



HM Inspectorate of Prisons for Scotland

Report on HMP Barlinnie

Follow-up Inspection 8-12 July 2013



Contents	Page
HM Chief Inspector's Overview	1
Executive Summary	3
Progress on Recommendations	5
Progress on Action Points	8
Progress on Good Practice	19
The Inspection Team	25

HM CHIEF INSPECTOR'S OVERVIEW

HMP Barlinnie, Scotland's largest prison, was last inspected in May 2011. The report, published in August 2011, made clear that, despite the fact many areas of the prison were woefully out-of-date and was operating, at that time, with a prisoner population of 1,477, it was, nevertheless, one of the most positive reports that Brigadier Hugh Monro, the then Chief Inspector of Prisons for Scotland, had written.

By the time of the follow-up inspection in July 2013, the prisoner population had reduced by 17% to 1,225. While still operating beyond the design capacity, this drop in numbers has provided prisoners with greater access to a number of basic opportunities such as regular showers, education classes, library services, physical activities and more time out of cell. This, coupled with the slight increase in the range of vocational training and work opportunities, has helped deliver a better quality regime than was evident at the time of the full inspection. In particular, the drop of over 100 in the remand population and their inclusion now in Learning Centre activities has done much to improve their lot. I am however concerned that this situation may deteriorate if, when HMP Aberdeen and HMP Peterhead close, HMP Barlinnie is required to provide the temporary accommodation for those prisoners displaced pending the opening of the new prison at HMP Grampian. I will monitor the situation during this period of temporary change.

I am pleased to note that two particular areas highlighted as good practice in the 2011 report, have not only remained, but have in fact improved; the Day Care Unit (DCU), and the First Night In Custody Centre (FNIC). The DCU, with an increase in staff, now delivers a valuable service to more of the prisoner population who present as vulnerable and in need of more intensive support. The FNIC has been relocated from 'E' to 'D' Hall and now provides prisoners newly admitted to the prison, the opportunity to access accommodation in a discrete unit for those first vital hours in custody. A secondary benefit from this move is that all protection prisoners, irrespective of offence status, are now co-located in 'E' Hall. Concentration of this group of prisoners within the one accommodation area allows for the provision of a more focused regime within a safe environment.

Sadly, the Reception facility continues to be unfit for purpose and I concur with the comments and recommendations made by my predecessors and call for the replacement of the Reception facility in HMP Barlinnie. The configuration and condition of the building is not reflective of the type of environment the Scottish Prison Service (SPS) now provides for prisoners on admission to its newer prisons, nor does it deliver the level of safety applicable in such settings.

A major change took place in the summer of 2012 when a National Top End (NTE) facility was created in Letham Hall and prisoners were transferred-in from HMP Shotts when their facility closed as part of the Shotts development programme. I am pleased to report that the integration of this resource into HMP Barlinnie has been well-managed and both staff and prisoners speak positively about the work that is carried out there. Corresponding risk management procedures are now bedded-in and I was impressed by the facilitative work undertaken by the Integrated Case Management (ICM) manager and his team which allow for the smooth application of these processes to take place. Approximately one third of the NTE's 60 prisoners

participate in a variety of external work placements which creates opportunities for them to be tested in the community in preparation for extended access in the Open Estate and ultimate liberation. I commend the work undertaken by the staff and management in providing this worthwhile resource.

Disappointingly, little progress has been made in ensuring that the safer cells are upgraded. This presents HMP Barlinnie and the SPS with an unacceptable degree of risk. More concerning however is the uncertainty that surrounds the plans for this work to be taken forward. At the time of writing, neither HMP Barlinnie nor SPS Estates Development Directorate could confirm who is taking lead responsibility for ensuring this work is carried out despite a business case having been submitted and funds allocated. I strongly urge the SPS to address this issue as a matter of some urgency.

In summary, progress can be seen in relation to many of the recommendations made in the inspection report of 2012 and there is evidence of on-going attempts to address a number more. HMP Barlinnie continues to treat prisoners as well as they can in some of the poorest conditions that now exist within an ever-improving SPS estate.

EXECUTIVE SUMMARY

This inspection assesses the progress made by HMP Barlinnie in responding to the Recommendations and Action Points made in the full inspection carried out in May 2011. It also assesses if elements of the service previously considered to be Good Practice remain in place.

There are three criteria: Not Achieved, Partially Achieved and Achieved. These are defined as:

Not Achieved: Overall, there is insufficient evidence of progress against our Recommendations or Action Points which either has a negative effect on prisoners or does not improve outcomes for prisoners.

Partially achieved: Overall, progress against our Recommendations or Action Points is slow or negligible and/or there is little evidence of improvements in outcomes for prisoners.

Achieved: Overall there is evidence that demonstrates efforts have been made to respond to our Recommendations and Action Points in a way that is having a discernible, positive impact on outcomes for prisoners.

Recommendations

At our inspection in May 2011 we made five general Recommendations for the establishment of which two have been achieved, two partially achieved and one not achieved. We have made three further Recommendations and noted one new Area of Good Practice.

Summary of Progress

The condition of the safer cells remains cause for significant concern. Some progress has been made in providing prisoners with access to purposeful activities. This situation however may deteriorate during the period between the closure of HMPs Aberdeen and Peterhead and the opening of HMP Grampian when as a direct consequence, the prison is likely to be subject to a sharp rise in population. Risk management processes in place are good. The integration of a National Top End (NTE) into HMP Barlinnie has been well-managed and staff in this area have adapted well to the change in population.

Action Points

Of the 45 Action Points identified for the establishment, 22 have been achieved, six partially achieved, and 13 have not been achieved. Four are deemed no longer applicable. We have made 11 further Recommendations.

Summary of Progress

The drop in the prisoner population since the time of the full inspection has delivered positive benefits, particularly in relation to increased time out of cell, greater

opportunities to clean cells and shower and improved access to learning activities. Both quality and quantity of prison-issue clothing has improved. Some progress has been made in relation to the management of prisoners who require a Personal Emergency Evacuation Plan (PEEP), however further work is required. Searching procedures in Reception need to be reviewed in order to provide a safer environment for staff and prisoners. The Mental Health Team (MHT) work well to deliver their caseload.

