



# HMIPS

HM INSPECTORATE OF  
PRISONS FOR SCOTLAND

INSPECTING AND MONITORING

# REPORT ON HMP EDINBURGH

FULL INSPECTION

6-17 MARCH 2017

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## INTRODUCTION AND BACKGROUND

HM Chief Inspector of Prisons for Scotland (HMCIPS) assesses the treatment and care of prisoners across the Scottish Prison Service estate against a pre-defined set of standards. These Standards are set out in the document 'Standards for Inspecting and Monitoring Prisons in Scotland', published March 2015 which can be found at <https://www.prisoninspectorscotland.gov.uk/>.

The Standards reflect the independence of the inspection of prisons in Scotland and are designed to provide information to prisoners, prison staff and the wider community on the main areas that are examined during the course of an inspection.

The Standards provide assurance to Ministers and the public that inspections are conducted in line with a framework that is consistent and that assessments are made against appropriate criteria.

While the basis for these Standards is rooted in International Human Rights treaties, conventions and in Prison Rules, they are the Standards of Her Majesty's Inspectorate of Prisons for Scotland (HMIPS).

This report is set out to reflect the performance against these standards and has 10 main sections:

<b>Standard 1</b>	Lawful and transparent custody
<b>Standard 2</b>	Decency
<b>Standard 3</b>	Personal safety
<b>Standard 4</b>	Health and wellbeing
<b>Standard 5</b>	Effective, courteous and humane exercise of authority
<b>Standard 6</b>	Respect, autonomy and protection against mistreatment
<b>Standard 7</b>	Purposeful activity
<b>Standard 8</b>	Transitions from custody to life in the community
<b>Standard 9</b>	Equality, dignity and respect
<b>Standard 10</b>	Organisational effectiveness

HMIPS assimilates information resulting in evidence based findings utilising a number of different techniques. These include:







- obtaining information and documents from the Scottish Prison Service (SPS) and the prison inspected;
- shadowing and observing staff as they perform their duties within the prison;
- interviewing prisoners and staff on a one-to-one basis;
- conducting focus groups with prisoners and staff;
- observing the range of services delivered within the prison at the point of delivery;
- inspecting a wide range of facilities impacting on both prisoners and staff;

- attending and observing relevant meetings impacting on both the management of the prison and the future of the prisoners such as Case Conferences; and
- reviewing policies, procedures and performance reports produced both locally and by SPS headquarters specialists.

HMIPS is supported in our work by inspectors from Healthcare Improvement Scotland, Education Scotland, Scottish Human Rights Commission and the Care Inspectorate.

The information gathered facilitates the compilation of a complete analysis of the prison against the standards used. This ensures that assessments are fair, balanced and accurate. In relation to each standard and quality indicator, Inspectors record their evaluation in two forms:

1. A colour coded assessment marker.

Rating		Definition
<b>Good performance</b>		Indicates <b>good performance</b> which may constitute good practice.
<b>Satisfactory performance</b>		Indicates overall <b>satisfactory performance</b> .
<b>Generally acceptable performance</b>		Indicates <b>generally acceptable performance</b> though some improvements are required.
<b>Poor performance</b>		Indicates <b>poor performance</b> and will be accompanied by a statement of what requires to be addressed.
<b>Unacceptable performance</b>		Indicates <b>unacceptable performance</b> that requires immediate attention.
<b>Not applicable</b>		Quality indicator is <b>not applicable</b> .

2. A written record of the evidence gathered is produced by the Inspector allocated each individual standard. This consists of a statement against each of the indicators contained within the standard inspected. It is important to recognise that although standards are assigned to Inspectors within the team all Inspectors have the opportunity to comment on findings at a deliberation session prior to final assessments being reached. This emphasises the fairness aspect of the process ensuring an unbiased decision is reached prior to completion of the final report.

## **KEY FACTS**

### **Location**

Her Majesty's Prison Edinburgh is situated in the Saughton area of the city on the West side of Edinburgh on the main A71.

### **Role**

HMP Edinburgh is a large community facing prison receiving offenders predominantly from courts in Edinburgh, the Lothians and the Borders, but also offenders from the Fife area. The current design capacity is 870. The prison manages adult male and female offenders for those on remand, short term offenders (serving less than 4 years), long term offenders (serving 4 years or more), life sentence offenders and extended sentence offenders (Order for Lifelong Restrictions).

### **Population held at time of inspection**

At the time of inspection a total of 850 prisoners were in custody. See Annex A for data provided by HMP Edinburgh giving a breakdown by age, gender, category and sentence length.

### **Accommodation**

There are four halls – Glenesk which holds predominantly untried prisoners, Hermiston holding mainly short term prisoners, Ingliston with mainstream long term as well as offence and non-offence protection prisoners and Ratho with women and a Separation and Reintegration Unit.

### **Date of last inspection**

September 2013

### **Healthcare provider**

NHS Lothian

### **Learning provider**

Fife College

## OVERVIEW BY HM CHIEF INSPECTOR OF PRISONS FOR SCOTLAND

### Introduction

HMP Edinburgh is Scotland's second largest prison, housing both men and women. The prison has been rebuilt over the last twenty years, the oldest building having been opened in 1998. The residential accommodation is therefore of a reasonable standard; in general, the facilities provide a suitable environment for the activities in the prison.

At the time of the inspection there was a complex mix of population groups, which presented additional challenges for those running the prison. This had a detrimental impact on a number of aspects of life for the prisoners.

The last inspection of HMP Edinburgh was conducted in 2013. This inspection was carried out in March 2017. I am grateful to the guest inspectors from Healthcare Improvement Scotland, the Care Inspectorate, Education Scotland, the Scottish Human Rights Commission and the Scottish Prison Service who assisted with this inspection.

### Inspection Findings

In relation to the ten Standards for Inspecting and Monitoring Prisons in Scotland used to inspect HMP Edinburgh, five were assessed as **satisfactory** and five as **generally acceptable**.

Overall, we found HMP Edinburgh to be functioning reasonably, providing a safe and stable environment for the prisoners and staff. There were a number of examples of good practice, which are highlighted in this report.

The most pressing challenges facing the prison related to the complex nature of the population mix. This had an impact on a range of activities and experiences for the prisoners. Disappointingly this situation had been highlighted in previous reports. In particular prisoners who were held on protection experienced very restricted regimes and spent too many hours locked in their cells. Some such individuals informed us that they could only access open air on 2 days per week, this was refuted by management. HMIPS will monitor this situation closely in the coming months to ensure that protection prisoners gain access to the open air 7 days per week. The staff attendance patterns at HMP Edinburgh also contributed to a restriction on what could be achieved, resulting in inconsistency in casework, lack of continuity in posts and an inefficient use of staff time, particularly in the work and activity areas. The high levels of staff absence through sickness exacerbated these problems.

HMP Edinburgh offered a range of employment and educational opportunities, but there was scope to increase the uptake of these activities. The role of peer tutors and peer mentors was valued, extremely well supported across the establishment and provided good developmental opportunities for those involved. Activities offered in the gym were not as dynamic as in other prisons in Scotland, with potential for greater innovation and engagement with subjects such as health promotion and

fitness for older prisoners. The provision of in-hall education for the women in Ratho Hall was impressive and well attended.

Healthcare in the prison was provided by a well-motivated staff group, who felt they were well supported by their operational colleagues. The health centre was well equipped and fit for purpose. Access to clinical services was good, with waiting times comparable to those in the community. NHS Lothian were training Advanced Nurse Practitioners, which would allow more targeted use of the limited GP services available. However, it was concerning that some women who transferred into the prison were not stabilised on their medication before their transfer. Good support was provided for minority groups such as the transgender population. An event held for International Women's Day had a positive impact on the women who attended.

Visitors to the prison were able to enjoy a supportive welcome at the purpose built visitor centre near the entrance to the prison. The Family Contact Officers (FCOs) were active in supporting prisoners to maintain links with their families and friends and had developed positive working relationships with other organisations to support these links. HMP Edinburgh and Police Scotland had recently received a national Butler Trust Award for their work in encouraging children and their parent in prison to develop positive relationships.

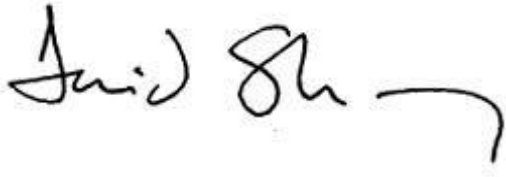
There were robust arrangements in place to support prisoners through the Integrated Case Management system. It was disappointing to find that few Personal Officers attended the case conferences. There was a need for greater involvement by Personal Officers in supporting and preparing prisoners for the future. For prisoners with complex needs, a Multi-Agency Throughcare Service (MATS) group coordinated services provided by agencies outside the prison. A small number of community placements were available for women who were suitable for these work experience opportunities. The prison had developed good working relationships with the employers who provided these placements.

There were positive arrangements in place to support prisoners in preparation for their return to the community. The work of the Throughcare Support Officers (TSO) was valued by the men and women they supported. The TSOs felt that a greater level of support and direction would be helpful. For many people leaving HMP Edinburgh, their need for suitable accommodation upon liberation remained pressing, as well as timeous access to healthcare in the community.

## **Next Steps**

This report identifies a number of areas of good performance which are worthy of sharing and which I hope will be taken up by other prisons in Scotland. It also highlights areas where improvements can be made, which will enhance the treatment and conditions for the men and women in HMP Edinburgh. I look forward to seeing these improvements introduced through the prison's future plans.

HMIPS will continue to monitor the progress in HMP Edinburgh, through regular monitoring visits by the Independent Prison Monitors and inspectors.

A handwritten signature in black ink, appearing to read 'David Strang', with a long horizontal flourish extending to the right.

David Strang  
**HM Chief Inspector of Prisons for Scotland**  
June 2017



## Summary of Inspection Findings

### Standard 1 Lawful and transparent custody

Generally acceptable performance



### Standard 2 Decency

Satisfactory performance



### Standard 3 Personal safety

Generally acceptable performance



### Standard 4 Health and wellbeing

Generally acceptable performance



### Standard 5 Effective, courteous and humane exercise of authority

Satisfactory performance



### Standard 6 Respect, autonomy and protection against mistreatment

Satisfactory performance



### Standard 7 Purposeful activity

Generally acceptable performance



### Standard 8 Transitions from custody to life in the community

Satisfactory performance



### Standard 9 Equality, dignity and respect

Satisfactory performance



### Standard 10 Organisational effectiveness

Generally acceptable performance



### Good Performance

There were 9 good performance Quality Indicators: 3.2, 4.14, 4.21, 5.13, 5.17, 6.11, 7.2, 7.8 and 8.4.

## STANDARDS, COMMENTARY AND QUALITY INDICATORS


### STANDARD 1 – LAWFUL AND TRANSPARENT CUSTODY

**The prison complies with administrative and procedural requirements of the law and takes appropriate action in response to the findings and recommendations of official bodies that exercise supervisory jurisdiction over them.**

#### Commentary

**The prison ensures that all prisoners are lawfully detained. Each prisoner's time in custody is accurately calculated; they are properly classified, allocated and accommodated appropriately. The prison cooperates fully with agencies which have powers to investigate matters in prison.**

#### Inspection findings

Overall rating: Generally acceptable performance 

As a local admission establishment, there were significant numbers of prisoner movements each day. This was highlighted when the male short term convicted hall was deemed as being 'full' on the first day of inspection meaning that a number of newly convicted prisoners were having to be allocated cells within the untried hall.

What was also evident was the high number of prisoners designated as offence or non-offence protection status that were allocated cells within the mainstream untried and short term convicted population. As a result these individuals did not receive equity of access to the regime they were entitled to, this is a less than satisfactory situation.

Reception staff were competent in identifying warrants and with the full admission process. We observed Reception administration staff accurately calculating prisoners' warrants. Administrators and managers evidenced organised systems for warrant storage and provided secondary assurances for confirming warrants between Monday and Friday afternoons. The situation for those that arrived late on a Friday afternoon and evening was not ideal as their warrants were not confirmed until Monday morning, which could result in an individual being unlawfully held in custody over the weekend.

HMP Edinburgh had undergone a series of internal audits and had received appropriate assurances regarding them. The recommendations made by the audit team, or from the Scottish Public Services Ombudsman (SPSO) were recorded and tracked.

## Quality Indicators

### **1.1 Statutory procedures for identification and registration of prisoners are fully complied with.**

Rating: Satisfactory performance ●

Reception staff were all trained in the foundation and intermediate level warrants calculation packages and were observed identifying all paperwork associated with the identification and registration of prisoners. They were also aware of who to contact to resolve any issues in the event that they were presented with an ambiguous warrant. Reception staff were witnessed during the warrant verification process ensuring that the prisoner was aware of what had happened at court and, if applicable, when they were next at court. Prisoners were seen to be processed efficiently and with due care.

### **1.2 All prisoners are classified and this is recorded on the prisoner's electronic record.**

Rating: Satisfactory performance ●

Designated Reception administration staff were observed recording the warrants onto the SPS prisoner records management system (PR2). At the same time as completing this task, they also annotated any 'Risks and Conditions' on the system to reflect information provided by the courts regarding the classification of the prisoner. This included annotating specific classifications or offence codes, for example, a sex offender or schedule 1 marker. They also completed a narrative on PR2 explaining why that marker had been provided.

### **1.3 All prisoners are allocated to a prison or to a location within a prison dependent on their classification, gender, vulnerability, security risk or personal medical condition.**

Rating: Poor performance ●

HMP Edinburgh is a local admission establishment and throughout the inspection there were significant numbers of varying classifications of prisoners admitted into custody. On the first day of the inspection the primarily short term convicted hall was 'full', therefore Reception staff struggled to find space for any convicted prisoners who came into the establishment. This then led to discussions between First Line Managers (FLMs) in Reception and the halls to find prisoners a cell. Throughout the inspection convicted prisoners were routinely being allocated a cell in the untried hall. However, what was even more significant was the displacement of offence and non-offence protection prisoners throughout the male residential areas. Due to an increase in this type of classification being admitted there was limited space for individuals to be allocated to. The specific offence and non-offence related residential area was consistently full which meant that prisoners had to be allocated wherever there was space available.

The admission flat in the untried hall held up to 25 offence and non-offence protection prisoners who experienced a very limited regime. Individuals who had been there up to 9 months expressed concerns that they were only experiencing 2 hours in the open air a week, limited library access and had only recently been able to attend the church services at the weekend. These untried protection prisoners were also allocated on the same side as mainstream first night in custody prisoners. They were never observed to be open at the same time, however, during interviews protection prisoners expressed concerns about their safety stating they had received threats and intimidation from mainstream prisoners located on that side of the landing.

What was also observed was displacement of protection and Long Term Prisoners (LTPs) allocated in the short term convicted hall. Due to the long term area also being full in Ingliston, LTPs were allocated cells within the short term convicted area of Hermiston. Convicted protection prisoners were also allocated there, some however in a cell at the far end of the hall, meaning it was the furthest distance from the main desk. This meant that mainstream prisoners were out in circulation when protection prisoners were locked in their cell, but staff were less able to observe any negative interactions through cell doors between mainstream and more vulnerable prisoners.

It is clear that the establishment has no option but to respond to the demands of the individuals that arrive each day from the courts. In the majority of cases with little or no insight into their history. Whilst recognising these challenges it is vital that management ensure that the systems and processes they deploy ensure that each prisoner can access an acceptable regime. At present that is not the case for all those admitted to HMP Edinburgh, which is far from ideal.

#### **1.4 A cell sharing risk assessment is carried out prior to a prisoner's allocation to cellular accommodation.**

Rating: Generally acceptable performance 

It was observed in the admission areas that staff were aware of both the importance of and the process for completing Cell Sharing Risk Assessments (CSRA). Any admissions, or general changes of cells were subject to a CSRA. Staff advised us that they often tried to allocate prisoners who wanted to share together, but due to high levels of admissions this was not always operationally feasible.

One issue that staff acknowledged was their inability to always satisfy individual smoking preferences, meaning that non-smokers regularly shared a cell with a smoker, this is less than satisfactory and must be addressed as a matter of urgency.

**1.5 Release and conditional release eligibility dates are calculated correctly and communicated to the prisoner without delay.**

Rating: Generally acceptable performance 

Release and conditional release eligibility dates were calculated initially by the administration staff in Reception. They were then confirmed the next day. Once the dates were calculated and confirmed, this was provided to the prisoner.

One issue highlighted was where prisoners were admitted from court on a Friday night, but their warrants were not confirmed until the Monday morning. The lack of contemporaneous secondary assurance process was concerning.

**1.6 The statutory duties and powers granted to the governor or director are performed as required by law.**

Rating: Satisfactory performance 

Health and Safety legislation and food hygiene regulations appeared to be being performed as required by law by the Governor at HMP Edinburgh. Health and Safety audits were carried out on a monthly basis and the establishment had undergone a food hygiene audit in 2016.

**1.7 Appropriate action has been taken in response to findings or recommendations of monitoring, inspectorial, audit or judicial authorities that have reported on the performance of the prison since the last full inspection.**

Rating: Satisfactory performance 

HMP Edinburgh had gone through a significant number of internal audits over the past year. There were a variety of reasons for this, but it was evidenced that they had achieved either a 'Substantial' or 'Reasonable' assurance. There was a good relationship demonstrated between the SPSO and the establishment, as well as good communication between the business improvement area and the management team regarding any recommendations given by the SPSO.

## STANDARD 2 - DECENCY

**The prison reliably supplies the basic requirements of decent life to the prisoners.**

### Commentary

**The prison provides to all prisoners the basic physical requirements for a decent life. All buildings, rooms, outdoor spaces and activity areas are of adequate size, well maintained, appropriately furnished, clean and hygienic. Each prisoner has a bed, bedding and suitable clothing, has good access to toilets and washing facilities, is provided with necessary toiletries and cleaning materials, and is properly fed. These needs are met in ways that promote each prisoner's sense of personal and cultural identity and self-respect.**

### Inspection findings

Overall rating: Satisfactory performance ●

The prison was found to be clean and tidy with suitable processes and procedures in place for both on-going maintenance and cleaning. In particular the kitchen and the central access corridor were found to be very clean at the time of inspection. One area which would benefit from a deep clean was the oldest hall, Glenesk. Cells all had toilets and wash hand basins with those in Ratho also having showers, with shared showers in the other areas.

It was disappointing to find that a number of cells within Glenesk, designed for single occupancy, were fitted with bunk beds and at times held two prisoners.

The bedding was suitable and laundered regularly, however a number of the mattresses were thin and required replacement. It was noted that a number of new ones did arrive during the inspection. Clothing was, in the main, fit for purpose, however in certain halls a number of items in use were observed to be rather worn.

