

<b>PRISON</b>	<b>HMP ADDIEWELL</b>		<b>YEAR (1 APRIL – 31 MARCH)</b>	2022 – 2023	
<b>Total number of visits</b>	83	<b>Total number of missed weeks</b>	0	<b>Total number of IPM hours</b>	311
<b>Total number of prisoner requests received</b>	172	<b>Number of IPMs in the team (as at 31 March)</b>	6		

#### EXECUTIVE SUMMARY

Throughout the year the most significant issue facing HMP Addiewell continued to be the lack of staff, and a lack of experience amongst staff. This has been a regular finding from the IPM Team. Recommendations made after the 2018 HMIPS inspection to increase the number of staff were yet to be fulfilled. Retention rates were of serious concern, undermining work to bring new staff on board, meaning the prison were not able to find a place of stability.

Officers in the main appeared to be trying their hardest but were not able to provide the required support to prisoners. Some of the basic functions of the prison were not operating effectively over the year, with IPMs being informed about a lack of access to bedding, plates and cutlery and cleaning equipment. Where remedies were promised the systems were not embedded, and the same issues were raised by the IPM Team on numerous occasions, for example on the running of the mealtimes conflicting with other activities and using the food probes. Other concerns were raised by prisoners regarding the complaints process, with a widely held perception amongst prisoners that complaints were not taken seriously or were simply destroyed. Prisoners felt that hall staff were unable to resolve issues, and that management were inaccessible. One prisoner explained:

*“the only way to see a senior is to slash yourself or slash someone else. Then every senior in the prison comes running”*

This leads to the most concerning issue, the reports from prisoners about concerns for their safety, especially with regards to drug use and violence. Violence at the prison was high and on an upward trajectory throughout the year. Initiatives such as the Safer Prisons Meeting are promising but were undermined by the lack of experience on the halls.

There were also serious concerns about the provision of healthcare within the prison. Prisoners routinely raised concerns about lack of access to addictions treatment or to mental health support. IPMs were told by prisoners that they were being recorded by healthcare as “refusing” to attend appointments, when in fact either staff shortages, GeoAmey transport issues, or conflicting court dates caused them to miss the appointment. IPMs were also made aware of two potentially very serious incidents where a breakdown in communication between the prison and the NHS led to complications in people receiving the treatment they needed. An issue around a broken bath and a disabled prisoner’s access to it remained unresolved for nearly a year.

However, despite the serious concerns outlined above, there were also some aspects of the care and services provided by Addiewell that are to be admired. The Reception and First Night Centre were generally well run and welcoming. The launch during the year of the Insiders Scheme was very positive. The number of prisoners attending activities increased during the year, and whilst there is more to be done clear progress had been made. The range of activities on offer, when staffing permitted, was commendable, and the prisoners attending talked enthusiastically about their experiences.

