

PRISON	THE LILIAS CENTRE		YEAR	24 October 2022 – 31 March 2023	
Total number of visits	23	Total number of missed weeks	0	Total number of IPM hours	55.25
Total number of prisoner requests received	2	Number of IPMs in the team (as at 31 March)		4	

### EXECUTIVE SUMMARY

This report provides an overview of key Independent Prison Monitor (IPM) observations during visits to Liliias since it opened on the week commencing 24 October 2022. The IPM Team ensured the statutory requirement of at least one visit very week. The new women's community custody units were as new to the IPM Team as it was for the women who live and staff that work there.

Anything which is new has its learning curve and there was clear ongoing learning during this reporting period, by those who both worked and lived in Liliias. From day one plans had been put in place to mitigate and minimise any impacts resulting from known challenges, and equally there appeared to be swift consideration and action which resulted from the unexpected, such as the heating issues experienced. Staffing levels seemed satisfactory, although the population was low and did not reach the potential capacity. It was pleasing to hear that all those who moved to Liliias felt welcomed and supported by each other and staff, and disappointing that occasional experiences did not align with some expectations, although there appeared to good communication within Liliias to speak about this and where possible these had either been addressed or there was ongoing consideration and action.

### GENERAL OBSERVATIONS

#### Standard 1 – Lawful and transparent custody

All women either progressed or transferred to Liliias from another establishment, and therefore Liliias had the benefit of knowing who was arriving and when. All women knew their key dates which had been explained to them as part of their conversation prior to moving and once they arrived at Liliias. IPMs reported that some women had indicated they had not received their induction to Liliias or were still trying to understand the rules. Staff explained the induction is less formal than prison induction but covers all bases. It was more of a conversation held within the first couple of days, allowing time to settle in, and as the change can be overwhelming there were regular conversations with staff, including the personal officer, to ask any questions.

#### Overall RAG rating

□	□	✓
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<p><b>Standard 2 - Decency</b></p> <p>The shared/communal spaces were bright, fresh, clean, and tidy. The women spoke positively about their houses and bedrooms, appreciating the facilities, although some spoke about relationships and opportunities being equally if not more important. IPMs heard that the women had raised issues with staff regarding the canteen, which had limited or no alternative choices for those who may have food allergies or intolerances and therefore such alternatives could not be purchased via their weekly online grocery shopping. This had been raised with management who were exploring options. The women planned and cooked their own meals from items purchased from their weekly shop, which was supported by the Catering Manager and staff to ensure a healthy balanced menu.</p> <p>The facilities at Liliias experienced ‘snagging’ issues, like many new builds, which impacted on the women living there. This included heating and electrical issues. Some of the heating issues were experienced during the cold spells of weather and those affected were consulted about the options i.e. providing additional bedding/clothing or moving houses until the issues were rectified. Issues were also experienced with bedroom TV reception. Staff and management were aware, and any ‘snagging’ types of issues were being strategically worked through by the contractor.</p>	□	□	✓
<p><b>Standard 3 – Personal safety</b></p> <p>No concerns were raised regarding personal safety. Those who moved to Liliias spoke about feeling safe, everyone was welcoming and there were no signs of conflict. Awareness activities were also organised around anti-bullying week, 13-17 Nov, and included ways to recognise, respond and prevent bullying.</p>	□	□	✓
<p><b>Standard 4 – Effective, courteous, and humane use of authority</b></p> <p>The women were able to move around Liliias more easily than they may have been used to in a prison, and procedures were in place to ensure Liliias operated safely and effectively. Liliias does not have a Separation and Reintegration Unit.</p> <p>There had been some inconsistencies experienced by women returning to Liliias from the community, and concerns about the proportionality of some actions, with consideration to the environment of Liliias and individual circumstances. IPMs reported that women had raised such issues directly with staff and steps had been taken to look into their experiences, followed up by conversations to ensure there was a clear understanding for all, including staff, around the processes, including consideration of proportionality in line with the relevant SPS standard operating procedures.</p>	□	□	✓
<p><b>Standard 5 – Respect, autonomy, and protection of mistreatment</b></p> <p>Liliias was often quiet and there appeared to be positive relationships. IPMs reported some occasional frustration in the initial months post opening due some staff actions which were perceived to have been applied in a blanket approach when it was unnecessary. It was acknowledged that time was needed for people to get to know each other and build relationships, and as the year progressed this appeared to ease. IPMs reported that the women spoke positively about the support, particularly from their personal officer, and that relationships and understanding had strengthened over time.</p>	□	□	✓