As noted the kitchen was very clean, with a variety of dietary needs being catered for, such as for medical or religious reasons. Standard heated food trolleys were being used to transport food from the kitchen to the halls. Whilst HMIPS has been critical of this in the past, HMP Edinburgh made sure that the time food spent in the trolleys was minimised to reduce the steaming of food. A number of prisoners did complain about the food, but generally acknowledged that it had improved since the recent arrival of a new catering manager.

It was noted that a significant number of prisoners had decided to move onto a kosher diet, which did not appear to be for wholly faith based reasons. Given the significant additional expenses of providing this diet, over four times as expensive as the daily food allowance for each prisoner, the SPS should seek to understand the underlying reasons for this development in order to address this situation with some degree of urgency.

## Quality Indicators

### **2.1 The prison buildings, accommodation and facilities were fit-for-purpose and maintained to an appropriate standard.**

Rating: Generally acceptable performance 

The residential accommodation and other prison buildings were found to be clean, well maintained and fit for purpose. It was however disappointing that a number of cells designed for single occupancy, in Glenesk, were fitted with bunk beds and used as double cells. The SPS should consider reviewing the operational capacity of the establishment to remove the situation where two prisoners have to share a living space designed for one.

### **2.2 Good levels of cleanliness and hygiene are observed throughout the prison ensuring procedures for the prevention and control of infection are followed.**

Rating: Satisfactory performance 

Throughout the prison the industrial cleaning party and pass men/ women did a good job of maintaining a clean and litter free environment. Of particular note was the central access corridor which had the heaviest footfall of any area, yet it was seen to be clean at all times. A number of cells awaiting to be allocated within Glenesk were less clean than expected and would benefit from a deep clean.

It was encouraging to note that the new catering manager had recently introduced a schedule of deep cleans within the kitchen.

### **2.3 Cleaning materials are available to all prisoners to allow them to maintain their personal living area to a clean and hygienic standard.**

Rating: Satisfactory performance 

Cleaning materials were freely available to prisoners to allow them to keep their cells clean. Prisoners within one area of Ingliston complained about a lack of cleaning supplies, however at the time of inspection supplies in the area were found to be adequate.

### **2.4 All prisoners have a bed which is fit for purpose and in good condition.**

Rating: Generally acceptable performance 

A number of mattresses were found to be old and thin and in need of replacement as they were no longer fit for purpose, however a system of replacement was in place and a number of new ones did arrive during the week of inspection. We found the standard issue SPS metal frame beds to be adequate.

**2.5 All prisoners are given sufficient bedding or are allowed to supply their own. Bedding is in good condition, clean and can be laundered regularly.**

Rating: Satisfactory performance ●

Laundry arrangements and the system to replace bedding were both working well. Unserviceable duvets covers were recycled within the workshops. Prisoners could also purchase their own bedding if they so wished.

**2.6 A range of toiletries and personal hygiene materials are available to all prisoners to allow them to maintain their sense of personal identity and self-respect.**

Rating: Satisfactory performance ●

A suitable basic range of toiletries and personal hygiene materials were freely available in both Ratho and Ingliston and on request in the other halls. A wide range of branded items could be purchased from the canteen.

**2.7 All prisoners have access to washing and toileting facilities that is either freely available to them or readily available on request.**

Rating: Satisfactory performance ●

All cells had toilets and wash hand basins and all halls had shared showering facilities except Ratho which had in-cell showers. Prisoners spoken with did not have any issues accessing showers. Male prisoners going to court early the next day could access the showers on the previous evening if they so wished.

**2.8 All prisoners have supplied to them or are able to obtain for themselves a range of clothing suitable for the activities they undertake. The clothes available to them are in good condition, fit for purpose and allow them to maintain a sense of personal identity and self-respect. Clothing can be regularly laundered.**

Rating: Satisfactory performance ●

Clothing that was supplied was generally observed to be fit for purpose, however that available in both Glenesk and Ingliston was seen to be more worn than the other areas. Laundry arrangements were good with systems in place to ensure that prison clothing requiring replacement or mending took place.



**2.9 The meals served to prisoners are nutritionally sufficient, well-balanced, varied, served at the appropriate temperature and well presented.**

Rating: Satisfactory performance 

A winter menu choice was on offer which operated on a three week cycle. A number of women complained that the food was 'carbohydrate heavy' but that matters had improved since a new catering manager had arrived at the turn of the year. A number of temperature checks were observed at the various stages of the process and all were undertaken appropriately and recorded correctly to ensure that the food was served at the correct temperature. Food was seen to be well presented, aided by the practice of minimising the time between filling the food trolleys in the kitchen and the food arriving within halls. This helped avoid the steaming of the food contained within the trolleys.

**2.10 The meals served to each prisoner conform to their dietary needs, cultural or religious norms.**

Rating: Generally acceptable performance 

A variety of diets were available including halal as well as a number of medical required diets such as gluten free, however the most popular non-standard diet by far was kosher. At the time of inspection 111 prisoners received a kosher diet, which equated to approximately 13% of the overall prison population. This, we were informed, was due to increase by a further 10 the following week. SPS and prison management need to review this situation with some urgency to understand the reason why so many individuals are opting out of eating from the main menu options in such numbers.


## STANDARD 3 - PERSONAL SAFETY

The prison takes all reasonable steps to ensure the safety of all prisoners.

### Commentary

All appropriate steps are taken to minimise the levels of harm to which prisoners are exposed. Appropriate steps are taken to protect prisoners from harm from others or themselves. Where violence or accidents do occur, the circumstances are thoroughly investigated and appropriate management action taken.

### Inspection findings

Overall Rating: Generally acceptable performance 

Admission processes were appropriate and effective when risk assessing individuals newly admitted from court. The 'Talk to me' strategy was still relatively new and had yet to be fully embedded, however it was being used regularly to help manage those who were a risk to themselves. Multi-disciplinary case conferences were thorough and individualised and residential staff had a high level of engagement with those who were being managed under this protocol.

There were various routes that the establishment took to minimise risks, however there was a lack of consistency in managing allegations of bullying or intimidation. The lack of a national anti-bullying strategy along with the lack of local anti-bullying guidance for FLMs or staff was a concern. The SPS must develop and implement a corporate strategy as a matter of urgency and HMP Edinburgh must, in the meantime, ensure that FLMs are provided with clear and consistent guidance on how to deal with bullying and intimidating behaviour.

In general, both staff and prisoners felt safe in HMP Edinburgh, however during focus groups and one to one discussions protection prisoners, held outwith the designated areas, stated that they felt unsafe, local management must engage with SPS HQ to seek a satisfactory solution to this issue.

Many positive prisoner and staff interactions were observed, including instances of de-escalation of volatile situations.

Communication between the establishment and the local community Police was acknowledged as being positive and professional.

Health and Safety practices and local inspection procedures were a particularly impressive area, although there were concerns regarding the protocols on staff alarm response.

## Quality Indicators

**3.1 All reasonable steps are taken to minimise situations that are known to increase the risk of aggressive or violent behaviour. Where such situations are unavoidable, appropriate levels of supervision are maintained.**

Rating: Generally acceptable performance 

Staff and managers were able to discuss the importance of minimising risk associated with aggressive or violent behaviours. However, there was a lack of awareness from operational staff on what the Violence Reduction Strategy was and what role they played in it. There were a number of prisoners who had others listed as 'enemies' or 'keep separate'. The establishment endeavoured to keep them apart when allocating cells, however this could result in one or both of the individuals being located in an area outwith their classification which often resulted in them participating in a very limited regime.

**3.2 The requirements of Health and Safety legislation are observed throughout the prison.**

Rating: Good performance 

Health and Safety inspections were carried out monthly by a senior manager, one of these inspections was observed and found to be thorough. Communication between the Health and Safety and Fire Safety co-ordinators and hall staff was good, and the explanations by the co-ordinators to their colleagues about any issues raised was detailed. Clear and accurate records were kept in each area and on SharePoint. It was also evidenced that regular fire drills were completed.

One incident witnessed was where a prisoner was undertaking a task in an unsafe way. This was seen by the Health and Safety co-ordinator and action was taken straight away. What was impressive was that the co-ordinator not only spoke with the prisoner and the hall staff, but also with the work party officer who had trained the individual. As a result the work party officer went to the hall to speak with the prisoner to give them more training to carry out their duties in a safe way. This was all completed efficiently as the whole process from witnessing the unsafe action to the work party officer providing further training took less than ½ hour.

**3.3 All activities take place according to safe systems based on realistic risk assessments.**

Rating: Satisfactory performance 

There were a number of Safe Systems of Work (SSOW) viewed including one for each work party, as well as the role of the 'pass' within the halls. There were also an extensive range of SSOW for operational staff which were separate from the Standard Operating Procedures (SOPs). All SSOW tested were of a satisfactory standard.

### **3.4 The behaviour of staff contributes to the lowering of the risks of aggression and violence.**

Rating: Satisfactory performance ●

A number of positive interactions were witnessed between staff and prisoners which assisted in contributing to the lowering of the risks of aggression and violence. One specific interaction witnessed was when one prisoner was being escorted from a hall to the health centre. The prisoner was annoyed from the beginning as he believed he was due more medication. Through positive interactions from the escorting staff member he was able to calm the individual down prior to attending the health centre. The staff member was calm, professional and patient, listening to what was being said, but also challenging inappropriate comments.

We observed many appropriate interactions between staff and prisoners, most notably in the Separation and Reintegration Unit (SRU), Glenesk and in Reception.

### **3.5 Care is taken during the period immediately following the admission of a prisoner to ensure their safety.**

Rating: Satisfactory performance ●

Reception staff were observed carrying out 'Talk to me' risk assessments for new admissions. These were undertaken in a separate room away from other prisoners and staff members. After this initial assessment was done, the individual would then see a member of the nursing team for a further assessment. Whilst not witnessed, staff were able to articulate how they would deal with someone presenting as vulnerable or stating they had experienced negative thoughts.

Also at Reception, if there was any intelligence provided by the courts or from the prisoner that there was a danger to their safety from another individual, then they would discuss this with the Reception staff and FLM who would speak with their opposite number in the hall to both inform them of the situation and to find them an appropriate space.

### **3.6 The prison implements thorough and compassionate practices to identify and care for those at risk of suicide or self-harm.**

Rating: Satisfactory performance ●

A number of prisoners were observed to be on varying stages of the 'Talk to me' protocol. As this process was implemented in November 2016 it was still new to many staff and in order to support staff the 'Talk to me' trainer was routinely in the establishment checking that operational staff were aware of the changes to the process. Two case conferences were attended and appeared to be well run and with the prisoners' care at the centre of discussions. All prisoners being managed under the 'Talk to me' protocol had an individual care plan which was person centred and appropriate for that individual's care needs. Two 'safer cells' were available in Hermiston and Ingliston to be allocated to individuals who presented as 'high risk'.

**3.7 The prison takes particular care of prisoners whose appearance, behaviour, background or circumstances leave them at heightened risk of harm or abuse from others.**

Rating: Satisfactory performance ●

This process often started prior to the individual being admitted to the establishment. There were occasions where a member of the court staff would contact the establishment if they felt an individual who had been remanded or convicted was vulnerable. Information was also shared if there had been an altercation between prisoners at the court.

G4S would also provide information in person to the Reception staff and/ or through written submission on the Prisoner Escort Record. If a prisoner had been escorted outwith the establishment by G4S and they were being managed under the 'Talk to me' protocol, then G4S would also provide a written submission regarding how the prisoner had presented during the escort.

**3.8 The allocation, management and supervision of prisoners known to present a risk takes into account the nature of the risk they present.**

Rating: Satisfactory performance ●

At the time of inspection there was a small number of prisoners being managed under Special Security Measures (SSM). These protocols primarily focussed on the physical management of that individual, for example, if they were to have no lone female contact or should be allocated a single cell. Those who were considered as 'high profile' were allocated to appropriate areas within the prison in order that their management plan could be fulfilled. The risk levels within the establishment were discussed during the Tactical Tasking Co-ordination Group. We were impressed with the communication that took place between the Police in the community and the operations group.

**3.9 Where bullying or harassment of prisoners is suspected or known to have taken place, steps are taken to isolate those responsible from their current or potential victims and to work with them to modify their behaviour.**

Rating: Poor performance ●

At the time of the inspection there was no national anti-bullying strategy in place. From discussions with FLMs and hall staff there was clearly a lack of consistency as to how bullying would be tackled in their area. Staff knew that inappropriate behaviours should be challenged, and this was observed throughout the inspection, however hall staff did not have access to a local procedure for tackling or investigating bullying. Staff clearly stated, on a number of occasions, that they would benefit from having a formal process to follow in relation to managing bullying or intimidating behaviour.

The SPS must ensure an appropriate strategy is developed and rolled out across the prison estate as a matter of urgency.

### **3.10 Those who have been the victims of bullying or harassment are offered support and assistance.**

Rating: Generally acceptable performance 

The lack of an SPS policy for dealing with bullying, the bully or the bullied meant that there were opportunities for individual and differing approaches to be adopted. This is not ideal and requires to be addressed as a matter of urgency.

It is worthy of note that the Listeners scheme was found to be good with two Listeners interviewed stating how well their services were utilised. From most prisoners spoken with there was a positive response regarding the scheme and the support it provided.

### **3.11 Allegations or incidents of mistreatment, intimidation, hate, bullying, harassment or violence are investigated by a person of sufficient independence and lead to appropriate management action.**

Rating: Generally acceptable performance 

As has been stated previously there is an urgent need for a policy and procedure to be developed within the SPS to address the issue of bullying and intimidation.

However, during discussions with managers and staff there was a clear understanding of the prisoner's complaint processes. It was also worthy of note that the Internal Complaints Committee (ICC) was well run with an individualised approach to each prisoner and their complaint.

### **3.12 Systems are in place throughout the prison to ensure that a proportionate and rapid response can be made to any emergency threat to safety or life that might occur.**

Rating: Generally acceptable performance 

All staff entering the main part of the establishment were required to wear personal alarms. However, when checking the SOPs within the Electronic Control Room (ECR), the hard copy of the staff alarm response protocol was significantly out of date. When SharePoint was checked there was an updated review of the protocol however it had not been widely circulated. During several discussions with operational staff and FLMS there was clearly a lack of understanding of what was contained within SOP, including the key aspect of who should be attending any alarm. A significant proportion of staff acknowledged that the published SOP was not followed and 'most' staff members attended an alarm with the only condition being that one member of staff should be left on each landing. Management should ensure that there was a clearly and widely understood SOP developed that addresses the need for a measured and proportionate response to any alarm.

**3.13 There are emergency means of communication and alarms throughout the prison; they are tested regularly and are working satisfactorily.**

Rating: Satisfactory performance ●

As noted above personal alarms were provided for those entering the main area of the establishment, with radios for appointed operational staff. We observed personal alarms being tested by the user on all occasions when picked up prior to them entering the main establishment. On some occasions we also witnessed operational staff checking their radio prior to attending their area of work. There had been issues with the personal alarm system, but the establishment had reacted quickly to rectify the situation. This was reported as an on-going issue, but was in the process of being fixed for the longer term.

**3.14 There is an appropriate set of plans for managing emergencies and unpredictable events and staff are adequately trained and exercised in the roles they adopt in implementing the plans.**

Rating: Satisfactory performance ●

Contingency plans were up to date and available as a hard copy on a restricted basis within the ECR, with the Head of Operations, within the Command Room and on SharePoint. Training was provided for those who required it regarding Incident Command, however we were informed that there were currently four vacancies locally. One for a Team Leader and the other three were for advanced operational support roles, all other roles were filled and training up to date.


## STANDARD 4 - HEALTH AND WELLBEING

The prison takes all reasonable steps to ensure the health and wellbeing of all prisoners.

### Commentary

**All prisoners receive care and treatment which takes account of all relevant NHS standards, guidelines and evidence-based treatments. Healthcare professionals play an effective role in preventing harm associated with prison life and in promoting the health and wellbeing of all prisoners.**

### Inspection findings

Overall Rating: Generally acceptable performance 

During the inspection we found the healthcare team to be well motivated and caring, with staff feeling safe and well supported by SPS colleagues. At a managerial and operational level relationships between SPS and healthcare were excellent. There was clear evidence that the two organisations worked well together to support prisoners' attendance for healthcare appointments and treatment. Access to clinical services was good with waiting times comparable to that within the community.

We were impressed with the innovative approach of providing harm reduction sessions to prisoners with addiction issues. These group-work sessions were delivered to both remand and convicted prisoners.

There were challenges however in recruiting General Practitioners (GPs) and there was a reliance on locum and bank GPs to fill gaps in service. NHS Lothian was investing in training their staff to become Advanced Nurse Practitioners (ANPs). This would allow these nurses to run their own clinics and enable the GP resource to be targeted more efficiently. This approach was similar to that in the community and **was practice worthy of sharing.**

Inspectors found that there were weaknesses in how the healthcare team audited and quality assured practices such as the checking of emergency equipment, across the prison. There was a need for more robust systems and processes to be put in place to provide assurance to patients, staff and management that safe practices were being followed and that all healthcare staff were using the same systems and processes.

### Quality Indicators

**4.1 There is an appropriate level of healthcare staffing in a range of specialisms relevant to the healthcare needs of the prisoner population.**

Rating: Satisfactory performance 

Prisoners could access a range of specialist services in the prison. Primary care nurses were based in the health centre but provide the majority of their care within



the halls. Mental health nurses were not routinely expected to perform tasks outwith their remit, and recently a part time consultant clinical psychologist had been appointed to support the mental health team.

Despite NHS Lothian undertaking a number of recruitment drives, they had been unable to recruit permanent GPs to vacant posts across the two prisons (HMPs Edinburgh and Addiewell) within their board area. NHS Lothian used bank and agency GPs to fill the shortfall. Two trainee ANPs were undergoing training, supported by the GPs and other staff. This would allow these nurses to run their own clinics and enable the GP resource to be targeted more efficiently. This approach was similar to that in the community and was **practice worthy of sharing**.

In terms of non-medical prescribing, a number of nurses were qualified in this and this was **practice worthy of sharing**.

We observed that mental health nurses demonstrated significant clinical knowledge, enthusiasm and compassion for the care of prisoners. They were experienced in providing low level psychological therapies however, only a small number were trained in interventions to support prisoners with complex trauma and they did not receive clinical supervision to deliver these interventions. Interventions such as anxiety management or mindfulness groups were not provided. This was reported to be a resource and training issue. **This was a concern**.