GENERAL OBSERVATIONS	Overall RAG rating		
<p><b>Standard 1: Lawful and Transparent Custody</b></p> <p>The Reception and First Night Centre (Douglas Bravo) were consistently well run. Prisoners reported extremely positively on these parts of the prison to IPMs. The launch of the Insiders at the start of the year was positive. Induction was good and well attended.</p> <p>However, the need to hold protection prisoners amongst non-protection, including on Douglas Bravo, was of serious concern, exacerbated by the practice of putting markers on the hall roll board which allowed these individuals to be easily identified. The delay from the prison in rectifying this after it was brought to their attention was of serious concern to the IPMs.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<p><b>Standard 2: Decency</b></p> <p>The IPM Team were incredibly frustrated by the failure of the prison to implement and maintain good systems of work around all areas in this standard. Assurances when given to IPMs were not upheld; the prison failed to respond within a reasonable time to the IPM report on food and the 18 issues identified within it, that was shared with the prison in the Summer of 2021. Record keeping was poor.</p> <p>Across the halls staff reported that they were chronically under-supplied with sheets, duvets, towels, bowls, plates and cutlery. Several expressed frustration that they cannot do more to resolve prisoners' other issues because they spend so much time going between stores, the kitchen, and other wings, attempting to obtain or borrow these basic supplies. Several confirmed that men often have to sleep without sheets or a blanket due to these shortages. It was also reported that at mealtimes prisoners had been asked to share plates and utensils.</p> <p>The new menu introduced during the year was generally preferred by prisoners, but there were understandably some issues with the roll out. The problems around halal food, where items labelled halal contained pork, were unacceptable. The response by the prison to the complaints of prisoners was negligent of their basic human rights and did not initially address the issue with the seriousness warranted.</p>	✓	□	□
<p><b>Standard 3: Personal Safety</b></p> <p>Violence was high, and despite a suggestion it had fallen in the summer, the overall trajectory was upwards. Prisoners reported feeling unsafe from violence, and inadequately supervised in many parts of the prison. They also stated that the majority of violence was under the radar of staff.</p> <p>Substance misuse appeared to be a significant issue, with many prisoners reporting 'self-medication' and the easy accessibility of illicit substances. The prisons own data also shows this as rising overall during the year, although there were peaks and troughs.</p> <p>These issues were exacerbated by the issues around staffing, relating to a lack of staff, a lack of experienced staff, and inconsistent deployment of staff. Across all halls staff were often found behind the desk at the entrance, rather than on the halls engaging with prisoners, with the consequent impact on dynamic security.</p> <p>Safer Custody Meetings were a positive development during the year, demonstrating an increased focus and commitment on keeping residents and staff safe.</p>	✓	□	□
<p><b>Standard 4: Effective, Courteous and Humane Use of Authority</b></p> <p>Access to property was a major concern for prisoners, with this making up the vast majority of complaints in the prison, and of the issues raised with IPMs during the year other than healthcare. There was a lack of consistency in how matters</p>	✓	□	□

<p>were handled and resolved, with different responses being given by staff to IPMs about the processes and systems in place. There was confusion around items prisoners were allowed in possession, and how they could access them, with conflicting responses from different staff and managers.</p> <p>Like at most prisons, use of the SRU was excessive. Generally the SRU was full, or nearly full, although it was positive to see a noticeable reduction towards the end of the year. The longest any individual had spent in the SRU was coming up to two years.</p>			
<p><b>Standard 5: Respect, Autonomy and Protection Against Mistreatment</b></p> <p>It was the case that the vast majority of issues brought to the attention of IPMs should be dealt with by officers on the halls, and management at all levels need to manage this and ensure staff are competent and empowered to deal with the needs of the prisoners. This feeds into concerns about complaints, which prisoners raise concerns about at all levels, from complaints going missing, to answers being implausible or not explaining the reasoning. Once complaints were dealt with, actions were not routinely taken forward. With nearly 2000 PCF1 complaints submitted during the year, this is a huge administrative burden, that the prison would do well to address.</p> <p>Whilst there was some improvement in the use of PIACS during the year, this still appeared sporadic, and many prisoners did not feel they were being listened to.</p> <p>Engagement between staff and prisoners was sporadic. Too often staff were limited to the desk area, and not engaged with prisoners throughout the hall.</p>	✓	☐	☐
<p><b>Standard 6: Purposeful Activity</b></p> <p>It was positive to note that the numbers attending Education and the Gym rose during the year. Employment figures remained constant. However, IPM visits to the activity areas continued to highlight classes being closed too often. Those able to attend activities were generally very positive about their experiences. Areas like the Radio and Music station were outstanding, and the work on sleep pods provided meaningful activity, producing valuable output for the community.</p> <p>At the start of the year IPMs heard from a number of prisoners with issues around missing wages or being asked to do jobs they were not cleared for, so they did not get paid. This demonstrated a breakdown between hall staff and the Activities Team. This does seem to have improved during the year though.</p> <p>The prison regime had meant that prisoners sometimes had to choose between outside exercise and collecting medication or meals.</p> <p>Several residents raised issues around meeting case managers, or critical dates being overlooked. Progression and access to offending behaviour courses remains a national concern.</p>	☐	✓	☐