Good Practice

Fifteen out of the 18 Areas of Good Practice identified in the original inspection report are still in place. The remaining three are no longer applicable. We identified one additional Area of Good Practice and made a further three Recommendations.

The paragraph reference number at the end of each Recommendation, Action Point and Area of Good Practice refers to its location in the previous inspection report.

1. PROGRESS ON RECOMMENDATIONS

1.1 The 'safer cells' in 'C' Hall should be upgraded to full 'anti-ligature cells' (paragraph 2.29).

Not achieved. Although there has been an effort made to make these cells safer by covering the light fitting conduit and removing corners from mirrors and wall mounted boards, obvious ligature points still remain within the cells. Examples include: bed frame brackets, Perspex window covers with vent holes and protruding sink taps.

Recommendation 1: HMP Barlinnie should ensure that all safer cells within the prison are upgraded as a matter of urgency.

1.2 The time between visitors booking in for a visit and the visit starting should be reduced (paragraph 5.8).

Achieved. From observation of several visit sessions taking place throughout the follow-up inspection, the time between visitors booking in and the start of the visit is confirmed as approximately 10 minutes. Visitors, when asked by members of the Inspection team, reported no complaints about the length of waiting time prior to their visits commencing.

1.3 Management should consider alternative methods for a greater number of prisoners to access purposeful activity (paragraph 7.31).

Partially achieved. Since the time of the full inspection, a new prison, HMP Low Moss, has been built at Bishopbriggs. While this has resulted in a welcome drop in the average prisoner numbers in HMP Barlinnie, the prison is still unable to meet the

needs of the entire prisoner population due to insufficient work spaces and limited opportunities to access alternative constructive activity. A snap-shot of one hall on one particular afternoon during the follow-up inspection showed that from a total of 263 prisoners:

- 48 were attending worksheds;
- 44 were at an hour-long PT session;
- 16 were employed in the hall as cleaners; and
- 52 were in the exercise yard taking time in the open air

This left 103 prisoners locked in their cells, or 39% of that hall's population, during that particular hour. While this describes the situation in only one of the six halls and therefore is not completely representative of the whole establishment, it does indicate that there is insufficient capacity for all prisoners in HMP Barlinnie to take part in purposeful activity.

However, some positive work has taken place and progress has been made in the following areas. The gymnasium programme has increased the numbers attending, work areas have been realigned to better suit the activities they accommodate, the programmes have been centralised and a programmes group created, a craft and metal fabrication workshop is being developed and an Independent Living Unit is in the latter stages of preparation. This latter initiative will provide lifestyle skills and practical teaching of simple tasks such as cleaning, budgeting and fire safety. In addition, having increased numbers attending education classes, a request to increase the number of teaching staff has been made which would

further improve capacity. Currently, there is a waiting list for prisoners wishing to attend the Learning Centre.

The library officers are now centrally involved in helping with literacy issues and operate the Toe by Toe Scheme. The Conference Centre cafeteria operates as a SVQ area for hospitality.

Some staff reported they were close to capacity in terms of providing activities in the space available. A shift system is worked in some of the Barlinnie work areas, with prisoners assigned morning or afternoon work, in order to ensure activity for at least part of the day, for as many as possible.

It would appear that HMP Barlinnie is making some attempts to increase the accessibility of purposeful activity. There are other significant plans for improving facilities such as the Learning Centre which, if completed, will further improve the situation. Worryingly, the population average is showing signs of increasing once again and the closure of the two North Eastern jails prior to the opening of HMP Grampian may well have an effect on HMP Barlinnie's population levels in the coming months.

1.4 The processes for Risk Management Team meetings should be improved (paragraph 9.14).

Achieved. One full Risk Management Team (RMT) meeting was observed during the follow-up inspection and records of previous meetings reviewed. The meeting was ably chaired by the acting Deputy Governor and attendance was appropriate with representation from the core membership.

All RMT paperwork for cases being considered is placed on the local SharePoint site two weeks prior to the meeting. This enables members to prepare for the meeting by reading the material in advance and, where appropriate, make any relevant update.

The SharePoint site is well designed and is maintained by the Integrated Case Management (ICM)/Multi-Agency Public Protection Arrangements (MAPPA) co-ordinator. The site is frequently updated with appropriate access available. **This is an area of good practice.**

The following two process issues emerged from the meeting.

1. Prisoners' Social Work and Psychology files are not always transferred with them between prisons. This has led to delays in prisoners' cases being considered by the RMT and subsequent delays to their onward progression to open conditions.
2. Feedback from the escort provider, post Special Escorted Leave, in relation to the prisoner's behaviour and responses etc, is reported as being poor or non-existent. This is unhelpful when assessing risk in relation to suitability for increased access to the community.

Recommendation 2: The Scottish Prison Service should ensure that all relevant prisoner records accompany the prisoner at the time of transfer.

Recommendation 3: The Scottish Prison Service should ensure that the contracted Escort Provider makes available all relevant information about the prisoner to the prison authorities where appropriate.

1.5 Arrangements should be put in place to transfer long-term prisoners to a long-term establishment as soon as possible, so that they can access purposeful activities more readily. Suitable arrangements for the provision of work and interventions for this group should be made for as long as they are held in Barlinnie (paragraph 9.22).

Partially achieved. Long-term prisoners (LTPs) are still being held in HMP Barlinnie. At the time of the follow-up inspection, 76 long-term prisoners were awaiting transfer to an appropriate long-term establishment.

However, such LTPs are now included in the work allocation process and while they are not given priority access to work parties, they are listed for and can attend work as per other categories of prisoners. LTPs are also now offered opportunities to attend the Learning Centre and take part in educational activities.

2. PROGRESS ON ACTION POINTS

2.1 Prisoners in 'A' Hall should be in no doubt about when they can clean their cells (paragraph 2.16).

Achieved. A plentiful supply of appropriate cleaning equipment and materials is available to prisoners in 'A' Hall with access on an "as requested" basis. A very small number of prisoners stated that they had to purposely spill tea or coffee on the floor of their cell before an officer would allow them access to cleaning materials; however observation of the daily hall routine and discussion with hall passmen did not support this view.

In general, prisoners will either ask an officer for access to cleaning equipment and materials or, if they are unlocked, will ask a passman to provide it for them.