#### **4.2 Prisoners have direct confidential access to a healthcare professional.**

Rating: Generally acceptable performance 

There were clear processes in place to collect, triage and record self-referrals. Referral forms had pictures of services for ease of use by prisoners. This was **practice worthy of sharing**. In some halls out dated forms were still being issued by prison officers.

Prisoners coming into the prison were not given any written information by the health care team on the range of services available and how to access them. **This was a concern**. A general induction booklet was given out to prisoners and contained some information on healthcare. However, the information in the booklet was out of date and factually incorrect.

The mental health team held weekly drop in clinics in halls. Patients did not complete a referral form, but instead would give officers their name or add their name to a list for an appointment. Neither of these processes maintained confidentiality.

#### **4.3 Appropriate confidentiality of healthcare consultations and records is maintained in the prison.**

Rating: Satisfactory performance 

Confidentiality was maintained at the clinics and consultations we observed. The prisoner's electronic health record (Vision) was updated at the time of consultation.

The psychiatrists also recorded their consultations onto Vision which enabled healthcare staff to easily review and note any changes to medication or care planning. **This was practice worthy of sharing.**

Confidentiality was generally maintained with regards to the retention of patients' health records. Appointment slips and results information from healthcare staff was given to patients in a sealed envelope marked 'confidential'. Many of the consultations were carried out in clinic rooms in the different halls. These rooms were confidential with no interruptions witnessed during consultations. Prison officers were seen to be respectful of the consultations and worked well with healthcare staff to ensure safety and access to care. **This was practice worthy of sharing.**

The room where 'Talk to me' case conferences were held contained a white board which showed the observation status of other patients. This breached confidentiality. **This was a concern.**

#### **4.4 Healthcare provided in the prison meets accepted professional standards.**

Rating: Generally acceptable performance 

Healthcare management and leadership structure, roles and responsibilities were clear. The clinical nursing team had regular access to line management supervision and there were systems in place to check Nursing and Midwifery Council (NMC) registrations. The induction process for new staff was comprehensive and detailed. Revalidation information and support for staff was available and training needs were identified through the NHS Knowledge and Skills Framework. Staff had up to date plans and scheduled review dates. However, mandatory training was not up to date for all staff.

Formal one-to-one clinical supervision was not being accessed by the mental health nursing team. Line management supervision was provided. Group reflective practice was facilitated once a month by a clinical psychologist.

Although there were governance structures in place we observed the administration of controlled drugs in different halls and found variation in the practice and process of administration and recording. Not all administration was in line with the NMC guidelines and NHS Lothian's policy. **This was a concern.** Further to this, we were concerned at the condition and quality of some prescription Kardex's, where information about prescribed drugs was recorded. We found that they were poorly photocopied, cluttered, with multiple prescriptions which were not easy to follow or read. **This was a concern.**

#### **4.5 Where the healthcare professional identifies a need, prisoners are able to access specialist healthcare services either inside the prison or in the community.**

Rating: Generally acceptable performance 

In the self-assessment information submitted by the healthcare team, waiting list information was provided. Waiting times were acceptable and met NHS Lothian's target, with access for routine dental appointments meeting the government's recommended target, with patients needing to be seen more urgently being placed ahead of routine dental check-ups.

The Mandatory Drug Testing (MDT) team based in the health centre had operational responsibility for moving prisoners to and within the health centre. We were encouraged to see that the clinics ran efficiently, patients arrived on time for appointments, and SPS would also accommodate add-ons to the daily clinic sheet to maximise appointments if there were cancellations. **This was practice worthy of sharing.**

At the point of admission, if a prisoner had on-going investigations or treatment they would be supported for this to continue. There were no waiting lists for assessment and support from the mental health team. However, the weekly drop-in clinics meant that need was not prioritised, and it did not allow for accurate monitoring of waiting times or tracking the outcomes for prisoners. This situation is less than ideal.

There was access to psychiatrists and mental health nurses for both male and female prisoners. There was no access to clinical psychology for male prisoners. However, as discussed in 4.1, a clinical psychologist had recently been appointed to support the mental health team. The mental health nursing staff did not receive clinical supervision to support prisoners with experience of complex trauma. Lower level interventions such as anxiety management were not provided by the mental health nurses. This was reported to be a resource and training issue.

We observed a lack of effective communication to support continuity of care for prisoners, particularly in cases of those transferring in from Cornton Vale. For those prisoners under the care of the psychiatrist, access to and continuation of treatment was disrupted by transfer. This meant that prisoners would be transferred to other prisons without the knowledge of, or discussion with, the psychiatrist. This interruption to care could result in significant deterioration in mental state and risk factors and this prevented appropriate transfer of care to another psychiatrist in the receiving prison. **This was a concern.** Where admission to a psychiatric unit was indicated, arrangements were made to transfer prisoners.

#### **4.6 Prisoners identified as having been victims of physical, mental or sexual abuse are supported and offered appropriate treatment. The relevant agencies are notified.**

Rating: Generally acceptable performance 

All prisoners could access the mental health team through the weekly drop-in clinic. Women prisoners had access to the trauma based programme 'Survive and Thrive' and access to clinical psychology through the Willow Project<sup>1</sup>. However, this was not available to male prisoners. A weekly sexual health clinic was available for

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<sup>1</sup> The Willow Project is a partnership with NHS Lothian, City of Edinburgh Council and Sacro to address the social, health and welfare needs of women in the criminal justice system.

female prisoners but not for male prisoners. Male prisoners would have to access the nurse triage clinic or request a GP appointment to discuss issues relating to sexual health. **This was a concern.** Management were aware of this gap and we were told staff were being trained to deliver a male sexual health clinic and there were also plans to deliver 'Survive and Thrive' to male prisoners.

There was a 'hobbies workshop' which provided a more sheltered working environment for some prisoners which were referred by the mental health team. **This was practice worthy of sharing.**

The Open Secret service which prisoners could self-refer into did not offer evidence based treatments for complex trauma, but offered a supportive listening service. Prisoners who suffered injury within the prison were seen immediately by the healthcare team and if the injury was serious would attend the local accident and emergency department.

#### **4.7 Care is taken during the period immediately following the admission of a prisoner to ensure their health and wellbeing.**

Rating: Generally acceptable performance 

For admissions, one primary care nurse and, if available, a health care support worker would attend. The nurse assessed if the prisoner was fit to be in custody and placed any health care markers as necessary. Registered mental health nurses did not routinely carry out admission screening. All nurses had received 'Talk to me' training, however, access to further mental health risk assessment training for primary care nurses was not provided. There was a need to ensure that the nurses who admitted prisoners were skilled and competent enough to identify and manage the risk of self-harm.

Prisoners were screened for alcohol and drug use on arrival and had the opportunity to discuss issues in relation to problematic use of these. For those prisoners admitted to the prison in withdrawal, a detoxification programme would be offered.

Consent to share patient details was obtained on admission and where appropriate, a medication treatment agreement was put in place. The prisoner would be seen by a GP the next morning if necessary, or given an appointment for the nurse assessment clinic. We were informed that the GPs and trainee ANPs have access to the emergency care summary and HMP Edinburgh were planning to provide access to Adastra<sup>2</sup> in a read only capacity. This would give healthcare staff access to clinical interventions within the Police custody units, improving continuity of care.

Staff could arrange an interpreter for the patient's assessment appointment if required the following day and could access interpreter services during the admission process.

Due to changes within SPS, HMP Edinburgh now received female prisoners within 24 hours of admission to prison from HMP & YOI Cornton Vale. Transfers happened

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<sup>2</sup> Adastra is a national IT system for use in Police custody.

on Tuesdays and Thursdays, however there had been occasions where they had taken place on a Friday, without confirmation of community prescriptions. A GP would not always be available at the weekend to review and write up prescriptions. **This was a concern.** We were told that discussions were taking place between the healthcare teams and SPS to agree a SOP for the safe transfer of the women.

#### **4.8 Care plans are implemented for prisoners whose physical or psychological health or capacity leaves them at risk of harm from others.**

Rating: Satisfactory performance 

Patients had individualised outcome focused care plans. Primary care plans had weekly review timescales with the patient being reviewed daily if clinically indicated. This was recorded onto Vision. Care plans were available for some of the prisoners who had mental health nurse key workers. The care plans were comprehensive and detailed however, we found that they were not always being scanned onto Vision. When a prisoner was considered at risk of self-harm, the care plan was jointly agreed through the 'Talk to me' process. The multi-disciplinary approach by prison officers, FLM and mental health nurse was comprehensive, detailed and compassionate. **This was a strength.**

As noted in 4.3, it was common practice for the psychiatrist to record interventions onto Vision ensuring clear communication and chronology of events.

Cells were available for prisoners with physical and mental disabilities. Social carers employed by SPS provided support for prisoners. A care plan had to be completed before carers would begin supporting prisoners. Inspectors identified that there were issues in respect of who was responsible for preparing social care plans for serving prisoners. We were told it was not the responsibility of the Prison Based Social Work (PBSW) team as their service level agreement did not cover such activities. Health and Social Care staff in the community were not undertaking assessments as the individuals were serving prisoners. Therefore, assessment and completion of plans was falling to prison healthcare staff who did not see it as part of their remit. **This was a concern.** We were informed that the social carers were not key trained and therefore required to be escorted to visit prisoners in other halls, which could delay care being delivered. **This was a concern.**

#### **4.9 Healthcare staff offer a range of clinics relevant to the prisoner population. Where the healthcare professional identifies a need, prisoners are able to access specialist healthcare services either inside the prison or in the community.**

Rating: Generally acceptable performance 

A primary care nurse delivered a weekly well woman clinic which included sexual health screening and advice. The health care support workers ran a 'keep well clinic' for male prisoners. Prisoners self-referred and a comprehensive assessment was provided. **This was a practice worthy of sharing.**

During the inspection there were no chronic disease management clinics. We were told that there were plans to commence these clinics in the near future. NHS Lothian was completing a health needs analysis on the prisoner population in HMP Edinburgh and the outputs from this would inform the development of future clinics. Currently if a patient had a chronic disease, support would be provided through consultations and interventions by the GP.

#### **4.10 Preventive healthcare practices are implemented effectively in relation to Transmissible diseases.**

Rating: Satisfactory performance 


The Blood Borne Viruses (BBV) clinic ran twice per week facilitated by a specialist BBV community nurse and exemplified good practice. Patients could progress from initial blood testing to treatment in a few months. We saw that the treatment options provided to those patients who were diagnosed as hepatitis C positive were the newest, most effective available. The prison had access to a portable Fibrosan® which allowed for a comprehensive assessment of liver health, without the need to visit hospital.

Lifeline<sup>3</sup> and NHS staff ran harm reduction sessions. This was an innovative approach aimed to reduce the health, social and economic harms for those prisoners unable to stop using drugs. These group-work sessions were delivered to both remand and long-term prisoners. **This was practice worthy of sharing.**

Although foil was now allowed under the Misuse of Drugs Act 1972, there was no provision available for prisoners. There was also no injecting equipment available for them on liberation. **This was a concern.** The provision of Take Home Naloxone (THN) was well established with regular training provided. The placing of THN into the prisoner's property provided the greatest chance of uptake on liberation. **This was practice worthy of sharing.**

The management of communicable disease and outbreaks of infections were managed in conjunction with NHS Lothian's health protection team. A SOP was in place which outlined the processes to be followed which appeared robust.

#### **4.11 Preventive healthcare practices are implemented effectively in relation to the maintenance of hygiene and infection control standards.**

Rating: Poor performance 

In general, the health centre environment was fit for practice from an infection prevention and control perspective. However, we observed that none of the hand wash basins complied with national guidance and no risk assessment was in place for the use of these for clinical purposes. Waste was managed well. Sharps bins were correctly labelled and assembled. A range of personal protective equipment was available but not all of the aprons in the health centre were suitable for clinical use. As standard infection control precautions audits were not completed by nursing

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<sup>3</sup> A third sector agency who work in partnership with the NHS in managing drug and alcohol services.

staff, there was no assurance that staff were practising safely from an infection prevention and control perspective. Hand hygiene products such as soap were out-of-date. Cleaning schedules were not reliably completed in clinical rooms to show that the environment or equipment was clean. **This was a concern.**

The standard of environmental cleanliness in the health centre and clinical rooms in the halls was variable. We were told that a cleaner employed by SPS was responsible for environmental cleanliness of these rooms, but that nursing staff carried out most of the cleaning for these areas as they were not satisfied with the standard of cleaning.

We met with representatives from NHS Lothian's health protection and infection prevention and control teams. We were told that responsibility for the provision of infection prevention and control advice to the prison had sat with the health protection team since the end of 2014. However the health protection team at the meeting were unaware of this arrangement. The healthcare team at HMP Edinburgh had been unaware that the infection prevention and control team were no longer responsible for providing infection prevention and control advice to the prison. They had not had any contact with the health protection team about infection prevention and control issues. **This was a concern.** We were advised that a meeting was to be arranged to discuss the infection prevention and control requirements of the prison.

#### **4.12 Preventive healthcare practices are implemented effectively in relation to the assessment, care and treatment of those at risk of self-harm or suicide.**

Rating: Satisfactory performance 

We observed good communication and case discussion at the mental health multi-disciplinary weekly team meeting. 'Talk to me' case conferences were held with the prisoners consent and participation. Care plan documentation was completed and signed by the prisoner. Planned treatment, review and interventions were clear and recorded with the prisoner's full awareness and consent. As noted in 4.5, prisoners under the care of the psychiatrist were transferred without the psychiatrist's knowledge or the opportunity for them to discuss care needs. This could prevent care needs being addressed including potential risk factors linked to the disruption of care. **This was a concern.**

#### **4.13 Preventive healthcare practices are implemented effectively in relation to the care and treatment of those exhibiting self-harming and addictive behaviours.**

Rating: Generally acceptable performance 


At the time of inspection, the addiction team were running below complement, with one addiction nurses post currently being advertised. The addiction nurses were covering the unfilled post which had increased their workload. Despite this, motivation appeared high and staff were professional and demonstrated an empathic manner towards their patients. Regular multi-disciplinary meetings were held to discuss cases.

There was an acknowledgement that communication and systems could be improved. A source of frustration was the housing of Lifeline, addiction nurses and health centre management in different areas of the HUB building complex. This reduced the opportunity for Lifeline workers to meet frequently with other addiction staff. There was evidence of some duplication of work, such as patients' initial assessments, which was caused by poor sharing of information. To help address this, a local database was under development to try and improve all patient based communication between all addictions staff.

Of the 200-250 prisoners receiving some form of opioid replacement therapy or detoxification, only 8-10 of these were prescribed buprenorphine<sup>4</sup>. We were concerned at the process for administering this medication. Patients were asked to wait outside the clinical room in the halls until the medication dissolved in their mouth, which made it difficult for the nurse to properly supervise this process. This also placed them in full sight of others, may break patient confidentiality and potentially make them a target for bullying, as it would be clear what medication had been administered. **This was a concern.**

We were told that remand prisoners would be assessed to see if they were suitable to commence methadone. This would involve a structured process before commencement, beginning with a 12 day detoxification programme. A drug use diary for 2 weeks would be completed whilst providing both urinalysis and oral drug swabs. If the drug diary did not match the illicit drugs recorded in the diaries, or if the urine swab came back negative, the prisoner would not start methadone at this point. This process may potentially encourage the prisoner to use illicit drugs after detoxification, to ensure commencement on methadone. The time taken to guide patients through this process (4-6 weeks) limited the speed at which patients could be physically stable in treatment. This instability and reduced tolerance would make a fatal overdose more likely should they be released at this point. This process was not comparative to that in the community, where commencement on methadone was done as quickly as possible and without the need for a prior detoxification. **This was a concern.**

#### **4.14 Health education activities for both prisoners and staff are implemented throughout the prison.**

Rating: Good performance 

The prison received good support from NHS Lothian's senior health promotion specialist. We were told that HMP Edinburgh, NHS Lothian's public health department and NHS health promotion service were working together to develop a network/ forum to ensure that health promotion and improvement for staff, prisoners and families was integrated and comprehensive. HMP Edinburgh had an established health improvement group and we saw that public health and health improvement work was ongoing throughout the establishment. Examples of activity being undertaken included; oral health information given to prisoners on induction and NHS staff supporting prison staff and prisoners with Novel Psychoactive

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<sup>4</sup> An opioid medication used to treat opioid addiction.



Substances education. The physiotherapist provided sessions for the elderly on mobility, which helped prevent falls. Harm reduction groups were being run by Lifeline jointly with NHS staff. **This was practice worthy of sharing.**

**4.15 Healthcare professionals working in the prison are able to demonstrate an understanding of the particular ethical and procedural responsibilities that attach to practice in a prison and to evidence that they apply these in their work.**

Rating: Satisfactory performance ●

Staff were able to explain the boundaries between professional and ethical issues and were aware of the demands of delivering healthcare within the prison setting. Regular meetings were held with prison management to discuss any issues, to review incidents and to improve practice.

**4.16 Every prisoner on admission is given a health assessment, supplemented, where available, by the health record maintained by their community record. Care plans are instituted and implemented timeously.**

Rating: Satisfactory performance ●

As noted in 4.7, patients were initially screened by a primary care nurse, with new prisoners being seen by a GP or a nurse the day after admission. Male prisoners transferred from other prisons were seen within a 72 hour period. Female prisoners transferred from Cornton Vale would see a nurse that day for assessment. As noted occasionally females were transferred on a Friday, without confirmation of community prescriptions. A GP would not always be available in HMP Edinburgh at the weekend to review and write up prescriptions. **This was a concern.**

Prison GPs and healthcare staff had access to the assessment information on Vision, the healthcare support worker had an active role in following up and confirming patient's prescription and treatments in the community. This system appeared to work well, although there could be delays in obtaining confirmation of prescriptions for prisoners arriving to the prison on a Friday. As noted in 4.8, care plans were initiated for prisoners with specific care needs and patients were offered referral to the keep well clinic and the well woman clinic where a range of health checks were carried out.

**4.17 Healthcare records are held for all prisoners. There are effective procedures to ensure that healthcare records accompany all prisoners who are transferred in or out of the prison.**

Rating: Satisfactory performance ●

The health records for patients were mainly stored electronically using Vision. As there was no electronic prescribing system, Drug Kardex's were in paper format and were transferred with the prisoner. Kardex's when discontinued were scanned onto

docman<sup>5</sup>. Any paper case notes were also transferred. There was a clear process in place for recording patient records coming in and out of the prison.

