



# HMIPS

HM INSPECTORATE OF  
PRISONS FOR SCOTLAND

INSPECTING AND MONITORING

# SUMMARY REPORT ON HMP YOI POLMONT

FULL INSPECTION 29 OCTOBER - 9 NOVEMBER 2018



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## INTRODUCTION AND BACKGROUND

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This report is part of the programme of inspections of prisons carried out by HM Inspectorate of Prisons for Scotland (HMIPS). These inspections contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies; known as the National Preventive Mechanism (NPM); which monitor the treatment of and conditions for detention. HMIPS is one of several bodies making up the NPM in the UK.

HM Chief Inspector of Prisons for Scotland (HMCIPS) assess the treatment and care of prisoners across the Scottish Prison Service (SPS) 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 in May 2018 which can be found at <https://www.prisoninspectorscotland.gov.uk/standards>

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. They also 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 HMIPS. This report and the separate 'Evidence Report' are set out to reflect the performance against these standards and quality indicators.

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

- obtaining information and documents from the SPS and the prison inspected;
- shadowing and observing SPS and other specialist 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 (HIS), Education Scotland, Scottish Human Rights Commission, the Care Inspectorate, and guest inspectors from the SPS.

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. 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.

This report provides a summary of the inspection findings and an overall rating against each of the nine standards. The full inspection findings and overall rating for each of the quality indicators can be found in the 'Evidence Report' that will sit alongside this report on our website.

## KEY FACTS

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### Location

HMP YOI Polmont is situated in the Brightons area of Falkirk.

### Role

It is Scotland's national holding facility for male and female children and young offenders aged between 16 - 21 years of age. It also houses adult female prisoners. It holds people across the full remand and convicted sentence range, the majority of whom are serving short-term sentences.

### Brief history

Polmont first opened as a Borstal in 1911 in the buildings of the former Blairlodge Academy.

### Accommodation

There are three accommodation houses; Iona, Monro and Blair hall.

### Design capacity

The design capacity of the establishment is 758, with 607 single rooms.

### Date of last inspection

19 - 21 April 2016

### Healthcare provider

NHS Forth Valley

### Learning provider

Fife College



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## OVERVIEW BY HM CHIEF INSPECTOR OF PRISONS FOR SCOTLAND (HMCIPS)

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The approach to youth justice in Scotland builds on the key principles and ethos of the highly influential **Kilbrandon Report** published in 1964. Concerned with legal provisions and systems to treat “children in trouble”, it concluded that there was little distinction between those who commit offences and those in need of care and protection, and advocated, for both, a welfare-based approach.

Its visionary recommendations led to the establishment of the Children’s Hearing System, a distinct system with the responsibility of making decisions in the best interests of the child. Where, for all but the most serious offences, children and young people who commit offences, and those in need of care and protection are dealt with in the same forum, in the same way.

Over 50 years later, research underpinned by scientific evidence has established a strong association between young people who have experienced some form of Adverse Childhood Experiences (ACEs) and other adversities, and those engaging in harmful or risk-taking behaviours bringing them into contact with the criminal justice system, whether as a perpetrator or as a victim. The recognition of the impact of prolonged exposure to stress and trauma in childhood resonates with the central premise of the **Kilbrandon Report**; that many young people who present a high risk of offending are often highly vulnerable, with complex needs.

The focus on early intervention and a welfare-centred approach to children and young people is at the heart of the current approach to Youth Justice in Scotland – Getting it Right for Every Child (GIRFEC) – offering the right help at the right time. It is a child-centred, welfare-focused approach promoting, in a multi-agency context, early interventions to respond to the first signs of harmful behaviour.

HMP YOI Polmont is the national establishment for young men aged between 16 and 21 (with provision under the prison rules to hold them until the day before their 23rd birthday, to provide support to maturation). All courts admit to HMP YOI Polmont. The design capacity of the establishment is 758 with 607 single rooms.

HMP YOI Polmont holds a complex mix of cohorts; young men aged 16 to 23 across the full remand and convicted sentence range, the majority of whom are serving short-term sentences; young and adult women. The staff complement for such a complex range was 375 at the time of the inspection, comprising of both operational and non-operational staff. An impressively wide range of external partners engage with the establishment in the delivery of services.