2.2 Prisoners in 'A' Hall should be in no doubt about when they can have a shower (paragraph 2.16).

Achieved. From observation of the daily hall routine and from discussion with both prisoners and staff, there is evidence that prisoners in 'A' Hall are given the opportunity to shower on a daily basis. This is achieved by providing time for this activity as part of the normal hall regime as well as on completion of a period of physical training activity. The reduced numbers of prisoners now held in 'A' Hall compared to that at the time of the full inspection has also been a contributory factor to achieving this action point.

2.3 Weatherproof clothing should be available if prisoners wish to exercise outdoors in bad weather (paragraphs 2.17, 2.25, 2.39).

Partially achieved. The availability of clothing suitable for use in inclement weather varies across the establishment. For example, staff in 'D' Hall stated that a stock of waterproof jackets were held within the hall however they could give no indication of where they were stored or how many were available for use. A number of jackets were subsequently located in the hall but disappointingly, there is no information available to prisoners telling them that such jackets are available. No jackets suitable for use in inclement weather are held within 'B' Hall. A stock of jackets suitable for use in inclement weather were available within 'A' Hall, however there are no facilities to dry them after use.

Staff in some residential areas made comment that an order for new jackets had been made.

Recommendation 4: HMP Barlinnie should ensure that all residential areas provide clothing for inclement weather.

Recommendation 5: HMP Barlinnie should ensure that there are suitable drying facilities for clothing issued for use in inclement weather.

2.4 Prisoners in 'B' Hall should have access to a shower every day (paragraph 2.20).

Not achieved. Not all prisoners within 'B' Hall are guaranteed access to a shower every day. Those prisoners who work all day, have attended the main gymnasium or hall fitness areas, are listed to attend court or are scheduled to attend a visit that day will be offered a shower. While staff will make an effort to offer the remaining

prisoners a shower every day, they may only be offered a shower every second day.

Recommendation 6: HMP Barlinnie should ensure that all prisoners have access to a shower every day.

2.5 The effectiveness of the telephone hoods in blocking external noise should be examined (paragraphs 2.23, 2.47).

Achieved. Comments recorded in the full inspection regarding the unsuitability of telephone hoods were made by prisoners from Letham Hall and 'B' Hall. Prisoners from across the prison who were spoken with during the follow-up inspection did not repeat these concerns. When asked, they stated that they had no issue with noise levels (with the exception of one telephone point in 'B' Hall which had no hood).

2.6 Consideration should be given to increasing out of cell time on purposeful activity for prisoners in 'B' Hall (paragraph 2.26).

Achieved. Paragraph 1.3 above covers much of the work already completed or planned to improve the accessibility of purposeful activity for the whole population of Barlinnie.

The 'B' Hall regime itself remains largely unchanged from the time of the full inspection however the PT programme allows for up to 50 to attend a session on a daily basis plus two evenings per week. There are also small fitness rooms on each gallery, containing two or three exercise machines, which prisoners have access to. These are available for use when staff are present for supervision purposes and are a new improvement. Staff were

unable to confirm how often they were used although prisoners raised no concerns in relation to accessing these areas.

Progress against this action point has to be considered against the general progress on providing purposeful activity across the whole prison, and, as described in paragraph 1.3 above, some progress has been made, with more promised.

2.7 Consideration should be given to increasing out of cell time and access to activities for all prisoners in 'D' Hall (paragraph 2.37).

Achieved. As with paragraph 2.6, paragraph 1.3 above covers much of the work already completed or planned to improve the accessibility of purposeful activity for the whole population of Barlinnie.

The population in 'D' Hall has experienced partial change since the time of the full inspection. The First Night in Custody Unit and High Dependency Unit, both located on the lower half of 'D' Hall operate distinct regimes with activities tailored to their particular population.

The two upper areas in 'D' Hall, described as the local "top-end", operate a much more open regime than the other traditionally laid-out halls. Here, the cells are open virtually all day and free association within each wing is possible. The nature of the population in this part of the hall also means that most have employment and are more fully engaged in purposeful activity than in any other area of the prison with the exception of prisoners located in the National Top End (NTE) in Letham Hall.

2.8 The communal areas in Letham Hall should be refurbished (paragraph 2.50).

Achieved. Prior to the transfer of NTE prisoners into Letham Hall in May 2012, the hall was closed for a number of weeks to allow repair work to be undertaken. Shower and toilet facilities were upgraded and improvements made to communal areas. The hall, at the time of the follow-up inspection, is deemed to be clean and fit for purpose. There is evidence of regular cleaning being undertaken throughout the hall.

The adoption of a single-cell occupancy policy, in keeping with its change in purpose, has made it easier for prisoners to maintain higher standards of cleanliness within their cell and contributed to the overall improvements noted.

2.9 The criteria for access to Letham Hall should be reviewed with a view to allowing the transfer of prisoners with a disability (paragraph 2.51).

Not applicable. This Action Point is no longer relevant as the criteria for prisoners transferring to Letham Hall changed when it became a NTE facility.

Unlike the criteria in operation in the previous regime at the time of the full inspection, prisoners unfit for work due to a disability or infirmity are not discriminated against when considering their progression to Letham Hall.

2.10 More positive staff/prisoner interaction should be encouraged in Letham Hall (paragraph 2.52).

Not applicable. This Action Point is no longer relevant as the Letham Hall regime and classification of prisoner therein changed when it became a NTE facility.

At the time of the full inspection, prisoners in Letham Hall expressed frustration regarding what they described as an environment where 'downgrade' was used as a negative incentive to comply. Nonetheless, the possibility of prisoners being downgraded still exists with potentially more damaging consequences as Letham Hall prisoners prepare for release. It should be noted however that a number of prisoners from this area spoken with did not express any adverse comments in relation to downgrades being used as a negative incentive to comply with the regime; conversely, they commented on the positive relationships and the constructive interaction they had with staff.