<p>Risk Management Team (RMT) meetings appeared to be well conducted, attended by core members including staff, social workers, mental health and psychology, where necessary, to provide knowledge and expertise to inform decisions.</p>			
<p><b>Standard 6 – Purposeful activity</b></p> <p>IPMs reported that visits, including home visits, appeared to work well. Women welcomed the hub space and longer visits times, and many spoke positively of the opportunity to renew contact and reflected there was greater flexibility. IPMs confirmed there were morning, afternoon and evening visit sessions through the week, and morning and afternoon sessions at the weekend. The disparity of work earnings compared with prison was raised i.e. those at Liliias should not be disadvantaged due to insufficient or higher paid work not being available within Liliias. The women had raised this with staff and actions had been taken.</p> <p>At times, many of the women expressed boredom as there were limited work opportunities within Liliias for those who did not have community access. There was also limited equipment/resources i.e. gym space and equipment were limited, there was no access to a Fife College computer, few things to do in the evening in their houses and they had hoped for more engagement with community agencies etc. IPMs observed and reported hearing about a range of activities and events including cookery lessons with the Catering Manager, a visit from a celebrity chef, creative opportunities with music and song writing, mindfulness, recovery focused opportunities, Therapets, and fitness classes. There were also ongoing discussions with community partners exploring opportunities, but this process would take time and would be informed by the support needs and interests of the women.</p>	□	✓	□
<p><b>Standard 7 – Transition from Custody to the community</b></p> <p>Living in Liliias was seen as part of a journey to help and support preparations for liberation. It was encouraging to see, from the outset, that some women accessed the community for work and special escorted leave etc. The women felt engagement opportunities, out with and within Liliias, were limited. Whilst this was disappointing, it was encouraging to hear opportunities for women to engage with community partners had commenced and that other opportunities continued to be explored. Management explained that conversations were ongoing with community partners, and it was hoped that as partnership agreements developed the opportunities would increase and take into consideration the individual support needs identified.</p>	□	□	✓
<p><b>Standard 8 – Organisational effectiveness</b></p> <p>IPMs confirmed that the women felt supported by their personal officer and other staff. Management explained there had been specific training for staff who were working in the community custody units, nevertheless things were new, and staff were on a steep learning curve. There were occasional inconsistencies in how staff conducted standard processes, and aspects of proportionality of approaches were questioned by the women. However, in such situations the women felt they were able to speak with staff about anything and those who had experienced issues were, in general, content with the outcome.</p>	□	✓	□

<p><b>Standard 9 – Health and wellbeing</b></p> <p>Staff had flagged challenges with the NHS service provisions. This was a wider NHS Greater Glasgow and Clyde issue and not specific to Liliias. Healthcare and Liliias management were working to resolve the issues and potential impacts on the women were being minimised and mitigated i.e. accompanied visits to see a doctor in the community. IPMs reported that women had spoken positively about the healthcare support and timescales for speaking with health professionals. However the arrangements for routine dental care were uncertain i.e. there were arrangements for emergency dental treatment however there did not appear to be a plan for follow up/routine treatment.</p> <p>Some health improvement, prevention and promotion activities included regular mindfulness sessions, staff supported meditation and a range of health and wellbeing activities during the International Women’s Day at the beginning of March.</p>	□	✓	□
<p><b>RAG (Red, Amber, Green) status key:</b>    <span style="background-color: red; color: white; padding: 2px;">Some serious concerns</span>    <span style="background-color: orange; color: white; padding: 2px;">Some slight concerns</span>    <span style="background-color: green; color: white; padding: 2px;">No concerns / good practice</span></p> <p><i>RAG rating: where IPMs felt each standard would be rated given their experience - not a complete analysis but based on their judgement.</i></p>			

KEY ISSUES	
1.	New build ‘snagging’ issues which impacted on the women.
2.	Work and community partnerships opportunities.
3.	Embedding, adapting and familiarisation – an ongoing learning curve for both the women and staff

ENCOURAGING OBSERVATIONS
There appeared to be good relationships and communication and individuals felt they were able to speak with staff who were helpful and supportive. There were clear efforts to ensure actions were taken to address any issues, and to minimise or mitigate any impacts.

CONCLUSION
<p>The SPS have made stepped progress towards delivery against the ‘Strategy for Women in Custody: 2021-2025’ following the opening of the Women’s Community Custody Units (WCCUs) during 2022, and plans for the new national custodial facility and assessment centre for women, HMP YOI Stirling, due to open by summer 2023. The independent evaluation of the WCCUs, which is underway, will be an early insight to the person-centre, gender, and trauma informed approach, and how the learning and best practice is shared and implemented across the wider SPS women’s estate, and longer term the male estate.</p> <p>Liliias had been operational for less than six months (23 weeks) by the end of the reporting year. The build related ‘snagging’ issues, inevitable with any new build, were being systematically worked through by the SPS and the contractor with the vast majority having been rectified. Liliias was in the initial stages of operation and learning was ongoing, challenges were being worked through, and wherever possible actions had been taken to minimise or mitigate any impacts and actions to resolve any issues.</p>