The SPS are committed to ‘unlocking potential and transforming lives’ and in HMP YOI Polmont the SPS are invested in early intervention:

*‘Using the time a young person spends in custody to enable them to prepare for a positive future’.*

(SPS Vision for Young People in Custody (published December 2014))

This is in line with the Scottish Government's national outcomes where:

*'Our young people are successful learners, confident individuals, effective contributors and responsible citizens'; and 'We have improved the life chances for children, young people and families at risk'.*

HMP YOI Polmont's business plan was therefore built around the principles of early intervention, GIRFEC and Curriculum for Excellence. The Inspectorate welcomed the introduction of quality indicators in respect of the strategy outcomes.

The Governors excellent and impressive introduction to the inspection detailed both the strong points and the outstanding challenges facing the establishment today, and those areas where progress was slow or outstanding from the last HMIPS inspection. Reassuringly inspectors found nothing to contradict her assessment and nothing in this report will come as a surprise to her.

Overall, staff and prisoner relationships were admirable, with most staff able to articulate and apply the principles behind the operating imperatives, philosophy and underpinning research.

The opportunities afforded by HMP YOI Polmont for young people were evidence-based, leading edge and impressive. They showed considerable progress since the last full inspection. However, the evidence supports the Governor's assertion that the take up of the remarkable opportunities on offer remained hugely problematic and unresolved. This was compounded by a high level of staff absence and a cultural acceptance by the SPS and the establishment that remand prisoners were not actively encouraged to attend the opportunities available.

Detention offers a unique opportunity to overcome social, criminogenic and community barriers to living a crime free life, and we would urge the Scottish Government and the SPS to reconsider their approach to remand prisoners.

### **Leadership**

The role of senior managers is to set direction and provide leadership. There was a comprehensive strategy in place for the prison's future, with a clear communication plan. It was evident that the Governor and her team had endeavoured to ensure that staff were trained, experienced, informed and engaged to manage the complex cohorts in their care. Staff openly acknowledged that they had benefited from the additional training and awareness sessions delivered, which underpinned the strategic direction.

The quality of staff and prisoner relationships is one of the contributory factors in determining a whole system approach to prisons, not only for control and security but also to assist prisoners to turn their lives around. It was pleasing to note that overall, prisoners and staff reported that they felt safe, and inspectors saw evidence of positive and respectful relationships between staff and prisoners.

Inspectors welcomed a number of very positive initiatives, including the impressive partnerships with the community to deliver an enticing and relevant regime with multiple opportunities. In particular, inspectors appreciated the co-design approach to working with organisations in the prison to take full advantage of their expertise.

Inspectors also appreciated the number of observed good practices, many of which had already been identified by the Independent Prison Monitors and were subsequently confirmed by observations during the inspection. These included:

- Giving prisoners a voice by involving them in the development and process within induction, chaplaincy, education and the Diversity and Inclusion Strategy.
- The focus on the family.
- A comprehensive and interactive induction process.
- Positive Futures Planning.
- Enhanced cohort specific training for staff.
- Focus on community engagement.
- Year of the Young People Committee.
- Peer mentoring.

### Healthcare

The healthcare team at HMP YOI Polmont was a well-motivated and caring workforce, committed to providing a high quality of care to their patients. This was reflected in conversations with patients who told inspectors that they were encouraged and supported to be directly involved in their own healthcare, and that staff explained the risks and benefits of any proposed treatments. However, inspectors were concerned that some staff felt unsupported in their roles by the healthcare leadership team, in terms of the availability of formal supervision and appraisal. Inspectors were concerned that managers did not understand the importance of prioritising these issues, in order to provide safe, effective, person-centred care.

There were many examples of good practice and inspectors welcomed the approach to substance misuse, the screening assessment by trained mental health staff and the rapid referral to psychiatry if required. However, there were a number of areas identified for improvement that contributed to the grading.

Since the Inspection we have welcomed both the responsive attitude shown by the healthcare provider and the significant improvements and investment from Forth Valley NHS.

We note that many of the challenges experienced by Forth Valley NHS in Polmont are a reflection of national themes experienced in many prisons across Scotland which we hope will be addressed by the Health and Justice Collaboration Board. E.g. electronic prescribing, difficulties with recruitment, lack of a national formulary.

We anticipate returning to Polmont to judge progress in early 2020.