At an adverse development case conference attended by an inspector, the decision not to downgrade a prisoner was taken despite it being an option in response to his breach of discipline. Instead, after considering all relevant information, an alternative decision to cease his community access for a period of time was reached. **This is positive.**

Observation of interaction between staff and prisoners within Letham Hall also points towards a relaxed and positive atmosphere. This was supported by evidence of positive outcomes from a Special Escorted Leave (SEL), facilitated by two officers from Letham Hall. On return from his

SEL, the prisoner spoke with the First Line Manager (FLM), commenting on how successful the visit had been and how supportive the staff were. This account was mirrored in the feedback given by the Officer to the FLM. **This is positive.**

2.11 Formal qualifications should be offered to prisoners working in the laundry (paragraph 2.65).

Not Achieved. Prisoners process the prison's laundry using a range of industrial equipment. There are no qualifications offered to prisoners in the laundry, nor are there plans to do so. Prisoners are using practices and gaining skills which clearly align with most national laundry cleaning certificates. The staff in the laundry are qualified and experienced and meet the criteria to offer these qualifications. Delivery of these programmes would help prisoners to gain qualifications, build their essential skills and help them improve their performance at work.

Recommendation 7: HMP Barlinnie should offer prisoners working within the laundry the opportunity to gain formal qualifications.

2.12 The process of returning small laundry bags from the laundry to the halls should be reviewed (paragraph 2.67).

Not Achieved. Passmen remain responsible for sorting and distributing small laundry bags of clean laundry when they are returned to the halls. This process is generally unsupervised and while it creates no problem when the laundry bags are returned intact, the process remains open to abuse when seals are broken, bags open and items of clothing missing.

Recommendation 8: HMP Barlinnie should ensure that the process of managing prisoners' laundry is appropriately supervised.

2.13 Prisoners should be issued with decent denim trousers (paragraph 2.68).

Achieved. Prisoners are now initially issued with two pairs of denims, doubling the number issued at the time of the full inspection. A third pair is issued if they attend a work party. Additionally, the quality of denim trousers now procured and issued to prisoners has improved with plastic zips replacing the previous Velcro fastening. These changes have had a positive impact on prisoners and on how they present.

2.14 Local Incident Management Training should take place (paragraph 3.5).

Achieved. Records confirm that Local Incident Management Training took place in September 2012. Further training is scheduled for September 2013.

2.15 CCTV coverage should be upgraded as soon as possible (paragraph 3.7).

Not achieved. CCTV coverage within HMP Barlinnie has not yet been upgraded. However, it has been confirmed by staff from within the SPS Estates Development Directorate that a contract to undertake this project will be awarded in October 2013 with work commencing in December 2013 and completed in Aug 2014. Work includes the upgrading of existing CCTV coverage plus additional coverage within all residential, industrial and physical training areas. In addition, this project includes the

introduction of an integrated personalised officer alarm system. These measures should impact positively on the levels of safety reported in HMP Barlinnie.

2.16 The conditions in the Reception cubicles should be improved (paragraph 3.13).

Not achieved. The Reception cubicles have not been upgraded since the last inspection. Graffiti within the cubicles remains a problem despite an on-going painting programme. There are still no notices or reading material within these cubicles.

During the follow-up inspection prisoners were not held in Reception cubicles for long periods of time, however this may be due, in part, to the relatively small numbers of prisoners being admitted to prison or returning from court in comparison to the high volume experienced during the full inspection. Since the opening of HMP Low Moss, HMP Barlinnie now receives prisoners from fewer courts, further reducing their throughput.

2.17 Interview room doors should be kept closed when conducting sensitive interviews in Reception (paragraph 3.14).

Achieved. During observation the doors on the interview rooms remained closed. The fabric and design of the interview rooms is such that confidentiality can be guaranteed.

2.18 All prisoners should be searched via the BOSS chair and a strip search as soon as possible after escort handover (paragraph 3.15).

Not achieved. Prisoners are not strip searched or instructed to sit on the BOSS chair until the end of the reception process, by which time they may have been in close contact with operational and clinical staff, other new and returning prisoners and Reception passmen. The process also involves some prisoners being escorted from the medical waiting room, strip searched and returned to the same room with prisoners who have still to be strip searched. This system of prisoner management within the Reception renders the searching process pointless. This is a significant weakness and increases risk to staff, especially to those who interview prisoners on a 1 to 1 basis prior to the searching process. It also increases the likelihood of illicit items coming into the establishment.

Recommendation 9: HMP Barlinnie should review the searching procedures in Reception.

2.19 Prisoners should be offered a shower during the reception process (paragraph 3.20).

Not achieved. Prisoners are still not offered a shower during the reception process however there are signs on display, written only in English, informing prisoners that if they wish to take a shower, facilities will be made available to them. All showers within Reception are clean and soap, shampoo and towels are readily available. No prisoner requested a shower while the process was being observed during the inspection and staff confirmed that this is the norm with prisoners preferring to wait until they reached their allocated hall before taking a shower, even if it means waiting until the following day.

2.20 A record of senior management property checks in Reception should be maintained (paragraph 3.22).

Achieved. A SharePoint site, updated weekly, holds a record of Duty Managers Weekend Audits which includes the details of each property check undertaken by senior management in Reception. Records dating back to April 2013 indicated checks of prisoners clothing and valuable property have been completed regularly every weekend.

2.21 Staff should encourage prisoners to engage in purposeful activities as a means for personal progression and progression within the prison (paragraph 3.35).

No Longer Applicable. This action point has been superseded by the change of use of Letham Hall to a National Top End.

2.22 All permanent night duty staff should hold a first aid qualification (paragraphs 3.47 and 3.52).

Not achieved. The number of staff who hold a first aid qualification in the permanent night duty complement remains at four. Prison Management report that they try, where possible, to ensure that there is at least one of them rostered for night duty. It should be noted however that, unlike all other SPS Establishments, HMP Barlinnie does have 24 hour continuous nursing cover.

2.23 Training Committee meetings should be held on a regular basis (paragraph 3.53).

Not achieved. HMP Barlinnie still does not hold regular training committee meetings. The last

two recorded meetings were held in February and April 2012.

Recommendation 10:
HMP Barlinnie should ensure that the Staff Training Committee is reconvened and meet regularly.