<p><b>Standard 7: Transitions from Custody into the Community</b></p> <p>Activity around resettlement was generally good. Prisoners spoken to who had been able to access it were positive. Some prisoners on the halls reported delays in appointments and speaking to case managers about issues or being unsure where to seek help and advice from. This again seemed to stem from the lack of experienced staff on the halls to make the relevant connections.</p>	☐	✓	☐
<p><b>Standard 8: Organisational Effectiveness</b></p> <p>Equality and Diversity meetings had not taken place for a significant period at the start of the year, but this was later addressed. The failure mentioned on Decency around the Halal food was of serious concern and should have had immediate senior management attention.</p> <p>IPMs remained disappointed at the failure of the prison to take seriously the findings from their review into food from Summer 2021. It took an excessive length of time for the prison to read and respond to the report, and their initial response was defensive. Whilst some action was taken, other issues raised were still occurring in March 2023.</p> <p>The issues around stores and getting items to the halls was a recurring theme throughout the year.</p> <p>The most significant issue for the prison though is the failure to adequately staff the prison. It is this failure that underpins all the other issues raised.</p> <p>GEOAmev capacity and performance issues, across the SPS estate, resulted in hospital cancellations. This was an ongoing national concern which had been escalated to the HM Chief Inspector of Prisons for Scotland and who escalated concerns to the SPS Chief Executive Officer and the Scottish Government Cabinet Secretary.</p>	✓	☐	☐
<p><b>Standard 9: Health and Wellbeing</b></p> <p>Healthcare was the single biggest area of concern raised by prisoners to the IPM freephone number. Prisoners were concerned about extensive waits to get treatment, especially with regards addictions and mental health. There was an issue with the Kiosk system for requesting healthcare, where if a request has been made, another cannot be added. This meant someone waiting for a minor issue, who experienced something more urgent, could not use the Kiosk to request an appointment. Whilst NHS suggest the prisoners can approach staff in these instances, prisoners did not perceive that to be the case. Staff were also unsure of when they could contact healthcare.</p> <p>The times that medication was issued had been an issue, as at other prisons, with evening medication being issued in the late afternoon.</p> <p>Concerns about a broken bath were not resolved for nearly a year, with a breakdown in communication between the NHS and the prison regarding what was required and who was responsible.</p>	✓	☐	☐

IPMs were also aware of two very serious cases where a failure to provide medical treatment could have had a significant impact. In one case a prisoner with a suspected fracture was not sent for an x-ray for nearly two weeks. In the other incident a prisoner with suspected sepsis was not seen for several hours. Both again appeared to be from a breakdown in communication between the prison and the NHS.					
<b>RAG (Red, Amber, Green) status key:</b>	Some serious concerns	Some slight concerns	No concerns / good practice		
<i>RAG rating: where IPMs felt each standard would be rated given their experience - not a complete analysis but based on the judgement of the IPM team</i>					

KEY ISSUES	
1.	Staffing and lack of experience
2.	Healthcare provision
3.	Violence and prisoner safety

**ENCOURAGING OBSERVATIONS**

Whilst this annual report highlights many areas for improvement, it must be noted that the prison is well placed to improve. The facilities are excellent. All cells have a shower, the landings are bright and airy. The gym and workshop space are decent. The work being undertaken by the Offender Outcomes Team is good, with several very positive initiatives. The changes that have been made to Reception and First Night Centre are to be admired. If the staffing situation can be resolved, the prison is well placed to become high performing, and able to provide for those in their care, and meet the needs of wider society.

**CONCLUSION**

The biggest single issue facing the prison is the lack of staff, and the lack of experience amongst them. Most of the issues raised in this report are not difficult to resolve, by they require people, and people at all levels from officers to the management team. Those staff who are motivated and committed are in danger of being burnt out by the sheer weight of actions they need to undertake. Due to the lack of staff, the prison spends too much time fighting fires, and are unable to embed the systems and processes needed. The vast majority of issues brought to the attention of IPMs should be dealt with by officers on the halls – and management at all levels need to manage this and ensure staff are competent and empowered to deal with the needs of the prisoners.

A new Director has recently taken up post. This provides an opportunity for the prison to refocus on their priorities and to drive forward the improvements required.