### Technology

HMP YOI Polmont would benefit from introducing greater technology to assist in prisoner management. Including, for example in cell telephony, a kiosk system (a touch screen computer based on each hall that allows prisoners to undertake a number of activities, but also provides management with a means of sharing information quickly and widely with the prison population), skype, BACS payments to allow families to pay money into a prisoners account and telemedicine. In cell telephony allows prisoners to make contact with friends and family at any anytime, thereby significantly reducing tensions and providing a normalised approach to families; prisoners are able to contact their families at times of stress or domestic need as well as making use of helplines in the privacy of their own room. Kiosks or in cell computers would allow greater personal responsibility and release staff from mundane duties creating cost and time efficiencies to allow frontline staff greater freedom to deliver the therapeutic approach that Polmont advocates.

### **Learning and Skills**

The prison offered a wide and suitable range of good quality employment and training opportunities. These opportunities were offered to all convicted prisoners, and a more limited range was available to women and some remand prisoners. Overall, the work areas were modern and well equipped, and the prisoners enjoyed attending.

One constraint on the effectiveness of overall provision was the number of vacant spaces each day because of prisoners not attending. On a typical day, almost 30% of the available spaces were not filled, although this varied significantly by work party. This was an improvement on previous years where more than half were unfilled, and efforts to improve attendance had some impact. This remains a priority for the Governor and her team.

### **Case management**

Prisoners were clearly involved in the decision-making process for progression and Integrated Case Management (ICM). The ICM team were proactive in engaging with prisoners to encourage family members to attend case conferences, with a high percentage of attendance for the establishment, particularly given Polmont is a National Facility. This was augmented by the excellent practice of ICM staff delivering family awareness visits to support families understanding and ability to relate to the prison surroundings. There was an ample of good practice with prisoners having a key involvement on the Year of the Young People Committee, which oversaw decision-making with regard to how the Common Good Fund was spent, what fund raising activities took place, and taking responsible roles in the organisation and co-ordination of events within the establishment.

Families were routinely invited to events held within the establishment. We know that supporting prisoners to maintain positive family ties supports reintegration. Yet prisoners' families and prisoners' children in particular often pay a very high price for their family member's imprisonment. HMP YOI Polmont has perhaps the strongest case in Scotland for the provision of a purpose built, well-resourced family visitors centre.

Inspectors were surprised to learn that children under the age of 18 were disadvantaged when it comes to discharge grants. This has been escalated to the Scottish Government and the SPS, and I would urge a rapid resolution of this conundrum to allow all liberations to access a discharge grant.

### **In conclusion**

HMP YOI Polmont is a leading edge prison, clearly demonstrating the SPS investment in attempting to break the offending cycle at an early age, through evidence based practice. The SPS have worked well in building solid platforms for a positive future. Inspectors identified areas requiring improvement or development and found that the Governor and her team were immediately responsive. We look forward to seeing the momentum maintained at the local, national and government level.

### **Next Steps**

This report identifies a number of areas of good practice at HMP YOI Polmont, which I hope will be taken up by other prisons in Scotland. I look forward to seeing the action plan produced by the prison in response to the findings in this report, and HMIPS will continue to monitor the implementation of the action plan through Independent Prison Monitors.

**Wendy Sinclair-Gieben**

HM Chief Inspector of Prisons for Scotland

## SUMMARY OF INSPECTION FINDINGS

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 **Standard 1 Lawful and transparent custody**  
Good

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 **Standard 2 Decency**  
Generally acceptable

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 **Standard 3 Personal safety**  
Good

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 **Standard 4 Effective, courteous and humane exercise of authority**  
Satisfactory

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 **Standard 5 Respect, autonomy and protection against mistreatment**  
Satisfactory

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 **Standard 6 Purposeful activity**  
Satisfactory

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 **Standard 7 Transitions from custody to life in the community**  
Satisfactory

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 **Standard 8 Organisational effectiveness**  
Good

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 **Standard 9 Health and wellbeing**  
Poor

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## STANDARDS AND COMMENTARY

### STANDARD 1 – LAWFUL AND TRANSPARENT CUSTODY

The prison complies with administrative and procedural requirements of the law, ensuring that all prisoners are legally detained and provides each prisoner with information required to adapt to prison life.

