion. **This is not satisfactory progress.**

For the Scottish Court Service

No Courts were inspected as part of this inspection.



**The Scottish
Government**

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