**4.18 Healthcare professionals exercise all the statutory duties placed on them to advise the governor or director of any situations in which conditions of detention or decisions about any prisoner could result in physical or psychological harm.**

Rating: Satisfactory performance ●

Systems and processes were in place to ensure healthcare staff made appropriate notifications in cases where there could possibly be physical or psychological harm to prisoners. These included notification of when a prisoner was not fit to work or when a prisoner required access to treatment in the community. All staff were aware of this procedure and were comfortable that it did not conflict with their professional expectations. The healthcare team also recorded prisoners waiting on a mental health bed in case there was a significant delay. Staff were clear in their duty to pass on any intelligence that may compromise the health and wellbeing of the prisoner or the safe running of the prison.

**4.19 Healthcare professionals fully undertake their responsibilities as described in the law and in professional guidance to assess, record and report any medical evidence of mistreatment of prisoners and to offer prisoners treatment needed as a consequence.**

Rating: Satisfactory performance ●

Healthcare staff had a clear understanding of their duty of care and escalating concerns which were subject to regular discussion between the healthcare and SPS management teams. Prisoners who complained of mistreatment would be medically assessed and supported. Information affecting the welfare of prisoners would be passed on to the appropriate SPS manager who would then initiate an investigation and involve the Police if necessary. Prisoners would be offered counselling and appropriate protective measures if required.

**4.20 Effective measures that ensure the timeous attendance of appropriate healthcare staff in the event of medical emergencies are in place and are practised as necessary.**

Rating: Generally acceptable performance ●

The primary care nursing team carried radios and responded immediately to code red and code blue emergencies. We saw that staff were dedicated and committed to supporting their patients and SPS colleagues in emergency situations. One example of this that we witnessed was nursing staff who were leaving the prison at the end of their shift returning as a code red had been called. Joint incident reviews with the SPS indicated that nurse response times were good. NHS Lothian's resuscitation


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<sup>5</sup> docman is an electronic document management, workflow and transfer software for primary, secondary and social healthcare organisations.

officer attended the prison to provide staff with training to recreate scenarios within a cell environment.

Emergency bags, medication and equipment/ defibrillators were stored within each hall and the health centre. Some equipment in the emergency bags kept in the health centre was observed to be out of date including some medication. There was a checklist in the bag to sign to say that the contents had been checked and were available and in-date. Therefore this form had not been reliably completed. **This was a concern.**

#### **4.21 Appropriate steps are taken prior to release to assess a prisoner's needs for on-going care and to assist them in securing continuity of care from community health services.**

Rating: Good performance 

Support for prisoners on liberation by the healthcare team was good. We saw many examples of the healthcare staff working to ensure that the prisoner received the ongoing treatment and support needed in the community once liberated. Healthcare staff attended multi-agency case conferences for vulnerable or complex prisoners as required to ensure continuity of care on release and liaised with the TSO. Prisoners were given a 5 day supply of their medication on release. The primary care team contacted the community GP practice when necessary and provided them with a copy of the prisoners' care plan.

The healthcare team had developed a small information and key contacts card for prisoners to get prior to release. **This was practice worthy of sharing.**

If the prisoner was on methadone, agreement would be established with the outside provider prior to release. When a prisoner was released at short notice, the healthcare team contacted the community prescriber to allow follow up. Lifeline provided through care for prisoners with ongoing addictions issues. **This was practice worthy of sharing.**

The clinical nurse specialist for BBV also worked within the community and followed up on prisoners who have been released. The psychiatrist or the mental health nursing team made links with community mental health services upon the release of a prisoner under their care with referrals made where appropriate.

## **STANDARD 5 - EFFECTIVE, COURTEOUS AND HUMANE EXERCISE OF AUTHORITY**

**The prison performs the duties both to protect the public by detaining prisoners in custody and to respect the individual circumstances of each prisoner by maintaining order effectively, with courtesy and humanity.**

### **Commentary**

**The prison ensures that the thorough implementation of security and supervisory duties is balanced by courteous and humane treatment of prisoners and visitors to the prison. Procedures relating to perimeter, entry and exit security, and the personal safety, searching, supervision and escorting of prisoners are implemented effectively. The level of security and supervision is not excessive.**

### **Inspection findings**

Overall Rating: Satisfactory performance ●

Inspectors were taken by the comments made by staff, prisoners and particularly those visiting the establishment regarding the positive relationships and interactions with staff. Of particular note was in relation to the activities of the staff within the Reception area. The staff here dealt with a wide range of individuals with care and compassion and responded positively when confronted by those who were potentially vulnerable and those who were in custody for the first time.

It was clear that the establishment operated systems and processes to ensure as far as was practical the safety of those within their care. It was also evident that the population mix within HMP Edinburgh was complex, indeed this was an issue raised during our last inspection, however some of the solutions deployed have had unintended but nonetheless significant implications. The most significant of these being that remand prisoners requiring protection, who were located in Glenesk, informed us they could only access the open air on 2 days per week and never at the weekend this, they claimed meant they were locked in their cells for in excess of 22 hours per day. Management stated that all prisoners were offered time in the open air 7 days per week. This situation will be monitored closely over the coming months.

Management had ensured that key processes and procedures were detailed and described in a wide range of SOPs. Whilst this was an approach that HMIPS would commend it is essential that SOPs remain current and relevant via the process of regular review. It was disappointing to note that a significant number of SOPs were beyond their review date and some of the processes they aimed to describe were operated differently than described in the relevant SOP. Management should review how SOPs are applied on the ground and updated within the defined timescales.

Inspectors were surprised to note that the Orderly Room process did not include a care element in line with what has been found in other establishments. A care element ensures that adjudicators have the option of supporting as well as punishing

those that come before them. The care approach works particularly well for those with addiction problems or who have learning difficulties or mental health issues.

As noted in 4.5 the manner in which the MDT staff went about their business was commendable. These staff not only ensured that drug testing was undertaken in line with the needs of the establishment, they were also responsible for the smooth operation of the health centre by ensuring that prisoners attended their appointments. This approach ensured that access to the services provided within the health centre were maximised, this was something that does not occur in the majority of Scottish prisons and was an approach that HMIPS would like to see adopted more widely.

Finally it was encouraging to note that HMP Edinburgh and Police Scotland had undertaken a number of joint initiatives with some success being reported. HMP Edinburgh was also part of the Prison Watch scheme which has also had a number of successes.

## Quality Indicators

### **5.1 Prison staff discharge all supervisory and security duties courteously and in doing so respect the individual circumstances of prisoners and visitors to the prison.**

Rating: Satisfactory performance ●

Prisoners and visitors mentioned that relationships with staff were in the main positive and respectful. This was confirmed during the inspection process when viewing the visits process, general staff prisoner engagements and especially in slightly more heightened interactions such as during searching and drug testing. Of particular note were the type and nature of the interactions within the visitor centre. Staff within the centre provided a range of excellent services and support for individuals visiting relatives or friends within the establishment.

### **5.2 The procedures for monitoring the prison perimeter are suitable and working effectively.**

Rating: Satisfactory performance ●

The perimeter of the establishment was covered by cameras and subject to regular external patrols. The staff within the main ECR were familiar with the equipment and were able to demonstrate, when asked, proficient use of the equipment. HMP Edinburgh participated in the Prison Watch scheme and there were prominent notices, at regular intervals, around the perimeter highlighting this and providing contact details in the event that the public witness unusual behaviour. It was worthy of note that during the inspection an individual was sentenced to 5 years in custody for participating in an earlier drone attack on HMP Edinburgh, this was achieved at least in part as a result of joint working between the key agencies. It was noted that some of the SOPs held within the ECR were beyond their review date. These should be updated with some urgency and a system put in place to ensure that future review dates are met.

### **5.3 The systems and procedures for the admission and release of prisoners are implemented effectively and courteously.**

Rating: Generally acceptable performance 🟡

The Reception was modern, clean and generally fit for purpose. The staff who worked within this area were courteous and professional in the manner in which they dealt with the prisoners. The liberation process had been modified positively on the Monday of our arrival to ensure that prisoners were liberated through the main entrance rather than through the vehicle lock but when observed, the process was not operating as smoothly as we would have expected.

Since the arrival of the women to HMP Edinburgh there have been some changes to the Reception to accommodate their needs. The staff made the best use of the limited space available for processing women and did their utmost to ensure that they spent the least possible amount of time within the Reception area.

The replacement of ACT2Care with 'Talk to me' had altered a longstanding process meaning that prisoners no longer automatically see a GP upon or within 24 hours of arrival. A number of prisoners were still expressing concern that they did not get to see the GP upon arrival. During this transition phase staff should ensure that all new arrivals are adequately informed of the need to declare to the nurse of any matters they wish to see a GP about.

### **5.4 The systems and procedures for access and egress of all other people are implemented effectively and courteously.**

Rating: Satisfactory performance 🟢

The staff at the front of house were welcoming, professional and polite as were those within the visitor centre. Staff did what they could to expedite the process of admitting visitors into the prison but the nature of the process meant that visitors could spend quite a long time outside the building waiting to get in. Whilst there was some protection from the weather, the arrangements were less than ideal if there was inclement weather. Management should look at their processes and their facilities to ensure that access was efficient and that protection from the elements was appropriate.

### **5.5 The systems and procedures for controlling the entry and departure of goods to and from the prison are working effectively.**

Rating: Satisfactory performance 🟢

The gate staff utilised a number of SOPs to ensure a consistent and secure approach to the access and egress procedures for vehicles, parcels and other deliveries. Whilst not an impediment to maintaining security a number of the SOPs were beyond their published review dates, this should be remedied as soon as possible.

**5.6 The risks presented to the community by any prisoner are assessed and appropriate security measures are adopted.**

Rating: Satisfactory performance ●

A sample of Prisoner Escort Records and other associated paperwork were reviewed and it was established that they contained all the necessary detail and information. G4S and SPS escorting staff were briefed accordingly, prior to an individual leaving the prison and where necessary special circumstances or arrangements were clearly explained and annotated on the paperwork.

Risk Management Team (RMT) meetings were held and all prisoners accessing the community were managed through this process, which is dealt with in more detail in Standard 7.

**5.7 The risks presented to others in the prison by any prisoner are assessed and appropriate supervision is enforced.**

Rating: Generally acceptable performance ●

The prison operated a number of processes to ensure that individuals were appropriately located for their own and others safety. Management informed the inspection team that HMP Edinburgh's population make up was complex and one that offered a number of unique challenges. This situation was further aggravated by prisoners identified as 'displaced', not located within their designated area i.e. non offence protections being held in the same section as offence protection prisoners. Whilst the safety of the individuals was clearly a prime consideration of the approach adopted it did mean that some prisoners only had access to an impoverished regime. Management should address this situation, as a matter of urgency, to ensure that location decision they make for individual prisoners do not impact on the range of activities they can participate in.

**5.8 The risks presented by any prisoner to themselves are assessed and appropriate supervision is applied.**

Rating: Satisfactory performance ●

The new 'Talk to me' approach to suicide prevention was reasonably well embedded with in excess of 90% of relevant staff having received the appropriate training. Management had in place a system of review and on-going lessons learned approach to ensuring that the process and associated paperwork was operating appropriately. Files reviewed were generally of a good standard and where there were areas for improvement the local assurance process had clearly identified and implemented the required remedial or corrective actions.

**5.9 The systems and procedures for monitoring and supervising movements and activities of prisoners inside the prison are implemented effectively.**

Rating: Generally acceptable performance 🟡

The establishment operated a 'route movement' approach to the mass movement of prisoners four times per day. Whilst there was an SOP in existence it would appear that it was not followed and the management of the route varied from shift to shift and day to day. That said the route was well staffed and activities were co-ordinated via radio messages and direct communication between those staffing the route.

It was noted that positive identification was not consistently requested when individuals were seeking to transit through the remotely controlled security doors. Management should decide what positive identification involves then ensure that it is achieved on a consistent basis.

**5.10 The systems and procedures to maintain the security of prisoners when they are outside the prison are implemented effectively.**

Rating: Satisfactory performance 🟢

As noted in 5.6 the prison had satisfactory procedures in place to identify any existing or potential risks posed when a prisoner was outwith the prison. In circumstances where the individual was high profile or presented significant risks, Police Scotland were notified and G4S appropriately briefed.

**5.11 The prison disciplinary system is used appropriately and in accordance with the law.**

Rating: Generally acceptable performance 🟡

Unlike a number of establishments HMP Edinburgh did not operate a 'care based' Orderly Room in tandem with the more traditional 'disciplinary based' one. Whilst the actual process was operated appropriately and fairly an opportunity was being lost to ensure that those with addiction issues in particular, were accessing the support they required at the earliest possible opportunity. We would encourage management to ensure that the Orderly Room process is utilised, where appropriate, to identify and support those with addiction issues.

**5.12 The law concerning the searching of prisoners and their property is implemented thoroughly.**

Rating: Generally acceptable performance 🟡

When speaking with FLMS it was established that there were some variations in the process applied to cell searching. Not all managers sought the prisoner's property card before undertaking cell searches. Failing to do this meant that staff were not aware of what property an individual had approval to have 'in use' or indeed if it belonged to the prisoner/s they were searching. That said the process of searching




was undertaken appropriately and with the right balance of professionalism and humanity.

The searching process in the Reception of both prisoners and their property was undertaken without undue delay and to a good standard and the storage of personal and high value property was appropriate and secure.

The prison operated a 'pro-forma' system for property coming into the establishment with some articles, such as electronic equipment, being purchased directly from commercial companies and delivered to the prison.

### **5.13 The law concerning the testing of prisoners for alcohol and controlled drugs is implemented thoroughly.**

Rating: Good performance 

The SPS can only test for alcohol where reasonable suspicion existed and as currently no prisoners accessed the community HMP Edinburgh did not test for alcohol. The drug testing facilities were excellent and the process was undertaken in an effective manner and was well supported having four well motivated, trained and informed staff in a dedicated group. This staff group also supported the smooth running of health centre clinics and as such the staff knew the prisoner group. Female prisoners did not attend the MDT unit, but were tested within Ratho by staff trained in the process and the use of the equipment. The information gathered via the drug testing process was used to support prisoners with addiction issues and where appropriate was also shared with the intelligence unit for further analysis.

### **5.14 Searches of buildings and grounds and other security checks are carried out thoroughly.**

Rating: Satisfactory performance 

It was obvious when speaking to FLMS that much work had been undertaken ahead of the inspection in order to ensure that area searching was being appropriately undertaken. Whilst an SOP was in place it was not clear that it was being routinely followed. Despite this it was clear that searching of the grounds and other open areas was being undertaken with good intent and in a manner that was likely to find any items that should not be present.

Intelligence led searching and partnership working with Police Scotland was being effectively undertaken with a recent high profile success where contraband with a 'jail value' of in excess of £150,000 was intercepted prior to it entering the prison.

### **5.15 The systems and procedures for tracking the movements of prisoners and reconciling prisoner numbers are implemented accurately.**

Rating: Generally acceptable performance 

In line with other SPS establishments HMP Edinburgh undertook four number checks per day, two of which were confirmed on PR2. The work undertaken prior to

the inspection identified a number of process shortcomings which they were in the process of resolving. However, it was clear that at the critical points of the day the number checking process was robust.

**5.16 The integrity of locking systems is audited effectively and with appropriate frequency.**

Rating: Satisfactory performance ●

There were systems and processes in place to ensure that the locking systems remain operational and effective and a robust means of prioritisation was in place to ensure that any locking related issues were resolved as quickly as possible. The Head of Operations and the Estates Manager had a system in place to audit the keys in use and response times to locking issues that should provide the Governor with the level of assurance they require.

**5.17 Powers to confine prisoners to their cell, to segregate them or limit their opportunities to associate with others are exercised appropriately, with humanity and in accordance with the law.**

Rating: Good performance ✓

The SRU managed those individuals on the formal Rule 95 process. All the paperwork checked was up to date with each prisoner having an individual plan. All prisoners held within the SRU were held under the appropriate rule. All rules were signed by a senior manager and PR2 updated accordingly, extensions to existing periods of segregation were assessed and approved by SPS and Scottish Ministers.

**5.18 The management of prisoners segregated from others is effected in accordance with the law and with regard for their continuing need for a stimulating programme of activities and social contact and for treatment aimed at enabling their return to normal conditions of detention as soon as can be achieved safely.**

Rating: Satisfactory performance ●

All prisoners were being held in accordance with prison rules. Each prisoner was managed on an individual basis and managed in line with their individual Management Plan which was developed via a multi-disciplinary case conference approach with active encouragement by staff to gain the input and involvement of the prisoner. Additionally an appropriate action plan was developed when appropriate to support the safe and successful return to normal conditions.

It was worthy of note that the staff in the SRU had been dealing with a particularly challenging case and to their credit had made significant progress. The staff were genuinely disappointed that they were unable to complete their work as the individual was moved to another establishment.

**5.19 Powers to impose enhanced security measures on a prisoner are exercised appropriately and in accordance with the law.**

Rating: Generally acceptable performance ●

On checking a number of Special Security Measures (SSM) paperwork it became obvious that whilst some were up to date, this was not the case in all circumstances. It is important that SSM paperwork is regularly reviewed to ensure that the measures being applied are relevant to the risks or threats present. Given that staff did not have current information in all cases they may have imposed greater or lesser restrictions than were appropriate. Inspectors were aware that work was being undertaken locally to remedy this by making sure that SSMs were regularly reviewed and the paperwork updated as and when required.

The staff inspectors engaged with almost universally stated that they were unsure how they could inform the SSM process other than by providing intelligence reports as they were not involved in the review process. Management should adapt their process to ensure that the staff working with prisoners, subject to SSM, participate fully in the review process.

**5.20 Force is used only when necessary and strictly in accordance with the law.**

Rating: Satisfactory performance ●

During the inspection inspectors only witnessed one occasion when staff had to intervene in a situation requiring them to deploy control techniques. The staff utilised the minimum amount of force to ensure the safety of the two individuals involved in the incident and de-escalated their intervention as soon as the individuals became compliant. Records of when 'use of force' had been necessary had been appropriately completed and demonstrated that early de-escalation occurred in all but a very few particularly challenging situation .

## **5.21 Physical restraints are only used when necessary and strictly in accordance with the law.**

Rating: Satisfactory performance ●

HMP Edinburgh had systems in place to provide all halls with PlastiCuffs held by the FLM in charge of the area for use when required. Records were retained when these were used. These records supported the staff comments that they were only used on individuals once they have become compliant. A body belt was kept in the Control and Restraint store and staff were regularly trained in its use and records showed that appropriate permissions were granted prior to use when required.

Where prisoners were involved in escorts external to the prison by SPS staff they accessed the necessary handcuffs from the Reception Manager's Office. All Staff were briefed prior to the escort and a register signed to confirm that they were competent in the use of the physical restraints. As a final safeguard an FLM had the responsibility for checking their knowledge, understanding and application of handcuffs and closet chains immediately prior to departure.