2.24 Personal evacuation plans should become standard practice for disabled prisoners (paragraph 4.13).

Partially achieved. Prisoners with a disability or illness which would require them to be given assistance in the event of an evacuation are not always identified and as such are not guaranteed to have a Personal Emergency Evacuation Plan (PEEP) in place. Those plans which have been developed are held in areas within the residential accommodation however many staff are not aware of them and some are not made available to staff during periods of lock up. Many of the plans referred only to the evacuation of the prisoner from a residential building and did not take into consideration evacuation from other areas such as the visit room. Healthcare input into the plans in some instances is negligible.

Recommendation 11:
HMP Barlinnie should ensure all relevant functions are involved in identifying and assessing prisoners who may require a Personal Emergency Evacuation Plan.

Recommendation 12:
HMP Barlinnie should ensure staff in areas where prisoners with a Personal Emergency Evacuation Plan are located are aware of the actions to be taken in the event of an emergency evacuation.

2.25 The standard of prisoners' visitor searches should be improved, and visitors should not be searched in full view of other visitors (paragraph 4.15).

Achieved. Since the time of the full inspection, HMP Barlinnie has adopted a new process for searching visitors. Visitors, prior to leaving the waiting area are given a briefing by a member of staff, making clear how they will access the visit room, what they are allowed to take with them, how they will be searched and the behaviours expected of them during the visit. **This is positive.** The briefing is conducted in a helpful manner and proves particularly useful to those who have not previously visited any prison, and in particular, HMP Barlinnie.

Visitors are escorted in a controlled manner so as to allow sufficient time to conduct individual searches upon entry to the visit room in relative privacy. This search is conducted in an area which is screened off and offers sufficient privacy while affording staff the opportunity to conduct a thorough search.

2.26 The Family Contact Officers should move from a focus on prisoners to a focus on families (paragraph 5.4).

Achieved. There are three Family Contact Officer (FCO) posts, all of which have now been filled. The plans, at the time of the full inspection, to provide seven day cover from 08.00 hours to 20.00 hours did not happen however the current provision is sufficient with FCOs working predominantly Monday to Friday from 08:00 hours until 17:00 hours with late shift and week-end working carried out as required.

The FCOs, under the management of an Offender Outcomes' First Line Manager FLM, deliver a broad service to prisoners and their families and work well with partner agencies to enhance that service. They have a well-appointed office within the visits complex but would benefit from having a dedicated printer.

Referrals from prisoners, hall staff and staff in the visit room remain high. In addition, they receive telephone enquiries from prisoners' families either through their direct line or via transferred calls from the main prison telephone line. Many of the staff referrals and the transferred calls are inappropriate. Examples of inappropriate referrals include a visitor being put through with a request on behalf of a prisoner to have his toenails cut, and another where the visitor called to ask if the prisoner who was due to be liberated could have his photograph taken and handed out in order to get a passport delivered in time for his release. It would appear that staff are not trained to screen calls or are unaware of the role of the FCO.

2.27 Visit staff should make more effort to update visitors on changes or delays to visits (paragraph 5.8).

Achieved. There were two instances reported in the previous six months where visits did not start on time. This was due, on both occasions, to an operational issue within the prison and the reasons for the delays were explained to the waiting visitors by the Visits FLM. The delays resulted in one session starting late and the second session was cancelled altogether.

As noted in paragraph 2.25 above visitors are given an information briefing prior to the visit. This briefing also provides an opportunity for

visitors to be updated about any changes or delays.

2.28 Prisoners should be offered a copy of the Prison Rules and offered assistance during disciplinary hearings (paragraph 6.8).

Achieved. A number of Orderly Room adjudications were observed during the follow-up inspection where a copy of the prison rules was available for prisoners to access. More importantly however, the adjudicator ensured that prisoners understood what was happening at each stage of the orderly room process, taking time to explain the process step by step and give reasons behind any decisions made. In instances where the prisoner was found guilty of a breach of discipline, the adjudicator took account of individual circumstances, awarded a punishment which was proportionate to the offence and used his discretion as required.

2.29 There should be more independent representation on the Internal Complaints Committee (paragraph 6.28).

Achieved. Chairmanship of the Internal Complaints Committee (ICC) is now shared among the Unit Managers and membership includes representation from sufficient staff that hold non-operational roles to provide a balance of experiences and deliver a greater degree of independence.

2.30 Orderly Room paperwork should be considered as a matter of course (paragraph 6.29).

Achieved. Orderly Room paperwork is now always considered by the ICC as a matter of course when a prisoner makes an appeal against a finding of

guilt or a punishment award. However, there is no guarantee that the paperwork is always readily available to the ICC in order that they can scrutinize the record of the adjudication, reflect on the evidence contained within it and follow the decision-making process of the adjudicator in order to consider the prisoner's appeal. In such instances, the Chair of the ICC has to request the relevant Orderly Room paperwork, which is archived in the Segregation Unit, before continuing with the ICC meeting.

2.31 The visibility of television screens in the cells in the Segregation Unit should be reviewed (paragraph 6.33).

No Longer Applicable. All cells within the unit were checked by an inspector who was able to clearly view the screen from a seated position without difficulty. It should be noted however that the systems in place to provide televisions in the cells and the protective television units are unique to HMP Barlinnie. Different televisions are operated by different controls and cables run throughout the unit to provide this service. The establishment may wish to consider removing the existing "boxed-in" sets and replacing them with standard televisions in line with every other mainstream Segregation Unit across the estate.

The fabric of the Segregation Unit in general is poor and in need of decoration. Cleanliness within the unit could be improved. The regime in place remains fair with prisoners able to access sufficient time in the open air, visits, a telephone and a fitness room.

2.32 Education should be joined up with the broader work of the prison in the workshops and elsewhere (paragraph 7.4).

Partially achieved. The Learning and Skills Manager and Head of Offender Outcomes work well together to develop programmes which meet learner needs. They meet formally each month to discuss important issues such as how both education and vocational training staff can deliver programmes more effectively. The Learning and Skills Manager participates in a number of strategic groups including Equality and Diversity Group. The Head of Offender Outcomes discusses issues regularly with senior managers in the prison and they support initiatives in education such as the building of a new Learning Centre.

However, the introduction of cross-cutting initiatives for programmes in Recycling, Health for Life and the Independent Living Unit are at an early stage and the benefits of joint working have yet to be realised. Staff share enthusiasm for working more closely together and these activities will help prisoners learn better and gain important skills over time.