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. Information is provided to all prisoners regarding various aspects of the prison regime, their rights and their entitlements. The release process is carried out appropriately and positively to assist prisoners in their transition back into the community.

#### Inspection Findings

#### Overall Rating: Good performance

HMP YOI Polmont is the national facility for young people under 21 in Scotland. Polmont can in exceptional circumstances, hold young men already in Polmont until 23. This practice reflects the understanding of brain maturation and vulnerability. In addition, the establishment also provides accommodation in a bespoke unit for women and girls.

Inspectors found the prison to be reasonably relaxed with good respectful staff prisoner relationships.

The reception staff were experienced and very effective in dealing with the complex issues presented to them demonstrating a calm, professional and courteous manner. On admission, prisoners were asked questions to test their understanding of English and their ability to engage in the admission process. Those that could understand or read English were given general information about the regime, and for those that had little to no English a translator service was utilised. The reception had 12 information sheets in the most common foreign languages that presented at the prison. Those admitted to the prison, transferred, returning from court, or that had taken part in internal parole hearings were checked by staff on their return using the Reception Risk Assessment (RRA) process and placed on the Talk to Me (TTM) strategy where appropriate.

The reception area was well lit and clean, but the waiting areas rooms were austere. This may in part be because the walls were designed to be anti-graffiti. Newspapers and magazines were available on request but the introduction of televisions could improve prisoners understanding of the rules of the establishment using media information loops, which also prevents boredom.

HMP YOI Polmont had a suite of Standard Operating Procedures (SOPs) which were updated annually and tested by First Line Managers (FLM) to ensure they were compliant with SPS procedures and policies.

The First Night in Custody (FNIC) worked well and the use of peer mentors contributed to the process.

## STANDARD 1 – LAWFUL AND TRANSPARENT CUSTODY – CONTINUED

Induction was well thought out, organised and structured to meet the gender specific issues and age group but attendance was low. With only 54% of convicted young men attending over the last six months and just under 50% of women. Sadly, not all protection prisoners were offered the same opportunities to receive induction, which inspectors observed to be a critical element in helping young people adjust to custody.

The liberation process was carried out in a professional and caring manner, which ensured those leaving, were well supported. A concern for HMIPS was that there were no discharge grants for those under the age of 18. HMIPS has already brought this discriminatory practice to the attention of the Scottish Government.

## STANDARD 2 – DECENCY

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

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: Generally acceptable performance

HMP YOI Polmont was a relatively modern prison with good facilities and evidence of being well maintained. The external areas were neat and tidy as were all of the main activity areas, including the gymnasium and visits areas. Blair and Monro residential areas were observed to be very clean and tidy. However, there was a noticeable difference between these and Iona hall, especially in the areas where the remand population was housed. The general areas of Iona were relatively clean however, a number of cells were observed to have significant graffiti on the walls, bed frames and toilet screens.

Suitable clothing was available for all prisoners, alongside personal items of clothing allowed in use. Mattresses viewed were all of a good standard with pillows and duvets available for each prisoner. All residential areas had access to in-cell sanitation and Blair House had shower facilities located within the cells. Shower facilities within Iona and Monro Halls were located in the hall and prisoners were provided with the opportunity to access these on a daily basis. The hall regimes allowed prisoners' time to access shower facilities on a daily basis. However, in some locations this request required to be made at 07.00 when breakfast was being served. Prisoners should be allowed to request access to shower facilities outwith this time.

Sufficient cleaning materials were available for prisoners to use to keep their cell clean and staff offered examples of where they had encouraged individuals to clean their cell if required. The canteen offered a good variety of toiletries for prisoners to purchase, and a number of items had been added to the list to suit the female population, based on information gathered from prisoner focus groups with women.

Menu options were available for prisoners to choose their meals with some healthy options available and fruit was now more widely available. Remand prisoners had access to a menu to make their choice but it was observed that at meal times within Iona Hall food was being served on a first come first served basis preventing menu choices being fulfilled. Focus groups and observations identified that the menu still appeared to favour the young adult population with chips being provided with the vast majority of evening meals.

### STANDARD 3 – PERSONAL SAFETY

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

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: Good performance

Staff and prisoners reported feeling safe. HMP YOI Polmont had an impressive suite of SOPs aimed at ensuring the prison operated in a safe and secure manner, and this was evident throughout this Standard.