## **5.22 Prisoners' personal property and cash are recorded and, where appropriate, stored.**

Rating: Generally acceptable performance ●

The storage facility within Reception was clean and tidy however the property storage was close to capacity due to the number of prisoners being held in the establishment being greater than the design capacity for the storage area. Personal property was placed in clear plastic bags which were then stored in the storage room. It was noted that some of the storage bags were in a poor condition and probably required to be replaced. Staff confirmed that they did encounter problems with some bags splitting. Management should ensure that the bags used for prisoners' personal property are of an appropriate quality and maintained in a good state of repair.

All prisoners' personal cash was accounted for and safely secured. Prisoners' property cards were not as easy to follow compared with other establishments. Some items were recorded on different pages which meant that there was a risk that mistakes and omissions were not being readily identified. Duty Managers working at the weekend carried out random assurance checks to ensure prisoner property was recorded accurately.

## **STANDARD 6 - RESPECT, AUTONOMY AND PROTECTION AGAINST MISTREATMENT**

**A climate of mutual respect exists between staff and prisoners. Prisoners are encouraged to take responsibility for themselves and their future. Their rights to statutory protections and complaints processes are respected.**

### **Commentary**

**Throughout the prison, staff and prisoners have a mutual understanding and respect for each other and their responsibilities. They engage with each other positively and constructively. Prisoners are kept well informed about matters which affect them and are treated humanely and with understanding. If they have problems or feel threatened they are offered effective support. Prisoners are encouraged to participate in decision making about their own lives. The prison co-operates positively with agencies which exercise statutory powers of complaints, investigation or supervision.**

### **Inspection findings**

Overall rating: Satisfactory performance ●

Relationships between staff and prisoners appeared to be positive as was commented on by all members of the inspection team.

In terms of equity of access there were some issues in Glenesk where protection prisoners were not afforded the same basic entitlements as all other prisoner groups. The complex regime within certain areas of Glenesk could result in prisoners being locked in their cell for in excess of 22 hours per day when certain circumstances prevailed, such as if a prisoner did not work, did not attend visits or participate in recreation time. This is potentially a significant issue that management must address as a matter of urgency.

Where prisoners were removed from association this was done in accordance with Prison Rules and SPS policy. All paperwork checked and systems in place to manage these prisoners were of a satisfactory standard.

The prison had a well embedded and well used complaints process in place with good working relationships with associated agencies such as the SPSO and the Information Commissioner's Office (ICO). Prisoners were also given the appropriate means and information to contact Independent Prison Monitors (IPMs) although this did not appear to be a process that all relevant staff were familiar with.

Where prisoners breached Prison Rules this was managed in a fair and just manner with the prisoner having the appropriate means of representation.

Where prisoners required access to legal or consular advice there were adequate systems and processes in place to facilitate this.

## Quality Indicators

### **6.1 Relationships between staff and prisoners are respectful. The use of disrespectful language or behaviour is not tolerated.**

Rating: Satisfactory performance ●

During the course of the inspection it was apparent that there were good relationships between staff and prisoners. All halls were visited on a number of occasions with all other areas of the prison visited by someone from the team. Staff commented regularly to inspectors on the importance of the relationship aspect of the job they did. They were aware of the complexity of the population in the prison and the impact good relations with prisoners could have on managing prisoners in their area.

### **6.2 Staff respect prisoners' needs for privacy and personal life.**

Rating: Satisfactory performance ●

The impression was that staff were conscious of the need to afford prisoners the appropriate degree of privacy which could assist with their personal life. In places like the health centre and the HUB prisoners had the chance to have private conversations or consultations. In the halls staff and other professionals were seen on a number of occasions to be engaged in private conversations behind closed doors with prisoners in the interview rooms available. Staff advised that in particular where a sensitive discussion was required this would take place out of earshot of other prisoners and staff.

### **6.3 Staff respect prisoners' rights to confidentiality in their dealings with them.**

Rating: Satisfactory performance ●

As covered in the previous indicator staff were conscious of the need to ensure privacy where appropriate when dealing with prisoners. It was clear that where this was required it was routinely applied by staff. In particular HMP Edinburgh had developed a number of processes for the management of privileged correspondence in light of some challenges they had faced. This had been done to ensure prisoners' rights to confidentiality were maintained.

### **6.4 Staff achieve an environment within the prison that is orderly and predictable. Their use of authority in achieving this is seen by prisoners as legitimate.**

Rating: Satisfactory performance ●

HMP Edinburgh housed six different classifications of prisoners. Not only were there different classifications of prisoners in most halls there were different classifications in some cases on the same flats. This provided a challenge to staff in terms of the day to day management of their areas. This safe management could not be

achieved if the area was not operated in an orderly and predictable manner. Within the residential areas and indeed when prisoners were required to go outwith the halls staff used their authority in an appropriate manner in order to maintain control.

**6.5 Staff challenge prisoners' unacceptable behaviour or attitudes whenever they become aware of it. They do this in a way that is assertive and courteous.**

Rating: Satisfactory performance ●

In general terms throughout the inspection period the behaviour of prisoners was good. Where instances of indiscipline did occur these were challenged and managed appropriately by the staff involved. The formal mechanism for managing unacceptable behaviour i.e. the Orderly Room was not overly used and it was apparent that staff were comfortable having difficult conversations with prisoners as and when they were required. Prisoners were however formally dealt with via an adjudication process when their actions required this sanction.

**6.6 Any limitations imposed on prisoners' freedoms or access to facilities are justified and the reasons for them are courteously communicated to the prisoners.**

Rating: Poor performance ●

In the main prisoners enjoyed an appropriate level of access to all aspects of the regime such as recreation, work, the gym and time in the fresh air. This could not however be said for the protection prisoners in Glenesk where concerns were raised around whether they had daily access to exercise in the open air. It was apparent that some of these prisoners did not benefit from the same breadth of regime enjoyed by others. For instance, ready access to the open air was disputed between management and prisoners (see also 5.7). The reason given for this was the complexity of the population within the hall. A recent review of the regime within this area which included new timetables for time in the fresh air being given to prisoners confirmed this was the case. Additionally it was possible, given specific conditions, that an individual could spend in excess of 22 hours per day locked in their cells, especially at the weekend.

**6.7 The operation of the system of privileges promotes a climate of activity and purpose, prisoners' responsibility for their own affairs and good face to face relationships with staff.**

Rating: Not applicable ○

HMP Edinburgh did not operate an Incentives and Earned Privileges scheme.

**6.8 The system by which prisoners may apply and be selected for paid work reflects as fully as possible systems of job application and selection within the community.**

Rating: Generally acceptable performance ●

For most prisoners the process involved a labour allocation interview. During this interview prisoners' skills were investigated and an attempt was made to match them with the best fit in terms of employment. This was however dependent on opportunities available. Chances for prisoners to be employed as pass men/ women were controlled by the hall staff and this appeared to be based on prior knowledge of the prisoner and current behaviour. Prisoners who were unhappy with their allocated work party could submit a work party change sheet which would be considered in due course.

#### **6.9 Prisoners are consulted about the range of recreational activities available to them.**

Rating: Generally acceptable performance 


To a degree there were consultation events such as Prisoner Information and Action Committee (PIAC) meetings held between prisoners and staff. This did not appear however to be a well embedded system which took place on a regular basis. There was a distinct lack of minutes of meetings available to inspectors and the feeling was, as expressed by a number of staff, that these meetings occurred on an ad-hoc basis. To balance this however it was apparent that the positive relations which existed within the prison were prevailing to prevent this from becoming a major issue.

#### **6.10 Prisoners are consulted about the range of products available through the prison canteen.**

Rating: Generally acceptable performance 

The prison canteen was visited by inspectors who witnessed the operation in full flow. There was an abundance of choice available to prisoners and it appeared that the canteen was well stocked in line with the national contract. Again, although it was self-reported that PIAC meetings regarding the canteen happened on an ad-hoc basis, the minutes from the last meeting had yet to be published. This meant that there was no formal feedback given to the prisoners as a result of the PIAC meeting.

#### **6.11 The systems for reserving places on recreational and cultural activities are equitable between prisoners and allow them to exercise personal choice.**

Rating: Good performance 

It was clear that the prison went to some effort to ensure when events were on that there was a chance for all groups of prisoners to attend. This was subject to the usual security checks in relation to keeping enemies separate. Flyers were displayed at the staff desks in halls but not necessarily on prisoner notice boards, however it was apparent that staff were keen to ensure events were well attended. A number of staff also spoke of trying to ensure that even the quiet prisoner who may not come forward would be informed of something such as a concert or event taking place. Holding a large event with six different populations represented was a considerable challenge and the prison should be commended for this.



**6.12 The systems for regulating prisoners' access to money held in their prison account and their own property allow them to exercise personal choice within the constraints of the law.**

Rating: Generally acceptable performance 

Prisoners accessed their own personal cash in line with other SPS establishments. This consisted of the ability to spend £20 per week for convicted prisoners and two separate spends of £20 totalling £40 maximum for untried prisoners. The system appeared to be well embedded with no issues.

Access to property was managed between hall and Reception staff where property was stored. Reception staff reported that there were large amounts of property coming into the establishment and that the system for controlling access to this was not working as well as it could. This was also confirmed by hall staff who felt that some prisoners had excessive amounts of property in use. Management should review this situation.

**6.13 The limits on the actions staff can take in implementing security procedures are observed.**

Rating: Satisfactory performance 

A number of checks were carried out on prisoners who were held under rule conditions. All paperwork was in order and in line with SPS national policy. Although prisoners were held in the SRU whilst on a rule they were treated in a fair and respectful manner by the staff. Interaction between both parties, when observed, appeared to be both calm and orderly with an emphasis on maintaining a good relationship.

**6.14 The rules in relation to medical supervision of activities and persons in circumstances of increased risk of harm or mistreatment are observed.**

Rating: Satisfactory performance 

During a night shift visit there were two prisoners who required immediate assistance. One individual had cut themselves quite badly requiring an ambulance and attendance at hospital. This occurred just as the nursing staff were leaving the establishment and they returned in order to assist their SPS colleagues (see 4.20). Between both of these incidents the staff were placed under considerable pressure and responded in an exemplary fashion.

**6.15 Procedures and decisions conform to established standards of natural and administrative justice.**

Rating: Satisfactory performance 

HMP Edinburgh had been the subject of a number of legal challenges in recent times. Their processes and procedures for ensuring legitimacy were well thought through and followed national guidelines. Two examples of this which were

observed during the inspection were, the adjudication process on a number of occasions and the ICC which sat on the Thursday afternoon of each week. Both of these mechanisms ensured and upheld natural and administrative justice. The adjudication process could be enhanced by the introduction of a 'care' element to the process.

#### **6.16 Prisoners' international human rights as asserted in law are respected.**

Rating: Generally acceptable performance 🟡

Prisoners could access information on Human Rights Law from the library. This was not however on display which meant they had to ask the librarian for it. The library did possess a number of legal journals and articles in relation to Human Rights and the librarian was willing to print off information in this area if required by prisoners. At the time of the inspection not all prisoner groups had ready access to the library because of their restricted regime as a result of being on protection in a mainstream location.

#### **6.17 Prisoners are kept well informed about prison procedures and how to access services available to them.**

Rating: Generally acceptable performance 🟡

Prisoners were kept informed about prison procedures by staff and by notices. There did not however appear to be a climate of displaying information routinely with staff commenting that when prisoners ask about something we tell them. This was in particular reference to information around suitability for Home Detention Curfew (HDC) arrangements. Management should look at ways of improving communications with prisoners.

#### **6.18 Prisoners are kept well informed about events taking place in the prison.**

Rating: Satisfactory performance 🟢

There had been a number of well executed events which took place in the prison recently. These included religious festivals where prisoners had the chance to involve their families. Prisoners were kept informed through notices and minutes from for example food PIAC meetings which were posted during the inspection. During conversations with women prisoners in Ratho it was apparent that they were aware of an event which had taken place called "Trauma Week". When inspectors spoke with the main individual responsible for co-ordinating and executing events it was clear that keeping prisoners informed was a priority.

#### **6.19 The prison reliably passes critical information between prisoners and their families.**

Rating: Satisfactory performance 🟢

Where critical information came into the prison to be passed on to a prisoner from a family member there was a process in place to manage this. Staff were also aware

of the role the chaplains could play if required. A number of prisoners spoken to confirmed they would be happy to speak to and trust staff to ensure information was passed to a family member where appropriate.

#### **6.20 Prisoners' access to information necessary to safeguard themselves against mistreatment or arbitrary decisions is observed.**

Rating: Satisfactory performance ●

Prisoners were able to access information either via availability in the halls, by talking to staff or in some cases from the library. Copies of Prison Rules were available throughout the prison as were copies of the various complaints forms. Hall staff also advised that they were happy to talk prisoners through the process for complaining about a matter regarding their treatment by healthcare professionals.

#### **6.21 The prison complaints resolution system works well.**

Rating: Satisfactory performance ●

The complaints process within the prison worked well. In one hall in particular the team were well versed in handling complex and well-crafted complaints. The appropriate paperwork was available to prisoners in all halls. A number of complaints were sample tested and found to be handled in accordance with policy. The ICC was also attended and again this was found to be managed in an appropriate and fair manner with good prisoner participation and as noted in 3.11 an individualised approach was used. The prisoners felt involved and were given appropriate latitude in terms of raising issues and requesting for example witnesses.

#### **6.22 The NHS complaints resolution system works well in the prison.**

Rating: Satisfactory performance ●

Patient feedback and complaint forms were available in each hall. There was a clear process in place for responding and managing complaints and feedback from prisoners. Complaints were answered by the hall nurse, or addictions/ mental health nurse if appropriate. The response in writing would be within 3 working days. All compliments, concerns and complaints were sent to NHS Lothian's patient experience team electronically, who logged them on the Datix system.

#### **6.23 The system for allowing prisoners to book interviews with independent representatives of civil society works well.**

Rating: Generally acceptable performance ●

Locked post boxes and request forms were available on each residential flat for prisoners to ask to see an IPM. Most staff knew who they were and what their function was, however this was not universal across the prison amongst the staff spoken to. There were also notices regarding IPMs in the halls. It was noted that the numbers for the SPSO and the Samaritans were stencilled on the wall next to almost every prisoner telephone.

**6.24 The prison gives every assistance to agencies which exercise statutory powers of complaints, investigation or supervision.**

Rating: Satisfactory performance ●

HMP Edinburgh appeared to have good relationships with agencies such as the SPSO and the ICO. They were then keen to ensure that decisions were passed on to prisoners and communicated appropriately throughout the prison and further afield if required.

**6.25 Prisoners are afforded unimpeded and confidential access to legal advice, the courts and agencies which exercise statutory powers of complaints, investigation or supervision.**

Rating: Satisfactory performance ●

Prisoners' access to legal advice was unimpeded. The agents' facility was well managed and ran smoothly. Prisoners accessed their agent in accordance with Prison Rules, in sight but out of earshot. There was also a video conferencing facility which existed within the agents' facility. Agents were now able to book appointments on line which staff reported had vastly improved the service.

**6.26 Citizens of states other than the UK are afforded confidential access to their states' representatives. Refugees and stateless persons are afforded privileged access to a consular office of their choice and to organisations or agencies that protect their interests.**

Rating: Satisfactory performance ●

Evidence provided indicated that refugees and stateless persons would be afforded the required access. Although no such instances were in motion during the inspection satisfaction was gained from discussion with the appropriate manager in the event this would be required. The manager was also able to provide the requisite phone numbers.

**6.27 Prisoners are afforded confidential access to members of national and international parliaments who represent them.**

Rating: Satisfactory performance ●

As above no such requirement was in place at the time of the inspection however evidence provided indicated this would be quickly instigated should the need arise.

## STANDARD 7 - PURPOSEFUL ACTIVITY

**All prisoners are encouraged to use their time in prison constructively. Positive family and community relationships are maintained. Prisoners are consulted in planning the activities offered.**

### Commentary

**The prison assists prisoners to use their time purposefully and constructively. Prisoners' sentences are managed appropriately to prepare them for returning to their community. The prison provides a broad range of activities, opportunities and services based on the profile of needs of the prisoner population. Prisoners are supported to maintain positive relationships with family and friends in the community. Prisoners have the opportunity to participate in recreational, sporting, religious and cultural activities.**

### Inspection findings

Overall rating: Generally acceptable performance 

HMP Edinburgh offered a range of opportunities to promote family and community relationships. The prison facilitated a sizable number of visits which took place in a well operated large but uninspiring room. The work of the FCOs was valued and they had a visual presence for visitors. Security measures and searches in the visits area were seen to be conducted appropriately and professionally. The visitor centre, operated by Barnardo's was an excellent facility.

For those eligible for enhanced Integrated Case Management (ICM) there were robust processes in place, facilitated by knowledgeable staff. Prisoners were afforded necessary participation in their case management processes. HDC arrangements were carried out appropriately. It was unfortunate that difficulties with staff shortages and attendance patterns did not support them in attending case management forums. This also appeared to limit the effectiveness of the I AM case management process for Short Term Prisoners (STPs).

There was a wide range of rehabilitative opportunities on offer. However, not all the offending behaviour needs of prisoners were being addressed, with short falls for prisoners with needs related to interpersonal violence and those requiring the sexual offending programme Moving Forward Making Changes (MFMC).

Of significant concern to inspectors was the situation in relation to what inspectors were told by prisoners located in Glenesk, who stated that they could not readily access the open air 7 days per week, a claim repudiated by managements. In order to establish what the situation is, over the longer term, HMIPS will instruct the Independent Prison Monitoring team to undertake regular and on-going monitoring of this situation and incorporate their findings in their quarterly establishment reports.


## Quality Indicators

### **7.1 The prison maximises the opportunities for prisoners to meet with their families and friends.**

Rating: Satisfactory performance 

Many visits were facilitated, with a total of 4,272 visiting slots timetabled within the previous quarter. The sessions observed for both Ingliston and Hermiston were busy, whereas those for female prisoners and male prisoners' children visits were quiet. There were four FCOs who were seen to have a positive relationship with visitor centre staff. Several family events had been held; supported by joint working between the FCOs and other organisations such as Families Outside and Police Scotland. The frequency and nature of these activities was praiseworthy. The FCOs were accessible to the visitors during the visit sessions. It was reported that family inductions were not routinely conducted, which was a shortfall in an otherwise good service.