2.33 Education classes should be better promoted in the Halls (paragraph 7.4).

Achieved. Posters and promotional materials advertising programmes in the Education Unit are displayed prominently in residential halls, recreational areas and the gymnasium. A prisoner focus group was established to design new posters in the Halls. This group devised the strap-line "Do Time in Education" and

developed a more appealing poster campaign.

2.34 Long-term prisoners, remand prisoners and convicted prisoners serving less than four months should have access to education classes (paragraph 7.4).

Achieved. All prisoners, regardless of category, now have access to education classes. Attendance at education classes does not reduce their pay from work parties or vocational programmes.

2.35 The conditions in, and fabric of, the main gymnasium should be improved (paragraph 7.8).

Partially achieved. The gymnasium is located in the same buildings as the previous inspection. A redevelopment of the existing main gymnasium will take place in September 2013 and this will free up new areas and provide more room for a range of activities. Staff have introduced new equipment into the gym, including new static bikes and weight machines. The gymnasiums have been redecorated and are now much brighter. New flooring has been laid in both gymnasiums. However, much of the older equipment remains and in certain areas, space is restricted.

2.36 Prisoners should be able to shower before leaving the gym (paragraph 7.8).

Not achieved. There are no shower facilities available in any of the gymnasiums. The forthcoming redevelopment of the large gymnasium will incorporate two shower areas for prisoners. However, prisoners continue to change into their clothing after exercise and return to their residential hall for a shower.

2.37 The stock of books in the library should be updated and the library itself should be brightened up (paragraph 7.9).

Achieved. The library has moved to a new location in the prison. Although smaller than the previous library, this space is much brighter and more welcoming. The prison has purchased new texts and updated the stock of books. Two officers keep books, DVDs and CDs up-to-date. The imminent introduction of Eclipse, an electronic recording system, will improve the management of resources.

2.38 Prisoners who have signed up for education classes should not miss out on the opportunity because Hall staff fail to unlock them (paragraph 7.18).

Partially achieved. The Learning and Skills manager regularly visits residential areas to interview prisoners about their failure to attend education classes. In most cases, these are due to issues such as sickness or other appointments, rather than a failure by prison officers to unlock them. However, prisoners continue to complain that they cannot guarantee that an officer is always available to unlock their cells in time to allow them to attend education.

2.39 Prisoner questionnaires should be used to gauge prisoner engagement with the vocational training units (paragraph 7.28).

Partially Achieved. Although questionnaires have been prepared, they will not be introduced to prisoners undertaking training programmes until later in 2013. The questionnaires are designed to use language which prisoners find accessible and easy to

understand. The questionnaires will be distributed to prisoners who are completing vocational training units to establish what worked well and identify what could improve. Prisoners will be able to discuss any issues identified with the officer responsible for the delivery of the unit.

2.40 A clear approach should be taken to the sharing of good practice within the Learning Centre and vocational training areas (paragraph 7.28).

Not achieved. Cross-cutting initiatives for programmes in Recycling, Health for Life and the Independent Living Unit are at an early stage and the benefits of joint working have yet to be established. There are examples of good practice in both educational programmes and in vocational programmes. However, there is no formal mechanism for staff to meet and share and evaluate good practice across their respective areas.

2.41 Consideration should be given to increasing the size of the Mental Health Team (paragraph 8.17).

Not Achieved. The complement of mental health nurses has not increased since the time of the full inspection.

Mental health services in HMP Barlinnie primarily provide an assessment function leaving them with limited capacity to conduct any substantial therapeutic interventions. The facilities provided for conducting mental health related interviews are non-therapeutic and confidentiality may be compromised. The Mental Health Team (MHT) receive on average 20-30 new referrals each week with a rolling caseload of

approximately 80 prisoners at any one time. The service is supported by a Psychiatrist offering four two-hourly sessions per week.

Recommendation 13: NHS Greater Glasgow and Clyde should ensure that the mental health team in place in HMP Barlinnie has the necessary resources to deliver the level of mental health interventions identified.

Healthcare staff and operational staff when spoken with did not share the same understanding of the location, content and purpose of care plans for those prisoners with poor mental health.

Recommendation 14: NHS Greater Glasgow and Clyde and HMP Barlinnie should review local information sharing protocols.

2.42 The incorporation of the Multidisciplinary Mental Health Team into the Risk Management Group meeting should be reviewed (paragraph 8.19).

Achieved. Dedicated Multidisciplinary Mental Health Team (MDMHT) meetings are now held every week, chaired by the Deputy Governor.

2.43 The treatment of patients and decontamination should not take place in the same room in the dental suite (paragraph 8.21).

Achieved. All dental decontamination is now outsourced with no decontamination of dental equipment taking place on site.

2.44 Written information regarding Parole should be available for prisoners and their families (paragraph 9.28).

Not Achieved. Written information regarding Parole, aimed specifically at prisoners and their families, still remains unavailable within HMP Barlinnie.

2.45 Barlinnie should deliver interventions to address offending behaviour based on the SPS generic assessment (paragraph 9.31).

Achieved. Since the time of the full inspection a dedicated programmes group has been formed and Generic Programme Assessment (GPA) completions and analysis are now a core part of their workload. In 2012, 213 GPAs were completed, the outcomes of which formed the basis of HMP Barlinnie's programme delivery. Last year, the prison exceeded its target of 137 completions for all programmes delivery.

3. PROGRESS ON GOOD PRACTICE

3.1 A booklet has been produced showing pictures of canteen items, with the goods being described in 10 different languages (paragraph 2.62).

This remains an area of good practice. The booklet has been updated, however staff in some residential halls were unsighted on it or were unable to locate it. A number of items depicted in the booklet appear only in English and still require to be translated into the different languages.

Recommendation 15: HMP Barlinnie should ensure that the canteen booklet is maintained and communicated throughout the prison.

Since the last inspection, prisoners located in both the national and local top ends (Letham Hall and Upper 'D' Hall) have been able to purchase fruit and vegetables. These pre-packed bags contain six pieces of assorted fruit or vegetables and are sold at one pound per bag. While this service is relatively new, it is proving popular with prisoners and there are plans to make it available across the prison by the end of 2013. **This is positive.**

3.2 There are several information DVDs in different languages along with a TV and DVD player for prisoners to use in their cells in the First Night in Custody Centre (paragraph 3.26).

