

<b>PRISON</b>	<b>HMP SHOTTS</b>		<b>YEAR (1 APRIL – 31 MARCH)</b>	2022 – 2023	
<b>Total number of visits</b>	70	<b>Total number of missed weeks</b>	1	<b>Total number of IPM hours</b>	258.75
<b>Total number of prisoner requests received</b>	49		<b>Number of IPMs in the team (as at 31 March)</b>	5	

### EXECUTIVE SUMMARY

This report provides an overview of key Independent Prison Monitor (IPM) observations over the 2022-2023 reporting year. The IPM Team performed well despite there being fewer IPMs than the optimal eight envisaged by HMIPS. The statutory duty of at least one visit per week fell short as one week was missed due to unforeseen circumstances. They also dealt with 49 requests received in addition to general observations around the prison, speaking with prisoners and staff.

The key area of serious concern related to significant healthcare staff shortages, with a particular impact on primary healthcare, throughout the year. Although all healthcare partners did their best to minimise the impact and take steps to address the issues, and there were signs of improvement. SPS also experienced staffing challenges which often impacted prisoners' access to a full regime, particularly work parties and evening activities. Substance use was also an area of some concern, with a significant spike in the number of prisoners who required Management of Offender at Risk Due to Any Substance (MORS) during February and March 2023.

There appeared to be positive staff/prisoner relationships, good awareness of personal officers and prisoners welcomed the free association time and regime access, when not impacted due to staffing challenges. IPMs concluded that there could be more opportunity in the evenings for prisoners and that communication, with both staff and prisoners, could be improved.

### GENERAL OBSERVATIONS

#### Standard 1 – Lawful and transparent custody

IPMs confirmed reception was welcoming, displayed information in various languages, had robust admission and property processes in place and staff clearly explained things to prisoner arriving at or leaving the prison. Residential staff explained prisoners were generally calm and compliant when they arrived in the halls, helped by the robust processes in place, although highlighted occasional challenges for both prisoners and staff where healthcare had been unable to see a prisoner on the day of their admission.