The establishment experienced high numbers on people placed on Talk to Me (TTM) during the inspection, reflecting the two most complex and vulnerable groups within the prison system, young people and women. Inspectors found that the TTM Strategy was well managed and assured. Despite HMP YOI Polmont having a daily average of 18 people on TTM during the inspection, a high number proportionate to the population, the processes examined were safe and valid. Those on TTM were not on the policy longer than required. The documentation written up by staff, both on a daily basis and in case conferences was of an excellent quality.

However, inspectors could not find a definition of a 'safer cell'; it is vital that the SPS introduce a safer cell definition as early as possible to support establishments in keeping people safe in an individually appropriate environment.

Focus groups and one-to-one interviews with staff and prisoners identified that staff felt safe. Of those prisoners interviewed, they generally reported that they felt safe, although some stated they had concerns when they first were admitted. Interestingly, on further questioning their feelings were due to rumours from their peers rather than hard evidence, and most said that their fears were diminished once they had settled in. Peer mentors were situated in the reception area and were able to allay many of the prisoners' fears about HMP YOI Polmont.

Where bullying was identified, the establishment had a robust policy and a range of strategies and options for support. Inspectors identified that HMP YOI Polmont was positive about supporting those that had been bullied, but observed that incidents of bullying were often dealt with informally. Dealing with bullying informally had the advantage that it could reduce the likelihood of the victim being labelled an informant.

However, this informal approach was not always recorded in order to analyse the risk and trends and inform future practice. The inspectors welcomed that, regardless of the informality of the approach intelligence reports were always submitted.

Alarm activation was well organised and controlled, and regular testing of radios and alarms were well documented. HMP YOI Polmont staff commented on the large amount of radio chatter, which was at times unnecessary and could affect the response to vital messages, such as emergency codes. HMP YOI Polmont Head of Operations had looked to reduce the use of unnecessary radio chatter, other than for official reasons, but at the time of the inspection it was still an issue and the establishment should look to reduce this further.

### STANDARD 3 – PERSONAL SAFETY – CONTINUED

Incident management processes were sound and the resultant analysis was examined. HMP YOI Polmont was able to evidence processes to minimise incidents through robust case management, risk assessments, Rule 95 and Special Security Measures (SSM).

Health and safety (H&S) processes were particularly strong. The H&S Coordinator was well organised, had a wealth of knowledge on the subject and good processes in place to assure the Governor that HMP YOI Polmont operated in a safe environment. All SOPs were tested and reviewed annually. The H&S logs were well populated with accurate information, which assisted in identifying trends and risks. Although HMP YOI Polmont suffered from a large number of fire incidents, just under two thirds were instigated by one person.

HMP YOI Polmont should be commended for their management of this person. The variety of ways and strategies HMP YOI Polmont had undertaken to change the behaviour of this individual is worthy of sharing and replication.

#### **STANDARD 4 – 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.

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**

The Security at HMP YOI Polmont was well managed and thought through. There were robust processes in place to ensure the safety of all of those who work, live and visit it.

The property room was large and well managed with easy access to valuable property located within a different area. The search areas were fit for purpose, with no concerns for prisoner confidentiality or dignity. The reception staff carried out the searching and supervision process, for all who were admitted and liberated, in a courteous manner.

Throughout the inspection, it was evident that staff and prisoners had positive relationships and good communication skills were used. The staff were courteous and communicated well when carrying out the searching processes at the gate and throughout the establishment. Staff made good use of interpersonal skills when dealing with situations, allowing prisoners to voice their opinion.

The establishment evidenced robust searching and security processes throughout. The procedures and systems in place endorsed the policies, rules and local processes when dealing with staff, prisoners, visitors and partner agencies. There appeared to be a fair and consistent approach throughout to the security of the establishment.

Procedures relating to perimeter, entry and exit security, and the personal safety, searching, supervision and escorting of prisoners were observed as being implemented effectively.

## STANDARD 5 – 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.

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

There was a mix of practices within HMP YO1 Polmont with several areas of good practice in relation to respect, autonomy and protection against mistreatment. Conversely, there were areas of confidentiality that required some attention and improvement.