This remains an area of good practice. There is an in-cell television in every cell within the First Night in Custody (FNIC) centre and each is fitted with a built-in DVD player. The range of foreign language DVDs

available for viewing is appropriate. It is however disappointing to note that the small library of foreign language books for use by prisoners in the FNIC centre is no longer available. A translation service is available and access to an Interpreter is arranged via staff in the Links Centre as required.

3.3 The operation of the First Night in Custody Centre (paragraph 3.28).

This remains an area of good practice. The FNIC centre has relocated since the time of the original inspection from an area on a landing in 'E' Hall to a self-contained, forty-two cell unit within 'D' Hall. This two-storeyed unit has a maximum capacity of 78 and at the time leading up to and including the follow-up inspection, it held an average of 45 prisoners during the week, reducing to an average of 31 at weekends. There are however exceptions to this trend, dependent on whether or not HMP Kilmarnock and HMP Addiewell divert their admissions to HMP Barlinnie, in which case those numbers increase.

Only one of the original staff group moved with the prisoners to the new location, however any potential loss of expertise was overcome by the new staff group familiarising themselves with the routines and all aspects of the FNIC regime prior to the relocation taking place. Pertinent information is still delivered and from observation, it is evident that staff continue to provide the same level of service as when the centre was located in 'E' Hall. There are three staff on duty in the unit on each shift, sharing a manager with the remainder of 'D' Hall. Despite having a full workload, the staff complement is

sufficient for the number of prisoners involved and the level of work undertaken.

The design of 'D' Hall allows prisoner in the FNIC centre access to a fuller regime than was previously available in 'E' Hall, for example, exercise and recreation can be offered simultaneously and individual prisoners can be kept apart from the mainstream more easily where the need arises.

Systems are still in place to ensure that as prisoners move on from the FNIC centre, their cells are cleaned and replenished with new kit by a small team of first offenders who have remained in the FNIC centre since their admission to prison. This group have been trained to the required standards both in respect of cleaning and food handling.

Hot food is available on admission to the FNIC centre up until 18:00 hours each evening, after which a sandwich pack with a hot beverage is provided.

3.4 The PowerPoint presentation used during induction (paragraph 3.29).

No longer applicable. The PowerPoint presentation referred to in the original inspection report is no longer in use since the introduction of a National Induction package which was rolled out across the SPS in 2012.

Whilst there has been no loss in quality since the change in presentation and the officer delivering it is highly competent and knowledgeable, other establishments use the same material, therefore highlighting the presentation as an area of good practice is no longer appropriate.

3.5 The induction documents with Frequently Asked Questions and common phrases translated into nine different languages (paragraph 3.31).

This remains an area of good practice. The induction documents with Frequently Asked Questions (FAQ) and common phrases translated into different languages are still used in the Links Centre. The number of different languages has grown to 15 as a result of visiting interpreters being asked to write out the FAQs in their own language which are then added to the list.

Recommendation 16: HMP Barlinnie should consider providing other establishments with electronic access to the translated Frequently Asked Questions via SharePoint.

3.6 The weekly audits of the ACT process, paperwork, assessments, quality of information recorded and care planning (paragraph 3.41).

This remains an area of good practice. Weekly audits of the ACT2Care strategy continue to be carried out diligently in HMP Barlinnie. An ACT2Care co-ordinator is in place and an 'ACT2Care Forum' meets on a quarterly basis. There is no evidence available to confirm that all medical staff operating in HMP Barlinnie attend ACT2Care training and are competent to take part in the process.

Recommendation 17: HMP Barlinnie should ensure that all staff who engage with prisoners are fully trained in the ACT2Care process and that relevant training records are maintained.

3.7 The arrangements for development training for staff (paragraph 3.54).

This remains an area of good practice. Since the time of the full inspection, HMP Barlinnie had experienced a significant turnover in operational staff as a result of staff transferring into the new prison, HMP Low Moss. Consequentially, there has been a rise in the number of new staff recruited into the prison and a higher than usual number of internal promotions taking place to fill these vacancies. As a result, training delivery has focused heavily on newly promoted staff and those who are new to the SPS. Good progress is being made in response to the delivery and attainment of Scottish Vocational Qualifications in Custodial Care Level 3. A recent audit by SPS Internal Verifiers in March 2013 gave the prison reasonable assurance in relation to the progress of the 76 Operations Staff undertaking this qualification. It is noted that a good level of peer support is in place.

Development training is on-going and includes the delivery of a number of new training packages such as Personal Protection Training (PPT), Professional Boundaries Training and instruction in the use of the newly issued Batons for operational staff.

All staff in 'E' Hall working with those prisoners charged with sexual offences have engaged in awareness training specific to this particular offender group.

A local training database and SharePoint calendar are available to all FLMS which allows managers to be more proactive in this area.

A training package has been developed to support FLMS applying for promoted posts and is delivered as required. A training event for staff recently promoted from C to D Band is planned for August 2013.

3.8 The prison runs the Positive Parenting Programme (paragraph 5.6).

This remains an area of good practice. The Positive Parenting Programme continues to be delivered in HMP Barlinnie. Despite a fall in numbers after the full inspection, a change in facilitators has resulted in the programme now being regularly delivered to groups of up to six families. Responsibility for the delivery of this worthwhile programme has transferred over to staff from the Mitchell Library in Glasgow and plans to increase participation through a rolling programme are well advanced.

3.9 The Chaplaincy run project 'Faith in Throughcare' which helps former prisoners with the transition from custody to community (paragraph 6.13).

This remains an area of good practice. The Faith in Throughcare project is still in place however there is less day-to-day involvement from the Chaplaincy Team with Links Centre staff now taking the lead in facilitating its delivery. It is worth noting that the Chaplaincy Team have now forged links with the Simon Community and the Scottish Association for Mental Health (SAMH) to further help prisoners with the transition from custody to the community.

3.10 The Chaplains hold family services twice a year in the prison (paragraph 6.15).

This remains an area of good practice. Family services are still held as noted in the full inspection report. FCOs are now more closely involved and the number of services scheduled for 2014 has been extended.