#### Overall RAG rating

□	□	✓
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<p>The Induction Officer visited all new prisoners to invite them to it and explain the induction process, which was a one-to-one conversation that could be tailored to each prisoner. All prisoners, including those who did not attend the induction were given a detailed induction pack, available in different languages, to refer to as required and were encouraged to ask to see the Induction Officer if they had any questions. Inductions were held as soon as possible following admission, however there was only one member of staff to undertake this work with no cover during leave. A family induction pack is sent to families, with consent. This was not SPS policy, therefore it was not a standardised process across Scottish Prisons. IPMs would like to acknowledge this proactive work by the Links Centre Officer to support the families of those in custody at HMP Shotts.</p>			
<p><b>Standard 2 - Decency</b></p> <p>IPMs reported all indoor and outdoor areas were kept clean and tidy, fit for purpose and well maintained. IPMs confirmed all cells were single occupancy and in good condition, with adequate toilet and shower facilities and an adequate supply of toiletries. Beds were adequate, though the mattresses were felt to be poor by some prisoners, and generally replaced every three years.</p> <p>In the kitchen, IPMs observed a sense of good work ethics, arrangements and relationships, despite lower pay compared to elsewhere. IPMs sought to observe the hall serveries when meals were being served however were frequently refused access. This issue was raised with management who took immediate action. Upon accessing the serveries during mealtimes IPMs reported food temperature logs were checked and up-to-date, however they had concerns regarding some corroded and faulty cookware. Prisoners continued to raise issues regarding food, particularly the quality and quantity and these concerns were raised with management. The challenges of providing three meals each day within budget is a challenge for all Scottish prisons, and SPS HQ and the Scottish Government should consider if the budget is appropriate to allow for healthy and nutritious food to be provided.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p><b>Standard 3 – Personal safety</b></p> <p>IPMs reported halls regularly had a calm atmosphere and prisoners engaged well with staff. During route movement in particularly, the atmosphere was elevated, and when combined with medication dispensing can make halls feel more disorderly and at times there was minimal conversation between staff and residents during this period.</p> <p>IPMs confirmed staff had a good awareness of the processes related to planned and unplanned removal of prisoners from the halls. They had a good knowledge of those in their care and observed behaviours to identify any suspected bullying or vulnerabilities. IPMs observed a Violence Reduction Group meeting, reporting that they appeared to be operating in line with procedures.</p> <p>The prison proactively tried to prevent violence and unrest within the halls. Management confirmed reduced incidents of violence through COVID-19 restrictions and lessons had been taken from this. It was concerning to hear of increased illicit substance finds and incidents, however the prison were aware and taking necessary action.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<p><b>Standard 4 – Effective, courteous, and humane use of authority</b></p> <p>IPM observations included the proceedings related to the internal complaints committee, orderly room, and hall to the Separation and Reintegration Unit (SRU) transfers. They felt proceedings were attended by the relevant people and undertaken in a fair, courteous, transparent and respectful manner, taking cognisance of individual circumstances with proportionate actions taken i.e. an orderly room observed did not punish a lapse in judgement and gave the opportunity to show commitment and change behaviours. IPMs spoke to prisoners regarding their experience in the SRU and regardless of the reason for being in SRU they felt there were treated well and were transferred back to halls in a timely manner. Staff facilitation of the transfer of prisoners to the SRU appeared safe, proportionate, and well organised. Despite the unplanned transfers, the SRU was usually settled and calm.</p> <p>The HMIPS 2022 full inspection included a recommendation that the SPS consider including a copy of the sending prisons property card with the transfer documentation. The prison implemented a new local process which IPMs checked, however a more consistent approach across the estate would be beneficial and more efficient.</p>	□	□	✓
<p><b>Standard 5 – Respect, autonomy, and protection of mistreatment</b></p> <p>Overall IPMs reported positive staff/prisoner relationships. Staff often shouted to call a prisoner to see them or others, for example, when an IPM visited to speak with them. Prisoners have not raised this as an issue however speaking with a small sample of prisoners (10), IPMs found 80% preferred not to be shouted at.- This was reported to management as an opportunity for a person-centred approach. It should be noted that shouting did not happen on every occasion or in every hall and was observed less frequently in the latter part of the year.</p> <p>IPMs observed that Internal Complaints Committee (ICC) meetings were well organised, efficient, and conducted in a courteous and respectful manner. IPMs had concerns regarding the prisoner voice being heard, due to the suspension of Prisoner Information and Action Committees (PIACs) throughout COVID-19 restrictions. These concerns were eased with the recommencement of regular PIACs across the prison.</p>	□	□	✓
<p><b>Standard 6 – Purposeful activity</b></p> <p>The regime frequently did not fully operate due to SPS and NHS staff shortages as a result of absences and vacancies. This fluctuated throughout the year, with non-essential work sheds often the first to be cancelled. Prison management confirmed it was an ongoing challenge and the aim was that prisoners would work 50% of the time. Plans were ongoing for additional and structured evening activities. IPMs had concerns about limited recovery focused activities. However they were encouraged to observe a Recovery Café that had restarted and to hear of the recruitment of a Recoveries Officer and ongoing efforts to support recovery activities, including from third sector partners who were keen to support that work. The lack of a dedicated space for a Recovery Hub, understood to be due to finances, was felt to impact this work.</p> <p>IPMs confirmed that prisoners spoke positively of the ‘free association’ time, the gym, time outdoors and other purposeful activities i.e. education, although they would have liked more courses and evening activities. IPMs reported prisoners’</p>	□	✓	□