### **7.2 The arrangements made for admitting family members and friends into the prison are welcoming and offer appropriate support.**

Rating: Good performance 

The purpose built visitors centre operated by Barnardo's was located close to the prison entrance, providing an inviting and welcoming environment, with staff displaying a genuine concern and compassion for visitors. Visitor booking arrangements were swift and efficient with free food and drinks available. There were various zones in the centre that offered safe play areas and places for meaningful child-parent interactions. A wide range of relevant information was on display. The facility was also used to hold events relevant to visitors and families, with a calendar of events planned for the coming year. These encouraged statutory and voluntary sector stakeholders to utilise the centre. The visitor centre, with its positive relationships with families, had the potential to flourish into a community hub engaging hard to reach members of the community.

Within the prison the waiting area following the search area was smart and modern, but rather small. The minimal waiting time between searching and access to the visit room mitigated the room size. During the inspection visitors were dealt with in a friendly and courteous manner by staff. Visitors and families, on the whole, described being treated with decency and respect.

### **7.3 Any restrictions placed on the conditions under which prisoners may meet with their families or friends take account of the importance placed on the maintenance of good family and social relationships throughout their sentence.**

Rating: Satisfactory performance 

Over the previous quarter 5.6% of visits had been in closed conditions. Descriptions provided of the process and reviews were in-line with recognised guidance. During

discussions with visit staff and managers, the impact of closed visits on good family and social relationships was recognised.

**7.4 The atmosphere in the visit room is friendly and, while effective measures are adopted to ensure the security of the prison and safety of those taking visits, supervision is unobtrusive.**

Rating: Satisfactory performance ●

The main visit room was large, airy, functional yet uninspiring. There was a canteen staffed by volunteers from the Friends of HMP Edinburgh Prison, a local charity. The children's area was more highly decorated with a play area. Of the sessions observed the concentration of staff in busier sessions appeared low, particularly during the Hermiston sessions, where a mixture of mainstream, non-offence and offence protection prisons attended. In contrast sessions for less busier slots, the concentration of staff appeared too high, despite their unobtrusive approach.

**7.5 Opportunities are found in the prison for prisoners to interact with family members in a variety of parental and other family member roles.**

Rating: Satisfactory performance ●

Events had taken place to promote opportunities for parental and other family member interactions. This included events such as prisoner and families Halloween parties, family fun days and various religious and cultural celebrations. Staff were proud to mention the Meet the Police family events, which aimed to promote positive contact between families, prisoners and the Police. Children's visits were facilitated throughout the week, supported by a range of worthwhile schemes which encouraged parental engagement and child development. There were also plans to expand a parenting course delivered to STPs. This was a good initiative and warranted consideration for expansion, as at the time of inspection only five individuals had completed it.

**7.6 Where it is not possible for families to use the normal arrangements for visits, the prison is proactive in taking alternative steps to assist prisoners in sustaining family relationships.**

Rating: Satisfactory performance ●

For those eligible, prisoners could access the exceptional escorted day's absence process, accumulated visits or inter-prison visits. Virtual visits, via video conferencing, were also accessible, although it was reported to us that the frequency of such requests was low.

### **7.7 The arrangements to facilitate a free flow of communication between prisoners and their families help the prisoners to sustain family ties.**

Rating: Satisfactory performance 

There were sufficient telephones available in the halls, with no concerns raised during discussions with staff and prisoners about access to them. Mail for prisoners was received and distributed with attention paid to ensure confidential mail, such as legal correspondence was respected. Processes were in place to support prisoners sending out letters. The Email a Prisoner Scheme was available and we were advised that response times were swift. Inspectors observed families, in attendance at the visitor centre, seek information from the FCOs which helped alleviate the visitors' potential concerns.

### **7.8 Prisoners and where appropriate their families, participate in their case management. Prisoners are consulted about case management decisions reached.**

Rating: Good performance 

The case management team made great efforts to encourage prisoners and their families to be involved in prisoner case management. Over the previous reporting quarter over 86% of ICM case conferences had been attended by prisoners. Information for families was available on the ICM process. Additionally events had been held to increase the awareness and understanding of families and relatives of the aims and objectives of the process and how they could contribute. Relative to other establishments, attendance by families was good and provided the opportunity for families to constructively support and challenge prisoners. During the months prior to the inspection attendance consistently exceeded 20%. We observed an ICM case conference where risk assessments were effectively communicated and based on the use of an appropriate tool with the views of the prisoner taken into account.

### **7.9 Prisoners are encouraged to maintain and develop a range of social relationships that will help in their successful return to their communities on release.**

Rating: Satisfactory performance 

Time during recreation, education, work parties, physical training, religious services and the use of peer supporters; were opportunities presented to prisoners for interaction between peers and staff. Recreation clubs such as reading, guitar and bible study groups were also considered opportunities for interaction. Ratho offered women an extended range of therapeutic opportunities including: aroma therapy and make-up workshops. There were some rehabilitation groups that were delivered both in the prison and the community; where pro-social peer and professional relationships had the potential to be maintained, including the SMART recovery programme and Alcoholics Anonymous. TSOs were also available and they engaged with prisoners prior to and post release.



### **7.10 The prison operates an individualised approach to effective prisoner case management.**

Rating: Satisfactory performance ●

Case management for STPs was facilitated using the I AM process. This determined and actioned any immediate and longer term personal and social needs. These needs were then translated into referrals to the HUB. If multiple needs were identified then a MATS group, co-ordinated services provided by external providers. Feedback from prisoners about the outcomes of the process was positive, with some prisoners describing how their problems with accommodation were being positively dealt with. Residential staff described the value of them completing the I AM forms. However, there were significant problems with parts of the I AM forms being completed within the expected timeframes. During the inspection, a snapshot of the database used by FLMs to track the completion of the forms, indicated over 30 forms were past their deadline for completion. It appeared that inconsistent residential staffing combined with an unconventional roster pattern made it challenging for FLMs to allocate the tasks.

The approach to LTP case management was by the enhanced ICM process. The ICM case conferences observed were competently managed and recorded being tailored around individually assessed risk and needs, completed by competent professionals. It was reported to us that Personal Officers were asked to attend the case conferences, however their attendance was rare. Reports submitted by them detailing the prisoner's behaviour and history whilst in custody were frequently available. However, it was acknowledged that the quality and value of these reports was variable. Prisoners reported that staff attendance patterns meant that it was often the case that they would not see their Personal Officer for a number of weeks at a time. This was also likely to be a contributing factor to their limited attendance at ICM meetings.

### **7.11 The systems and procedures operated by the prison to identify or select prisoners for release or periods of leave outside the prison are implemented fairly and effectively.**

Rating: Satisfactory performance ●

An HDC process was in place and ran consistently with policy. Robust systems identified prisoners at appropriate stages of their sentence. The RMT was responsible for ratifying eligible candidates for conditions of lower security, including temporary release for placements. Systems were in place to identify appropriate prisoners. An RMT meeting we attended was well managed with appropriate information available. Although prisoners were not permitted to attend in person, representations were routinely offered to the group. Feedback by prisoners suggested that they would value attendance at the RMT.

### **7.12 Sentence management procedures are implemented as prescribed and take account of critical dates for progression, release on parole or licence.**

Rating: Generally acceptable performance ●

The Case Management Team took the lead in identifying critical dates for progression eligibility, parole and release. The systems in place appeared robust and the staff involved were knowledgeable and committed.

There was evidence to suggest that in-line with national procedures, selection for offending behaviour programmes took account of critical dates. A needs analysis conducted on the aggregated needs of the prison population clearly indicated that the local demand (62 individuals) for the MFMC programme significantly outstripped capacity to deliver this programme. Feedback from prisoners suggested that limited access to this programme has had a detrimental impact on their ability to achieve progression milestones. The psychology department reported that because of the highly specialised nature of the programme - designed for individuals considered to be medium risk and above for sexual offending - it was exceptionally resource intensive. The prison evidenced robust plans to deliver realistic targets (16 completions) for the forthcoming financial year. However, these appeared insufficient for the local demand, let alone the requirement for HMP Edinburgh to contribute to the national need.

The SPS must address the issue of their capacity to meet identified need, at present rates of delivery it will take HMP Edinburgh almost four years to address the current level of identified need. Without quick and significant action being taken this situation will only get worse. **This is an area of concern.**

### **7.13 The risk management measures that have to be observed in respect of prisoners serving Orders for Lifelong Restriction (OLR) and those subject to Multi-Agency Public Protection Arrangements are implemented.**

Rating: Satisfactory performance ●

At the time of the inspection 34 prisoners, subject to an OLR, were held. These were managed by four case managers and five case coordinators. Evidence presented indicated that robust processes and procedures were in place for the timely production of risk management plans and Annual Implementation Reports. Case coordinators regularly met with OLR prisoners, sought feedback from Personal Officers, and informally supported staff in managing these prisoners.

The prison had two Multi-Agency Public Protection Arrangements (MAPPA) case managers who reported good working relationships with community based MAPPA co-ordinators. Relevant staff demonstrated a good knowledge of the processes.

#### **7.14 There is an appropriate and sufficient range of employment and training opportunities available to prisoners.**

Rating: Generally acceptable performance 

An appropriate range of employment opportunities were offered. Approximately 40% of the prison population were either remand prisoners (18%) or employed (22%) as passmen/ women. Other employment opportunities were available in work parties for the essential running of the prison and made up a further 10% of employment opportunities. The remaining 50% of prisoners had the opportunity to engage in a range of purposeful activity appropriate to the needs of each distinct population.

The prison was accredited to deliver a wide range of vocational training opportunities up to Scottish Credit and Qualifications Framework (SCQF) level 5. However, at the time of the inspection, very few awards were available to prisoners due to a combination of insufficient supervisory and qualified training staff, closed workshops or lack of access to on-line testing. Furthermore, no vocational awards had been made in the last month, including those mandatory qualifications required for prison work such as manual handling and Health and Safety. Consequently, insufficient numbers of prisoners were appropriately qualified to undertake their work party duties. None of the vocational training opportunities available to prisoners lasted longer than 12 weeks or were above SCQF level 5. This limited the progression opportunities for prisoners serving longer sentences.

#### **7.15 There is an appropriate and sufficient range of educational, including physical and health educational, activities available to the prisoners.**

Rating: Satisfactory performance 

Overall, the prison offered an appropriate range of educational activities for prisoners via a contract with Fife College. The Learning Centre timetabled 46 classes each week. In addition, Learning Centre staff delivered 10 classes each week in Ratho to support female prisoners, who were timetabled to attend the Learning Centre on only one half-day each week. Most of the learning was self-directed with prisoners being supported well by tutors where required. Additionally, some classes had direct input from tutors, involving activities such as group work and discussion. Prisoners participated in a suitable range of basic and core skills learning activities, including literacy, numeracy and information technology (SCQF levels 2-6), with a limited range of other subjects, including art and music offered. However, the range of programmes on offer was not sufficiently wide enough to provide all prisoners with the range and depth of subjects to progress beyond basic levels and therefore the needs of specific prisoners were not always met. Around 80 prisoners studied distance learning units, and 6 prisoners studying programmes with the Open University. Almost all Learning Centre activities were certificated and in the last nine months, 355 awards from the Scottish Qualification Authority and other awarding bodies were achieved by prisoners.

### **7.16 There is an appropriate and sufficient range of therapeutic, treatment and cognitive development opportunities available to prisoners.**

Rating: Generally acceptable performance ●

A range of offending behaviour programmes were offered and additionally two approved activities, Alcohol Awareness and Drug Action for Change, were also delivered. Female prisoners had the opportunity to take advantage of a number of therapeutic opportunities such as aroma therapy and tapping (a therapeutic technique). Further treatment services were provided by Lifeline and Alcoholics Anonymous. These services had considerable overlap with the Alcohol Awareness and Drug Action for Change programmes delivered by the programmes department. This overlap warranted a review, particularly if these programmes service the same aggregated need.

An analysis of the aggregate Generic Programme Assessment (GPA) needs indicated that there were 31 individuals who were assessed as requiring a programme for interpersonal violence. The psychology department noted that there was currently no provision of such a programme in the SPS, and that these needs would largely remain unmet. This was a significant deficit in the therapeutic options available to address prisoner need.

The SPS must take immediate action to ensure that they have in place the means to address the risks they are identifying as part of their own processes. Without such action prisoners are being released without identified risks having been addressed.

### **7.17 There is an appropriate and sufficient range of social and relational skills training activities available to prisoners.**

Rating: Satisfactory performance ●

Elements within all the existing offending behaviour treatment programmes provided training in relational and social skills training. A hobbies workshop was also facilitated to provide opportunities for those with mental health or physical difficulties. Inspectors were informed that a life skills programme was available, however details of the content and frequency of this was not readily accessible nor was it well known to the prisoners we spoke to.

### **7.18 All purposeful activities provided are of good quality and encourage the engagement of prisoners. Prisoners are consulted in planning the activities offered.**

Rating: Satisfactory performance ●

The quality of purposeful activities undertaken by prisoners was good. Almost all prisoners engaged well and were supported by staff, with respectful relationships evident. Most activities were supported by experienced prisoner mentors, who provided helpful assistance and advice for their peers, both within the workshops and in the halls. The well-equipped Learning Centre provided a welcoming environment for prisoners to engage in purposeful learning activities. Teaching staff

were appropriately qualified and used their professional knowledge and experience to engage prisoners suitably and make learning interesting.

Most purposeful activities were linked to community and charity groups who benefitted from the products made by prisoners. A few female prisoners progressed into work placements in the community prior to their release. However, the same opportunities were not available to male prisoners. Peer mentors encouraged prisoners to feed back their experience about the planning of and range of activities provided for them. The positive relationships between staff and prisoners also provided informal opportunities for consultation.

### **7.19 The scheduling of activities and individual prisoner's access to them is organised so that each prisoner takes part in the activities agreed for them.**

Rating: Generally acceptable performance 🟡

All prisoners serving over 45 days were given an opportunity to engage in purposeful activity. After prioritising convicted prisoners, remand prisoners could request a place in a work party if a place was available. The scheduling of activities was challenging due to the range of prisoners and the need to keep them separate. Generally, prisoners were able to access and participate in the purposeful activities that were agreed for them. Prisoners who were involved in work parties were able to attend education classes without it impacting negatively on their wages. Overall, scheduling of activities worked well for female and for prisoners on protection regimes. However, for mainstream prisoners, the scheduling of purposeful activities resulted in them having less choice and fewer options than other prisoner groups. This was a particular issue in the Learning Centre, where mainstream prisoners had access to classes on only three half days each week.

A combination of long-term staff shortages, ad-hoc staff absence and annual leave, along with the need to regularly re-deploy staff from purposeful activity to security duties, had an adverse impact on the availability and scheduling of purposeful activities for all prison populations. Most days, two workshops were closed for these reasons. Participation rates across the separate prison populations were variable, with attendance of women and protection prisoners' high, at around 80%. However, for mainstream prisoners (making up 50% of the eligible prison population) attendance was around 50%. Prison managers and Learning Centre staff were unsure of the reasons behind this pattern of participation.

### **7.20 All prisoners have the opportunity to take exercise for at least an hour in the open air every day. Provision is made for this to be realistically available in all seasons and conditions of weather.**

Rating: Poor performance 🟠

Inspectors were informed by significant number of protection prisoners and some staff that they did not gain access to at least one hour of exercise in the open air every day. It was alleged that protection prisoners located in Glenesk were only offered open air exercise a total of two hours a week and never at the weekend. Additionally staff openly acknowledged that when offence protection prisoners were

afforded the opportunity for exercise, the uptake was limited because of the derogatory comments they received from other prisoners.

Management gave inspectors assurances that what they had been told was not factual and that protection prisoners were offered access to the open air every day. Management did confirm that on occasions access to the open air for some protection prisoners would be through the use of the exercise pens within the SRU. HMIPS are of the view that this is not an appropriate solution. HMP Edinburgh management must take immediate action to satisfy themselves that protection prisoners are offered appropriate access to the open air seven days a week. HMIPS will undertake on-going monitoring of this situation to assess what is actually on-going within Glenesk, over a prolonged period.

It is worthy of note that concerns about access to exercise were not raised for other parts of the prison.

### **7.21 Prisoners are assisted in their religious observations.**

Rating: Satisfactory performance ●

The chaplaincy team provided a range of religious, spiritual and pastoral services. The team also evidenced arrangements to pro-actively identify individuals who they believed could benefit from chaplaincy services and linked in with other regime activities such as the 'Talk to me' and the MATS group. The chaplaincy room was large and well maintained and offered a calm atmosphere. However, due to the lack of operational cover for security, the room was underused, to the extent to which pastoral activities offered by the chaplaincy had to be delivered in rooms in the HUB. This was disappointing and failed to take advantage of the purpose built facility.

### **7.22 Prisoners are afforded access to a library which is well-stocked with materials that take account of the cultural and religious backgrounds of the prisoner population.**

Rating: Satisfactory performance ●

Most mainstream prisoners had good access to the library. A small satellite library was located in Ratho. The library was run in partnership with Edinburgh City Council Libraries Services who provided a librarian assisted by two passmen to manage the facility. The library contained a good range of books including a small number of foreign language books and an extensive stock of DVDs which prisoners could borrow. The partnership with the Edinburgh City Council Libraries Services allowed prisoners to request books from their wider catalogue. Most prisoners had access to the library through scheduled weekly visits, and prisoners attending the Learning Centre could visit during their tea breaks. The librarian was unable to give an indication of borrowing levels over the past year, as they had only recently installed a computer with dedicated software to record and manage this information.

### **7.23 Prisoners are afforded access to participate in sporting or fitness activities relevant to a wide range of interests, needs and abilities.**

Rating: Poor performance 

The physical education facilities of the prison comprised a training classroom, a large well-lit games hall and a modern multi-purpose gym. All prisoners completed an induction session before accessing physical activity and those that attended activities made good use of a range of exercise and training equipment. Prisoners also had access to outdoor sports pitches. However, these were not routinely available for physical activities, as they were used frequently for daily prisoner exercise. Most halls had satellite gyms, including the SRU, however some of this equipment was missing or broken.

All prison populations had scheduled opportunities to access sporting and fitness activities throughout the week, in the evening and at weekends. However, the range of physical activities was almost entirely restricted to weights, cardio-vascular, football and racquets. Scheduling of activities was based on the participation of each prison population and their preference. Accordingly, the timetabled sporting and fitness activities were oriented around the interests of a younger and healthier male prison population. The prison offered very few sporting and fitness activities appropriate for female prisoners or those over the age of 40 years.

Each gym session was attended well by mainstream prisoners. However, this filled the gym to capacity and represented only around 50% of the total spaces allocated by the prison for sporting and fitness activities. Attendance at timetabled sessions by other prison populations was low, and for female prisoners it was very low.