3.11 Complaints from prisoners are audited by the Deputy Governor and results are fed back through Unit Managers and First Line Managers (paragraph 6.27).

This remains an area of good practice. The practice of complaints auditing by the Deputy Governor is on-going. Trends are highlighted and response timescales checked with a weekly analysis being fed back to FLMs for information and action.

3.12 The opportunities for prisoners on the National Progression Award (NPA) in Construction to develop vocational skills and gain self-confidence (paragraph 7.12).

This remains an area of good practice. Prisoners enrolling on the NPA in Construction undertake modules in painting and decorating, bricklaying and plumbing. These prisoners have extended their skills through staff encouraging them to help with refurbishment of the new vocational training area and other areas in the prison. Prisoners have built lintels in new training areas, installed pipes to create booths for plumbing courses and painted different areas of the prison.

In the Bike Shed, prisoners work on salvaged bicycles and prepare them ready for sale through a contract with

the Bike Station in Glasgow. The work party in the Bike Shed opened in January 2013 and has processed over 500 bikes since then. There are 27 prisoners currently working in the area and all are trained to minimum standards to ensure they meet the criteria for preparing the bicycles ready for road use. Eight of the prisoners have gained the Velotech Gold Standard, the same level as the staff delivering the training and overseeing the operation. The training in the area is of a high quality and prisoners are gaining useful skills. The Bike Station has offered two work placements in the community for prisoners who meet the criteria for such activity. **This is a new area of good practice.**

3.13 The Day Care Unit (paragraph 8.8). (Also paragraph 8.6 & 8.7)

This remains an area of good practice. The Day Care Unit continues to offer a wide variety of activities including basic literacy and numeracy, computer-based learning, access to music and art and participation in a guitar group and drama class. In addition prisoners have access to relaxation classes, yoga, head and hand massage and are offered the opportunity to attend counselling where appropriate. The regime in the Day Care Unit is delivered by residential staff, supported by external agencies such as Lifelink and Theatre Nemo. Since the time of the full inspection, the staff complement has increased from three to four officers which has resulted in this service now being made available to a greater number of prisoners. **This is positive.**

Attendance at the Unit and participation in the regime is usually as a result of a referral from a member of the MHT. However, a shift in policy

has seen an increase in the number of attendees referred by staff from across the prison for men from within the vulnerable prisoner group.

There are good relationships between staff and prisoners and the officers employed in the Unit present as enthusiastic and demonstrate a positive attitude.

Positive features of the Day Care Unit include the ability to accept prisoners who are being managed under the ACT2Care strategy and to have mainstream prisoners and those who require protection from other prisoners attend at the same time. No incidents relating to status are reported. **This is positive.**

3.14 The 'Keepwell and Wellman Clinic' (paragraph 8.14).

This remains an area of good practice. The nurse-led 'Keepwell and Wellman' clinic continues to offer health promotion advice and activities to prisoners and is valued.

3.15 The high levels of information sharing between the prison and the Strathclyde Police Force Offender Management Unit and a work experience exchange scheme between the two (paragraph 9.2).

No longer applicable

The work experience exchange scheme described as an area of good practice in the full inspection report was a one-off arrangement and has not been repeated.

3.16 The identification of a training need to address poor report writing skills and the provision of training through bespoke interventions from Strathclyde Caledonian University

to address the lack of a Personal Officer Scheme (paragraph 9.3).

No longer applicable. The report-writing training event, highlighted during the full inspection took place, with forty officers undergoing a brief course with Strathclyde Caledonian University (SCU) covering Effective Report Writing. As a one-off intervention which has not been repeated or evaluated, it is not appropriate to consider the course as continuing good practice.

3.17 The 'Partnership Meetings' between community-based organisations and the prison (paragraph 9.34).

This remains an area of good practice. It is disappointing that the meetings stopped for a time, but while they are being run, they remain an area of good practice. A limited number of partnership meetings have taken place since the time of the full inspection. The current Head of Offender Outcomes is attempting to reinvigorate the practice. Two quarterly meetings have now been held of the 'Third Sector Partnership', with the next quarterly date scheduled. This is mainly attended by practitioners and minutes indicate a broad range of the service providers in Barlinnie attending and taking part.

The Head of Offender Outcomes attends a Throughcare Forum arranged by the Community Justice Authority (CJA), which has provided some useful links and connections such as joint work with the Fire and Rescue Service and the recruitment of the Grand Central Savings Bank to take part in the new Independent Living Unit Project.

3.18 The arrangements for preparing prisoners for release (paragraph 9.41).

This remains an area of good practice. There has been little discernible change in the arrangements for pre-release since the inspection. It continues to be operated by a dedicated Links Centre officer, in rotation, one month at a time. The staff are all now very experienced and knowledgeable about the subject and there are robust processes in place for identifying prisoners and having them attend the Links Centre.

Whilst many other SPS establishments now operate a similar arrangement, there has been no apparent fall in service delivery and so this remains an area of good practice.

Inspection Team

David Strang, HM Chief Inspector of Prisons for Scotland

Margaret Brown, Deputy Chief Inspector of Prisons

Tony Martin, Inspector of Prisons

Alan Forman, Business Manager, HMIPS

Peter Rawlinson, Associate Inspector

David Thomson, Associate Inspector, Healthcare Improvement Scotland

Peter Connelly, Associate Inspector, Education Scotland



HM Inspectorate of Prisons for Scotland is a member of the UK's National Preventive Mechanism, a group of organisations which independently monitor all places of detention to meet the requirements of international human rights law.

© Crown copyright 2013

You may re-use this information (excluding logos and images) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or e-mail: psi@nationalarchives.gsi.gov.uk.

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This document is also available on the HMIP website: www.scotland.gov.uk/hmip

First published by the Scottish Government, October 2013
ISBN 978-1-78256-963-3

eBook first published by the Scottish Government, October 2013
ISBN 978-1-78256-964-0 (ePub)

Kindle eBook first published by the Scottish Government, October 2013
ISBN 978-1-78256-965-7 (Mobi)

HM Inspectorate of Prisons for Scotland
Room Y1.4
Saughton House
Edinburgh
EH11 3XD

Produced for the Scottish Government by APS Group Scotland
DPPAS14901 (10/13)

Published by the Scottish Government, October 2013