<p>concern regarding the period ‘unlocked’. The prison operated core hours, i.e. unlocked from around 8am to 5pm, with evening unlock for those attending limited activities. Some prisoners struggled with the early evening lock-up, others less so. This was raised with management who confirmed the regime had been initially restricted due to COVID-19. It continued, operating core hours, due to staffing challenges, then remained out of choice i.e. a decision taken by prison management informed by learning and evidence of reduced violence compared with pre-pandemic records.</p> <p>In the main prisoners spoke positively about visits. There were more spaces available as COVID-19 restrictions were eased/removed, however prisoners felt family visits could be improved as there was little to do. Prison management confirmed the Family Strategy Group had recommenced, alongside the development of a revised local family strategy and access to the soft play area was reinstated in the latter part of the year.</p>			
<p><b>Standard 7 – Transition from Custody to the community</b></p> <p>There were few liberations directly from HMP Shotts due to the nature of the prison. However, IPMs reported that prisoners spoke positively of support from personal officers, the Links Centre and agency staff as they prepared for liberation. The only concerns raised by prisoners related to the sense of delays linked to cross-border liberations due to dealing with both the English and Scottish systems. Management confirmed this was completed as swiftly as possible in line with procedures, although it should be noted elements of this were out with the control of the prison and the SPS.</p> <p>Foreign national prisoners subjected to a deportation order raised issues related to uncertainties which impacted their ability to prepare for their liberation. This linked to the national SPS Risk Management Team guidance/procedures which prison management followed.</p>	☐	☐	✓
<p><b>Standard 8 – Organisational effectiveness</b></p> <p>The prison had taken steps to restart regular Equality and Diversity (E&amp;D) meetings, development of an up-to-date local strategy/action plan. Although there was some progress the pace of development was concerning i.e. whilst management confirmed monthly and quarterly meeting were taking place in early 2023 the local action plan was still being developed.</p> <p>IPMs were concerned about the ongoing staff shortages which affected the ability of prisoners to access various regime opportunities and the ability of both SPS and NHS staff to support those in their care. Front line staff at times were frustrated and felt the staff voice was not being heard.</p> <p>The Governor acknowledged the staff views reflected in the annual staff survey and took action to bolster relationships with a commitment to meeting with all staff in small groups, alongside continued regular meetings with managers. A “Shotts Matters” plan had been produced with a focus on staff development, support and wellbeing, staff and prisoner engagement, reinvigoration of the National Induction Centre, significantly increasing the number of prisoners at work, harm reduction opportunities and development, residential regime review and to expand and embed the case management strategy.</p>	☐	✓	☐

<p><b>Standard 9 – Health and wellbeing</b></p> <p>IPMs reported significant concerns regarding healthcare provision through much of the year due to sustained staff shortages impacting the service available. Staff shortages resulted in evening medication being dispensed by 5-5.30pm and impacts particularly on primary healthcare provisions. It should be noted that all healthcare partners made every effort to support the health needs of those in their care.</p> <p>A lot of work was undertaken to stabilise staffing. Although still of significant concern by the year end there had been signs of improvement with progress of substantive recruitment within the primary care team, supported by regular bank/agency staff, and recruitment of a primary care team leader was underway. By the year end healthcare confirmed GP waiting times were within the two-week standard, with urgent issues dealt with on a same day basis. Although NHS complaints from prisoners remained high, most were processed within the early resolution timescales.</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: black; 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.	Healthcare staffing shortages and primary healthcare provisions – improving position but remains a serious concern.
2.	Impacts on the regime consistency and provisions due to staff shortages.
3.	Increase of illicit substance find and incidents.

ENCOURAGING OBSERVATIONS
<p>There were signs of improvements regarding healthcare staff vacancies, with significant efforts to support the healthcare teams operating in HMP Shotts to stabilise and improve the staffing position and service provisions, with plans for a service model review and work to address the Healthcare Improvement Scotland inspection recommendations.</p>
<p>HMP Shotts are taking steps which look to address a significant proportion of the concerns and issues raised i.e. exploring and expanding the range of out of cell evening activities, work party review to increase numbers, further develop recoveries to increase support available linked to harm reduction, exploring opportunities to increase working partnerships with external agencies and improved communications.</p>

CONCLUSION
<p>SPS and NHS staffing had a considerable impact during the year. Although both were an improving position, the wider core and improvement work of both was arguably restricted, despite their best efforts, impacting various aspects of the prison regime, operations, and services available. It is hoped with the staffing improvements and development plans, progress can be made at reasonable pace in the year going forward.</p>