In the past year, the physical education department had not delivered any accredited awards, health and fitness classes, or health awareness seminars, such as the use of anabolic steroids. Physical education staff did not work effectively with local partners to promote health issues and very few health promotion events had been arranged in the past year. Physical education staff did not actively promote the opportunities for, and benefits of, physical activities and health improvement throughout the prison populations.

### **7.24 Prisoners are afforded access to participate in recreational, self-help or peer-support activities relevant to a wide range of interests and abilities.**

Rating: Satisfactory performance 

Many prisoners participated in a suitable range of recreational and self-help activities. The hobbies work party worked well to provide elderly prisoners and those with mental health issues with activities which provided stimulation and helped their social skills. The Learning Centre and library had supported prisoners to extend their reading range by taking part in the Six Book Challenge.

Peer mentoring was working particularly effectively. For example, newly admitted prisoners were buddied by more experience prisoners to help them understand the prison regime and to settle in. Peer mentoring processes were also operating well

within work parties. In the Learning Centre, peer mentors undertook formal qualifications, which helped them support other prisoners with their literacy and numeracy skills. Peer mentors were also involved in delivering part of the induction programme alongside prison staff and had produced a helpful booklet for new arrivals. There was also a formal Listeners scheme which involved the Samaritans training a group of prisoners to act as support for others which was valued by prisoners.

### **7.25 Prisoners have access to a variety of cultural activities and events and are encouraged to participate in them.**

Rating: Satisfactory performance ●

Most prisoners had access to a variety of cultural activities and events. A number of prisoners had entered art items for the annual national Koestler awards with some successes. Female prisoners had been successful in card-making and hairdressing competitions. Two reading clubs ran in Ratho, supported by the library providing the reading material. Female prisoners enjoyed the opportunity to discuss the texts and this was supporting improvements in their literacy levels. In the last year, the library had offered a number of workshops with visiting authors, which were attended by up to forty prisoners at each event. The prison radio station, Clink FM, ran very effectively by a group of prisoners, broadcast programmes to the halls through a dedicated TV channel. The radio station was being used well to promote prison activities, in an imaginative and accessible way.



## STANDARD 8 - TRANSITIONS FROM CUSTODY TO LIFE IN THE COMMUNITY

Prisoners are prepared for their successful return to the community.

### Commentary

The prison is active in supporting prisoners for returning successfully to their community at the conclusion of their sentence. The prison works with agencies in the community to ensure that resettlement plans are prepared, including specific plans for employment, training, education, healthcare, housing and financial management.

### Inspection findings

Overall rating: Satisfactory performance ●

All categories of prisoners had access to support to assist them in making a successful transition from custody to community. The induction process identified needs and made referral to the range of agencies and third sector partners operating within the HUB. Community integration planning for STPs with multiple needs reduced delays and contributed to improved outcomes for individuals upon release. TSOs played an important role in removing obstacles and supporting reintegration.

Positive relationships between the ICM team and their Social Work colleagues, based in the prison and the community, enabled them to work collaboratively to assess risks and the needs of LTPs returning to the community. Whilst efforts to engage families had resulted in increased participation, more needed to be done to ensure the attendance of Personal Officers within ICMs.

All agencies recognised returning to the community as a highly stressful time. NHS Lothian and Lifeline staff ensured prisoners with substance misuse issues preparing for release understood the risks associated with accidental overdose and acted as key sources of continuing support for prisoners returning to the community. Gate collections and support to attend important appointments were key elements in helping resettlement. Individuals returning to the community appreciated the support they had been offered, viewing it as crucial in reducing their anxiety and helping them manage commitments they might otherwise have found overwhelming. Whilst support, advice and guidance was made available by SPS staff and partners during transitions from custody to the community in general we found that more could be done to assist vulnerable prisoners develop life skills such as budgeting and cooking during their sentence.

### Quality Indicators

**8.1 The prison encourages government agencies, private and third sector organisations who offer services relevant to the community integration needs of each prisoner to jointly agree an appropriate plan.**

Rating: Satisfactory performance ●

The HUB hosted a wide range of agencies and third sector partners offering advice and support to prisoners. Notably, representatives from the Department of Work and Pensions and the Edinburgh Housing Advice Partnership were based in the HUB and provided important sources of benefit and housing advice. Prisoners returning to areas beyond the immediate locality of the prison were signposted to a service or referred onto the TSOs.

Initial assessments and information sharing agreements undertaken during the induction identified needs and acted as the main referral route to services provided within the HUB. Since 2015 community integration planning for STPs with multiple needs had been effectively co-ordinated and managed via MATS. A steering group of FLMs and key partner agencies provided oversight and governance of the MATS process with a view to streamlining service delivery and avoiding duplication. The process was viewed positively by partners who described it as having reduced delays in accessing services thereby contributing to better outcomes for individuals returning to the community. For individuals who had not yet engaged with services, the prison operated a monthly drop-in cafe within the HUB and halls which enabled prisoners to directly approach agencies and seek relevant advice, guidance and support.

## **8.2 Where there is a statutory duty on any agency to supervise a prisoner after release, all reasonable steps are taken to ensure this happens.**

Rating: Generally acceptable performance 

The ICM process was well established and embedded. Relationships and communication between ICM staff and their PBSW colleagues were positive and had been further enhanced by being co-located in the HUB. Attendance at ICMs by Community Based Social Worker services was good with workers utilising video conferencing facilities appropriately. Arrangements were in place for the routine sharing of risk assessments and intervention plans between key agencies and these were generally working well.

The ICM team had made efforts to engage prisoners, families and colleagues within the ICM process. Attendance by prisoners was very high with the local family engagement target having been exceeded. By holding awareness sessions in the visitor centre, including at weekends, the team had proactively engaged with families which enabled them to encourage participation and allay fears regarding the ICM process. However, in spite these efforts, there continued to be difficulties in relation to Personal Officers attending pre-release planning meetings. **This was a concern.**

## **8.3 Where prisoners have been engaged in development or treatment programmes during their sentence, the prison takes appropriate action to enable them to continue or reinforce the programme on their return to the community.**

Rating: Satisfactory performance 


All prisoners attending programmes were assessed using the GPA. Thereafter the Programmes Case Management Board co-ordinated and reviewed programme

involvement. Community Integration Plans recognised the work undertaken whilst in prison and sought to build upon progress made by establishing links to appropriate sources of post release support where applicable. For STPs these plans were agreed via the MATS process whilst the ICM process ratified release plans for statutory prisoners returning to the community.

For prisoners living with substance misuse or addiction related issues the prison offered opportunities to detoxify and stabilise or explore recovery options. Given the range of services operating within the prison there were concerns regarding risk of overlap and duplication.

The exchange of information between the prison and community in relation to the rolling MFMC programme was viewed positively. For example staff were aware of one prisoner leaving prison on the Friday and continuing with their treatment in the community on the Monday. For women in custody, the Survive and Thrive programme was well received and work was underway to deliver the programme to male prisoners. For women returning to the community, Shine and the Willow Project were viewed as important sources of support. As a result of training and consultation, interventions for women in custody were viewed as having become more responsive. This was due to staff developing a greater understanding of trauma and adapting their practice and responses accordingly.

#### **8.4 As prisoners near release all reasonable steps are taken to ensure appointments and interviews are in place with relevant agencies.**

Rating: Good performance 

The MATS, ICM and TSO processes alongside communication with NHS Lothian ensured that, where possible, all relevant appointments were in place prior to release. Arrangements for STPs were clearly recorded on Community Integration Plans. PBSW staff and their counterparts in the community made statutory prisoners aware of the expectations upon them following release.

Gate collections were a routine part of release planning with all partner agencies working hard to ensure the client's needs were met and they made the best possible start upon returning to the community. All recognised returning to the community as a highly stressful time for service users and were committed to achieving positive transitions from custody to community. Following release, community based drop-in sessions were held in the Lifeline office in central Edinburgh on the last Friday of every month. Follow on post release case conferences were also held on the same date to encourage on-going engagement.

As noted in 4.21 a key contacts card guide to services and sources of support had been produced and given to prisoners upon release and available to individuals on remand who are often liberated from Court with little knowledge of who to approach for assistance. **This was practice worthy of sharing.**

## **8.5 As prisoners near release all reasonable steps are taken to ensure that accommodation will be available.**

Rating: Satisfactory performance 

All staff and partners recognised the importance of stable accommodation in achieving a successful transition from custody to community and in supporting desistance from offending. The majority of individuals being released from custody had significant housing needs. Accessing suitable housing is a national issue which would benefit from a strategic approach in order to ensure needs are adequately identified across the prison estate and in achieving consistency of housing pathways from custody to community.

The Prison Housing Advice Service Edinburgh was delivered by a prison based worker employed by Foursquare Scotland who was instrumental in co-ordinating services and offering guidance on all aspects of housing legislation and homelessness prevention. All prisoners preparing for release were offered the opportunity to apply for housing. If already in accommodation links were made with housing providers to keep them informed of liberation plans with a view to retaining tenancies, avoiding homelessness and housing related debt. **This was a strength.**

The City of Edinburgh housing outreach worker role within the prison ended in 2016 and discussions were on-going in terms of agreeing a suitable replacement service. For prisoners preparing to return to the Fife area, support was available from housing representatives who spent time in the prison each week. In many local authority areas it was not possible to pre-book a housing appointment on the day of release. This resulted in TSOs often travelling widely and working late in order to support service users in ensuring all the key elements of a successful transition were addressed. Community based agencies should do more to ensure that individuals leaving custody have easy and ready access to the range of services that they are entitled to.

## **8.6 As prisoners near release all reasonable steps are taken to help them find work or enrol for training or education.**

Rating: Generally acceptable performance 

There was a commitment to offering relevant and meaningful work and training to prisoners during their sentence. However the delivery of a daily timetable of activities was often hampered by the need for allocated staff to be utilised elsewhere within the prison. Whilst staff were committed to ensuring the activities on offer met the needs of the modern job market, their ability to do so was severely limited by being unable to access online content, for example in accessing Construction Skills Certification Scheme (CSCS) and linking to Community Jobs Scotland. **This was disappointing.**

For STPs returning to the Edinburgh and Lothian area employability support was offered by Passport Prison Leavers Programme, part of the Access to Industry service. Post release support was available to assist individuals access employment, training or sources of funding such as Individual Learning Account,

positively, by using these accounts to update their CSCS credentials services users were enabled to return to work quickly.

Identifying and agreeing the post release needs of LTPs returning to various parts of Scotland took place within the ICM process.

### **8.7 As prisoners near release all reasonable steps are taken to help them manage their financial affairs.**

Rating: Generally acceptable performance 

A City of Edinburgh debt counsellor visited the prison weekly and prisoners, particularly women, benefitted from the support offered by the Department of Work and Pensions Service in setting up claims in advance of their liberation. Prisoners preparing for release were assisted to secure a suitable form of identification. A pilot with a national bank had also proved successful in supporting prisoners open an account prior to release. These were important initiatives in supporting successful reintegration.

Upon release the majority of individuals were reliant upon their discharge grant. TSOs and HUB services assisted with access to food banks. For individuals placed in temporary accommodation with no cooking facilities there were particular strains on managing money. Whilst partner agencies and TSOs were working hard to assist prisoners prepare for release, there was a general lack of budgeting input or life skills training for prisoners during their sentence. At the time of the inspection the Restart programme was not being delivered therefore opportunities to improve money management skills were reduced.

### **8.8 The prison reliably discharges its statutory duties to assist the resettlement of prisoners on release.**

Rating: Satisfactory performance 

The resettlement needs of STPs returning to the community were being adequately met by the TSOs and HUB partners operating either individually or within the MATS process. Pre-release work such as opening bank accounts, issuing identity cards and claiming benefits were effectively removing obstacles and improving the likelihood of successful reintegration. **This was a strength.** The needs of LTPs were being agreed within the ICM process with PBSW playing a key role in communicating relevant risks and needs to their counterparts in the community.

Ensuring continuity of medication was important in supporting successful transitions from custody and reducing the risk of reoffending. Given the absence of a prescribing service on a Friday, there were opportunities to make more effective use of the early release provisions within the Prisoners (Control of Early Release) (Scotland) Act 2015.

**8.9 Where the prison offers any services to prisoners after their release, those services are well planned and effectively supervised.**

Rating: Satisfactory performance ●

A team of five experienced and committed TSOs engaged with prisoners serving short term sentences six weeks prior to liberation, offering support in the community for up to 13 weeks post release. This support could be extended depending upon the individual support needs of service users. **This was a strength.**

Whilst the efforts of the TSOs were greatly appreciated by partners, there were opportunities to further raise the profile of the service amongst hall staff. Although they had access to FLM support, TSOs were largely self-directing. To assist the service progressing over time there was scope to strengthen accountability and strategic governance. Supporting individuals with complex needs upon their return to the community could be challenging as well as frustrating for staff and there were opportunities to ensure TSOs had access to structured and meaningful supervision.

## STANDARD 9 - EQUALITY, DIGNITY AND RESPECT

**The prison employs fair processes whilst ensuring it meets the distinct needs of all prisoner groups irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.**

### Commentary

**The prison ensures that all prisoners experience equality of opportunity and outcomes whilst ensuring that the law that applies to any specific group of prisoners is implemented in ways that recognise and respect particular needs.**

### Inspection findings

Overall Rating: Satisfactory performance ●

Relations between prisoners and staff and between prisoners appeared to be generally positive. We were impressed by the visitor centre and the work of FCOs, which provided strong support for maintaining family relationships. Also of note was an event held for International Women's Day, involving female prisoners experiencing peer-to-peer learning from a female ex-prisoner and social worker.

Equality & Diversity (E&D) appeared to be taken very seriously at a management level, however, this did not seem to be thoroughly mainstreamed throughout the halls. PIACs took place in relation to various protected characteristics, however, this was not well known or connected to the issues which prisoners reported. Prisoners were not directly represented in the E&D meetings. We consider that there should be stronger prisoner representation on the E&D board and that prisoner representatives should be available to prisoners in halls. Equality and human rights impact assessments were not used consistently.

There was a need for greater awareness raising of the needs of prisoners with various protected characteristics. The experiences of a number of prisoners reflected insensitive comments being made or needs missed, which it was felt was due to a lack of awareness rather than deliberate intent. Staff would benefit from new or refreshed training to increase sensitivity on these matters.

Information regarding complaints processes was not consistently provided during admission. While a comprehensive guide to prison life was available at Reception, it did not appear to be always provided, resulting in a number of prisoners we interviewed being unaware of procedures. The prison guide should also be readily available in alternative languages and formats such as Easy Read (we received conflicting information about the availability of a foreign language version, however, it was either not available or not known at Reception). We note also that learning disabilities were not identified in prison data which raised concerns about how the appropriate needs would be met where a person's disability was not as readily apparent as a physical disability may be.

Searches, exercise of religion and faith, the provision of food and family visits, were all performed in accordance with the right to respect for private and family life. We were encouraged by this.

We encountered a number of instances where health needs were not followed up after appointments (e.g. tests or prescriptions did not emerge) or were not picked up from the community on admission. This was in contrast to the information we received at Reception regarding open access to community health records. We noted this in particular in relation to foreign national prisoners, where the mechanism for accessing health records was not available. We heard of a foreign national prisoner being transferred from the psychiatric unit of the prison in his home nation and treatment being delayed until followed up on his own initiative.

We were concerned that the prison regime in Glenesk was very restricted in terms of purposeful activity and access to services, especially in relation to prisoners access to time in the open air.

## Quality Indicators

### **9.1 The prison's Equality and Diversity Strategy meets the legal requirements of all groups of prisoners including those with protected characteristics.**

Rating: Satisfactory performance ●

E&D appeared to be taken very seriously at a management level, with leadership by the Governor, supported by a functional head with lead responsibility for co-ordinating work on equalities and human rights issues. There was a strategy in place and a number of programmes supported this. However, an Action Plan was due and E&D did not seem to be thoroughly mainstreamed throughout the halls. Equality and human rights impact assessments were not used consistently. There was no prisoner representation at the E&D meetings. We were encouraged by the involvement of the Scottish Transgender Alliance in relation to relevant issues. During discussions with staff it became evident that they recognised that they could benefit if training and development paid greater attention to human rights. There was a need for greater awareness raising of the needs of various protected characteristics.

PIACs took place in relation to various protected characteristics, however, this was not well known or connected to the issues which prisoners reported. Prisoner representatives should be clearly identified and available to prisoners in each hall. The outcomes of PIACs should be communicated to prisoners so that they can see action was being taken to address issues.



## **9.2 Staff understand and play an active role in implementing the prison's Equality and Diversity Strategy.**

Rating: Generally acceptable performance 🟡

Staff felt generally supported by management with awareness of the E&D manager, but the strategy did not seem to be thoroughly mainstreamed throughout the halls. This could have a number of causes, including the lack of an action plan to follow through the strategy. Key to developing an annual E&D action plan is that it should be based on relevant information, discussed regularly and with managers and staff held to account for progress. The action plan should also take account of the human rights policy of the establishment and consequent actions required.

Staff reported that they would prefer practical training rather than the current e-learning package which they felt was somewhat disconnected from their work. There was a strong willingness to “do the right thing” but sometimes there was a perception that staff did not feel empowered or confident in knowing and applying human rights standards. As a consequence, staff would be more likely to refer an equality/ human rights issue to the E&D manager than to begin to deal with it themselves. There was a need for greater awareness raising of the needs of various protected characteristics. The experiences of a number of prisoners reflected insensitive comments being made or needs missed (in relation to ethnicity, disability and sexual orientation) which it was felt was due to a lack of awareness rather than deliberate intent. Staff would benefit from new or refreshed training to increase sensitivity on these matters.

Many prisoners expressed a lack of awareness of complaints procedures or a reticence to utilise the procedures. The various complaints forms were almost always located at or next to the staff desk which may be contributing to prisoners' sense that they would expose themselves by making a complaint. The principle of anonymity and privacy (when possible) is important to encourage the use of complaints mechanisms and thus ensure accountability and improvement within the prison (system).

## **9.3 Prisoners of all ages are treated with dignity, respect and according to their individual needs.**

Rating: Satisfactory performance 🟢

There were a significant number of older prisoners, particularly within Ingliston, with evidence of a participative approach in determining how the specific needs of older prisoners should be met. Accommodation and recreational facilities had been adapted in consultation with older prisoners. We did, however, hear concern that access to work opportunities for older prisoners was restricted. Also we found no evidence that prisoners had access to age-appropriate screening programmes, and immunisation and vaccination programmes.

#### **9.4 Prisoners with disabilities are treated with dignity, respect and according to their individual needs.**

Rating: Generally acceptable performance 🟡

This was a challenging area for the prison system in general. As part of the Reception process prisoners were asked to identify whether they had a disability. Access to a psychiatrist presented issues for some of the prisoners interviewed. There was access to GP appointments and mental health drop-in clinics, however, the availability of drop-in appointments was limited. We met prisoners who had psychiatric input in the community before arriving at HMP Edinburgh, who were unable to access that input which they felt would lessen their distress.

We note that learning disabilities were not identified in prison data which raised a concern about how the appropriate needs would be met. As mentioned, it was important that prisoners were treated by staff who received ongoing training, including how to recognise the signs of mental health problems and how to identify social care needs. Staff noted that training on dealing with mental health issues had proved very useful and was frequently put to use, therefore wider training would be welcomed.

The guide to prison life should be made readily available formats tailored for disability, such as Easy Read. The current format would not be accessible to someone with a learning disability. There were a number of accessible cells for prisoners with reduced mobility. Both SPS and HMP Edinburgh need to plan for the demographic of the prison in terms of the number of older prisoners serving long sentences, who may become disabled while in prison or require particular needs to be addressed and reasonable adjustments accommodated.

According to the majority of prisoners interviewed, particularly the older and female population, the health provision was good. Prisoners were referred promptly to health and social services and were not subject to undue waiting times. Escort and private contractors were informed of disabled prisoners' needs and provided a high standard transportation service to this population.

#### **9.5 Prisoners who have undergone or are in the process of transforming from one gender to another are treated with dignity, respect and according to their individual needs.**

Rating: Satisfactory performance 🟢

There was a specific transgender policy developed in consultation with the relevant experts. There were two prisoners who identified under this protected characteristic, one was interviewed. There was clear evidence that staff had treated this prisoner with dignity and respect, and had endeavoured to meet her individual needs. There was a good understanding at all levels of prison staff around the policy and procedure. **This was positive.** However, on a few occasions the interviewed prisoner felt that a number of prisoners and staff, reflected insensitive comments in relation to her personal characteristic (gender). As mentioned elsewhere, staff would

benefit from new or refreshed training to increase sensitivity on these matters. Prisoners would benefit from similar awareness raising activities.

#### **9.6 Prisoners who are married or who have entered into civil partnership unions are treated with dignity, respect and according to their individual needs.**

Rating: Satisfactory performance ●

Prisoners were particularly positive about visits compared to other prisons, including the work of FCOs. No distinction was made in relation to marital status. The prison may in future need to consider this issue of two prisoners who wish to marry or enter into a civil partnership, and what arrangements would be appropriate. It is also important that SPS and HMP Edinburgh enable and support the right to private and family life for foreign nationals or those prisoners whose family were not able to attend visits. Alternatives to visits include video messaging and greater access to phone calls should be considered where appropriate.

#### **9.7 Women prisoners are treated with dignity, and their individual needs are met including those associated with pregnancy and maternity.**

Rating: Satisfactory performance ●

Women prisoners were observed to be treated with dignity. Staff working with women seemed to be aware of women's gender specific needs, particularly at Reception. An instance of good practice took place during the inspection, which was an event held for International Women's Day, involving female prisoners experiencing peer-to-peer learning from a female ex-prisoner and social worker. This provided support for female prisoners, taking account of the impact of gender in their experiences.

Searches, exercise of religion and faith, food and correspondence and family visits, were performed in accordance with the right to respect for private and family life and particular needs. Provision of health services was comparable to that available in the community.

#### **9.8 Prisoners of all racial groups and nationalities are treated with dignity, respect and according to their individual needs.**

Rating: Satisfactory performance ●

The vast majority of prisoners at the time of inspection were White Scottish with a small number from other racial groups or nationalities. There were no reports of any serious issues relating to ethnicity. The experiences of a number of prisoners interviewed reflected insensitive comments being made or needs missed, which it was felt was due to a lack of awareness rather than deliberate intent. For example, some staff and prisoners used the term 'coloured people' with regards to the black and minority ethnic population. During interviews a number of suggestions were made, such as the need to add hair and skin products suitable for African/ Afro-Caribbean skin to the canteen list. Such matters would improve the experience of

prisoners and increase awareness with little economic impact. Both staff and prisoners would benefit from up to date training/ awareness to enable them to understand and respond appropriately to ethnic and cultural issues.

Interpretation services were available in person or via the telephone. However, information on induction and, in particular, on complaints processes, was not consistently provided. The HMP Edinburgh induction booklet should also be readily available in alternative languages.

There were general complaints about the quality of the food. Menus and the minutes of the catering group were reviewed and we found that the prison had been responsive to the needs of prisoners and modified the menu in as far as practicable.

### **9.9 Prisoners of all religious groups are treated with dignity, respect and according to their individual needs.**

Rating: Satisfactory performance ●

Prisoners were able to practise their religion and the timings of religious services were appropriate. However, it was raised by both staff and prisoners that service practices had changed. At the time of inspection, female and male remand prisoners attended Church services together, whereas female prisoners had previously had separate services. This appeared to have had a detrimental impact on the religious purpose of the service as many attendees said they had been distracted by the presence of the opposite sex. We were told that this was having a particular impact on women who previously attended for religious purposes. Management should undertake some work with the prison population to establish if the change has embellished or undermined the aims of the service.

Prisoners of all faiths, and none, were able to seek support from the prison chaplains. The chaplains provided support with general pastoral issues rather than related to issues of faith only. Food appropriate to the dietary requirements of all faiths represented in the prison was provided.

Searches of staff, visitors, prisoners and their property were observed to have been conducted in a religiously and culturally sensitive manner.

### **9.10 Prisoners of all genders are treated with dignity, respect and according to their individual needs.**

Rating: Satisfactory performance ●

See 9.5, 9.6 and 9.7.

**9.11 Prisoners of any sexual orientation are treated with dignity, respect and according to their individual needs.**

Rating: Satisfactory performance ●

There was a high level of awareness and sensitivity to issues around sexual orientation. This was a good example where refreshed education and awareness had improved relations and standards within the establishment. Staff showed more confidence in relation to applying policies in a proportionate way in relation to sexual orientation than they did in relation to other protected characteristics.


## STANDARD 10 – ORGANISATIONAL EFFECTIVENESS

**The prison’s priorities are consistent with the achievement of these standards and are clearly communicated to all staff. There is a shared commitment by all people working in the prison to co-operate constructively to deliver these priorities.**

### Commentary

**Staff understand how their work contributes directly to the achievement of the prison’s priorities. The prison management team shows leadership in deploying its resources effectively to achieve improved performance. It ensures that staff have the skills necessary to perform their roles well. All staff work well with others in the prison and with agencies which provide services to prisoners. The prison works collaboratively and professionally with other prisons, and other criminal justice organisations.**

### Inspection findings

Overall rating: Generally acceptable performance 

As Scotland’s second largest prison, HMP Edinburgh faced a number of challenges in delivering its operational plans. The complexity of the population mix added to the challenge, particularly in the light of the increasing number of prisoners requiring protection because of their offence category. There was a risk that the population mix could become a reason for allowing outcomes for prisoners which were not ideal. Too many prisoners, particularly in Glenesk, had restricted regimes, spent too long in their cells and reported feeling unsafe as a result. Solutions need to be found to these challenges, rather than accepting the inevitability of them because of the population mix.

There were some excellent examples of good working practices, such as the TSOs and the MATS process to support prisoners preparing for release at the end of their sentence. The work of the FCOs was appreciated by the families of prisoners and was designed to strengthen and support the relationships between prisoners and their families. This was particularly valuable in maintaining relationships with prisoners’ children. The activities and education available for the women in Ratho were impressive, with positive engagement apparent.

However, such constructive examples were not found everywhere in the prison. Too many residential officers were not fulfilling their role as Personal Officers – a vital component of the “unlocking potential – transforming lives” strategy. Attendance and participation in purposeful activities in the Learning Centre was lower than might have been expected and the gymnasium was not fulfilling its potential for delivering benefits for all prisoners. All of these represented a wasted opportunity to maximise the positive impact of what was on offer in the prison. Staff attendance patterns and the high levels of sickness absence contributed to these challenges.

There were good areas of cooperative working between staff groups, such as in the health centre and with PBSW. There remained potential to extend such positive working to other areas of the prison.

## Quality Indicators

### **10.1 The prison successfully implements plans to improve performance against these standards. The management team gives clear leadership by communicating the prison's priorities and what is expected of all staff.**

Rating: Generally acceptable performance 🟡

HMP Edinburgh had in place a business plan for 2016/17, which articulated the main areas for development for the prison. All but the communications element of the plan were on track for delivery. The plan for 2017/18 was in the process of being developed.

The complexity resulting from the range of different populations held in HMP Edinburgh made it more difficult for there to be a clear purpose and sense of direction for the prison. Many members of staff spoke about their hope and expectation that the population mix would be simplified and that this would lead to their task of running the prison being more straightforward and achievable. Having said that, there did not seem to be a high level of expectation that this would be achieved; the present arrangements were expected to continue for the foreseeable future.

There was, accordingly, a perceptible gap between the vision as articulated by the senior management team and the levels of engagement of the staffing group. Staff were busy with their own tasks at a local level, but were not signed up to the broader objectives that the prison was trying to achieve. It was evident that better communication would assist with this understanding.

### **10.2 The management team makes regular and effective use of information in improving the prison's performance against these standards.**

Rating: Generally acceptable performance 🟡

Regular meetings were held within HMP Edinburgh to monitor progress being made against the annual delivery plan. The remit of the Performance and Assurance meeting had recently been amended, but the minutes of the two latest meetings indicated that little progress had been made on a significant number of items on the agenda.

The Audit and Performance meeting considered progress in the annual delivery plan and included scrutiny of the risk register and an overview of audit and performance. Comparisons were made with other larger prisons in Scotland as a benchmark for progress. Whilst a wide range of statistics were collected, these were not presented in a way which gave a good overview of how the prison was performing. Better presentation of data would assist in decision making at a strategic level.

There were discrepancies in the statistics in relation to education; the figures provided by the Learning Centre did not match those held by SPS staff. Nor was this information used to drive improvements in the delivery of education and learning for the prisoners.

**10.3 Staff are clear about the contribution they are expected to make to the priorities of the prison and each is trained to fulfil the requirements of their role. Succession and development training plans are in place.**

Rating: Generally acceptable performance 

Most staff were clear about their own role and what was expected of them. Residential staff felt that they did not have enough time to perform their role as Personal Officers, particularly given the staffing levels and the complexity of the population mix. This was borne out in the figures that we saw for the completion of reports by Personal Officers.

There was a training schedule in place to ensure that officers were sufficiently trained for the tasks they were required to undertake. This was supported by a training and development plan for 2016/17 and regular meetings for the staff training steering group. There was limited succession planning in place for future staff development.

**10.4 Good performance at work is recognised by the prison in ways that are valued by staff. Effective steps are taken to remedy inappropriate behaviour or poor performance.**

Rating: Satisfactory performance 

An effective staff recognition system was in place. Nominations for awards were regularly considered at the Staff Recognition Meeting, resulting in awards to be presented by the Governor of HMP Edinburgh, the Chief Executive of the SPS or the Cabinet Secretary for Justice. Recommendations were also approved for external awards bodies such as The Butler Trust.

At the time of the inspection two members of staff were being managed under the SPS Charter for Helping Policy. FLMs had been trained in their responsibilities for performance management. However there was a widespread belief that poor performance was not managed robustly or effectively. This view was supported by the results of the 2015 staff survey which indicated that only 21% of staff considered that poor performance was dealt with effectively. This was reinforced by the high levels of sickness absence experienced at HMP Edinburgh.



## **10.5 Staff at all levels understand the value of work undertaken by others.**

Rating: Generally acceptable performance 

In general, there was a reasonable awareness and understanding of the work of staff at different levels in the prison. The relationship between the senior management team and the Partnership Liaison Representatives (PLR) was described by both sides as positive and constructive. There was informal contact on a regular basis, as well as minuted, formal meetings. The PLRs were able to raise any issues with the senior management team that were appropriate.

On the other hand, throughout the prison, staff groups were quite isolated from the work of other groups and felt distant from the management team in particular. Front line staff felt that the pressures that they were under were not appreciated or understood by the management team.

## **10.6 Each functional staff group understands and respects the work undertaken by each of the other functions.**

Rating: Generally acceptable performance 

In some areas of the work of the prison, staff had a good understanding of the work of other functional groups and worked well with them. The prison operational staff working in the health centre were well integrated into the procedures in the health centre and adopted a flexible approach to their work, which was appreciated by the NHS staff.

However, the role of Personal Officer had not developed as much as it could have. It was disappointing not to see more involvement of Personal Officers in the processes to manage and support prisoners in their development. There was scope to improve the joint working between different aspects of the prison's work.

## **10.7 The prison is effective in fostering supportive working relationships with other parts of the prison system.**

Rating: Satisfactory performance 

HMP Edinburgh had very good links with SPS headquarters and with other prisons in Scotland. As the second largest prison in Scotland, HMP Edinburgh had a key role to play in the management of the prison population. HMP Edinburgh regularly engaged with other prisons on the subject of prisoner management and demonstrated their willingness to assist others in their regular acceptance of prisoners on transfer from other prisons, including into their SRU.

HMP Edinburgh had developed good working relationships with both HMP Open Estate and HMP Glenochil, with whom they had regular contact and mutual support.

## **10.8 The prison works effectively in partnership with agencies which share responsibility for managing and supporting prisoners.**

Rating: Satisfactory performance ●

HMP Edinburgh worked with a wide range of other agencies who share responsibility for managing and supporting prisoners. There was evidence of good working relationships with key partner organisations, particularly with the NHS healthcare staff and PBSW. They also had developed positive joint working with Barnardo's and with Police Scotland.

The Meet the Police initiative had been commended at the 2017 Butler Trust awards. This was an initiative between the prison and the local linked Police Officer for HMP Edinburgh, which promoted positive relationships between prisoners' families and the Police.

During the inspection Families Outside delivered a training and awareness raising session in the visitor centre for primary and secondary school teachers. This focused on the impact on a schoolchild of the imprisonment of a family member and how teachers could support children in these circumstances.

Less positive were the relationships in the Learning Centre and with the library provision, which was under review at the time of the inspection.

## **10.9 The prison works effectively in partnership with organisations that provide services either during their sentence or on release.**

Rating: Satisfactory performance ●

Again, there were positive relationships between HMP Edinburgh and organisations that supported prisoners during their sentence and on release. Women were supported by Shine staff as they prepared to be released and after their release. The Willow Project in HMP Edinburgh was valued for the support that which they provided for particularly vulnerable women. Smart Recovery was delivered in the community and in the prison; we were aware of someone leaving prison one week and continuing on the programme the following week.

There were a number of community placements available for women in HMP Edinburgh who were suitable for daily release for work. These provided valuable opportunities for the women to experience working in a real work environment and to take responsibility for working with others. NHS Lothian had been particularly supportive and had developed a very positive programme of placements. Other third sector organisations were providing positive opportunities, too.

The MATS process coordinated many other organisations who were providing support for prisoners in HMP Edinburgh.

The Governor was a member of three local Community Planning Partnerships, which had responsibility for designing and delivering services to support people leaving prison.

**10.10 The prison is effective in communicating its work to the public and in maintaining constructive relationships with local and national media.**

Rating: Satisfactory ●

HMP Edinburgh worked hard to develop positive relations with local and national media. Many of its positive initiatives had been reported in both the local and national press. Partly because of its location in Edinburgh, it was often the focus for articles and programmes (including featuring in the film T2:Trainspotting).

The prison had been successful in achieving positive reports in the media about a number of initiatives involving both prisoners and staff. They had also sought to engage positively with the local community and with the wider communities across Edinburgh and beyond.

## Prison population profile on 6 March 2017

Status	Number of prisoners
Untried Male Adults	126
Untried Female Adults	13
Untried Male Young Offenders	0
Untried Female Young Offenders	0
Sentenced Male Adults	616
Sentenced Female Adults	56
Sentenced Male Young Offenders	0
Sentence Female Young Offenders	0
Recalled Life Prisoners	8
Convicted Prisoners Awaiting Sentencing	31
Prisoners Awaiting Deportation	0
Under 16s	0
Civil Prisoners	0
Home Detention Curfew (HDC)	37

Sentence	Number of prisoners
At Court	14
Untried/ Remand	139
0 – 1 month	2
1 – 2 months	2
2 – 3 months	4
3 – 4 months	23
4 – 5 months	12
5 – 6 months	21
6 months to less than 12 months	64
12 months to less than 2 years	118
2 years to less than 4 years	121
4 years to less than 10 years	197
10 years and over (not life)	53
Life	81
Order for Lifelong Restriction (OLR)	34

Age	Number of prisoners
Minimum age:	<b>22</b>
Under 21 years	0
21 years to 29 years	240
30 years to 39 years	275
40 years to 49 years	165
50 years to 59 years	95
60 years to 69 years	51
70 years plus	18
Maximum age:	<b>83</b>

<b>Total number of prisoners</b>	<b>850</b>
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Data provided by SPS

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**Acronyms**

ACT2Care	SPS suicide prevention strategy – now replaced by ‘Talk to me’.
ANP	Advanced Nurse Practitioner
BBV	Blood Borne Virus
CSCS	Construction Skills Certification Scheme
CSRA	Cell Sharing Risk Assessment
E&D	Equality and Diversity
ECR	Electronic Control Room
FCO	Family Contact Officer
FLM	First Line Manager
GP	General Practitioner
GPA	Generic Programme Assessment
HDC	Home Detention Curfew
HMCIPS	HM Chief Inspector of Prisons for Scotland
HMIPS	Her Majesty’s Inspectorate of Prisons for Scotland
HMP	Her Majesty’s Prison
ICC	Internal Complaints Committee
ICM	Integrated Case Management
ICO	Information Commissioner's Office
IPM	Independent Prison Monitor
LTP	Long Term Prisoner
MAPPA	Multi-Agency Public Protection Arrangements
MATS	Multi-Agency Throughcare Service
MDT	Mandatory Drug Testing
MFMC	Moving Forward Making Changes programme
NMC	Nursing and Midwifery Council
OLR	Order for Lifelong Restriction
PBSW	Prison Based Social Worker
PIAC	Prisoner Information and Action Committee
PLR	Partnership Liaison Representative
PR2	The SPS electronic Prisoner Records system – version 2
RMT	Risk Management Team
SCQF	Scottish Credit and Qualifications Framework
SOP	Standard Operating Procedure
SPS	Scottish Prison Service
SPSO	Scottish Public Services Ombudsman
SRU	Separation and Reintegration Unit
SSM	Special Security Measures
SSOW	Safe Systems of Work
STP	Short Term Prisoner
THN	Take Home Naloxone
TSO	Throughcare Support Officer



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