Prisoner information appeared to be managed in an acceptable way, with prisoners able to talk to a variety of mediums in which information was passed. They were particularly positive in relation to the Radio Station and the role it played in providing information. Staff understood the passing on of critical information to both prisoners and families in ensuring the good order of the prison. Throughout the inspection this was demonstrated with staff ensuring privacy and compassion where required in their interactions. Prisoners' right to confidentiality were generally being adhered to in relation to personal information. However, there were occasions where confidential information was not handled appropriately, most notably in relation to canteen balance sheet, as referenced to in QI 2.4, including all individuals' balances, TTM information being displayed on the hall notice boards, which has now ceased, and medical referrals being on the breakfast trolley. TTM in particular was managed well with prisoners involved in decision-making. Overall, positive interactions were evidenced throughout the inspection.

Prisoners did not appear to be meaningfully consulted on regime changes. Evidence of prisoner engagement through the Prisoner Information Advisory Committee process was in place but there was little evidence of follow up actions, with most prisoners stating they were unaware of formal meetings.

The regime was available and published, but there were concerns regarding the practice within Iona Hall of individuals being required to identify which activities they wished to access at 07:00, which inhibited the take up of opportunities.

There were anxieties raised regarding the first twenty-four hours and the initial overnight period by the young adult males about the lack of information as to how the prison 'really' worked and their immediate regime. Induction of prisoners and accessibility of its content was inconsistent, with convicted prisoners receiving induction while prisoners on remand were not required to attend what should be a mandatory session. This experience was not replicated in Blair House with the provision of a booklet to all admissions to the hall covering a range of aspects of the regime. This is good practice if also available in the most common foreign languages.

## STANDARD 5 – RESPECT, AUTONOMY AND PROTECTION AGAINST MISTREATMENT – CONTINUED

The Equality & Diversity (E&D) strategy meetings were held every quarter but prisoner participation in these meetings were at a minimum, which significantly limits their opportunity for meaningful involvement.

Prisoners could access complaint forms freely in all residential areas. A low level of formal complaints raised by prisoners could be interpreted as an indicator of an orderly and predictable environment. However, focus groups identified that there was a perception of a culture that if prisoners made a complaint it could be to their detriment. From the paperwork reviewed, it was clear the process was being managed in line with policy with consideration to support provided where requested and clear concise answers provided. The typed response did not identify to individuals the route to pursue a complaint to the Scottish Public Services Ombudsman, should they be unhappy with the Internal Complaints Committee (ICC) findings. However, HMIPS noted that on completion of an ICC all typed responses were attached to the original complaint paperwork and returned to the prisoner, and the SPSO contact details was on the original paperwork. Assistance provided was via internal support with no formal advocacy service available within the establishment.

Prisoners were clearly involved in the decision making process within the area of progression and Integrated Case Management (ICM). The ICM team were proactive in engaging with prisoners to encourage family members to attend case conferences, with a high percentage of attendance for the establishment particularly as a National Facility. This was augmented by the excellent practice of ICM staff delivering family awareness visits to support families understand and relate to the prison surroundings. There was also extremely good practice with prisoners having a key involvement on the Year of the Young People committee, which oversaw decision-making with regard to how the Common Good Fund was spent, what fund raising activities took place and they were also responsible for the organisation and co-ordination of events within the establishment. Families were routinely invited to events held within the establishment.

Visitors from statutory bodies appeared to be happy with the processes and access to the prison, however there was some frustration in relation to the use of dedicated agent's visits for third sector agency visits. Staff working in the visit area were engaging, polite, well-mannered and sensitive to all visitors, whilst ensuring the security needs of the prison were adhered to at all times. Video-link facilities to develop family contact were available; however, the only link up provided was to Aberdeen through Apex. This should be expanded to provide a more inclusive service for all.

The Independent Prison Monitors (IPM) notice boards and request boxes were visible in all areas, and the Freephone number was readily available through prisoner PIN phones. All areas had a good understanding of both who the IPMs were but also how to access their services. The helpline works when dialled, but is was used sparingly with most requests coming from the request boxes. The IPM spoken to reported unfettered access to prisoners where required and a good working relationship with prison staff, however it was noted that all IPM literature was only available in English.

**STANDARD 5 – RESPECT, AUTONOMY AND PROTECTION AGAINST MISTREATMENT –  
CONTINUED**

There were decreasing levels of violence across the prison with the number of violent incidents reducing. Staff/prisoner relationships were in the main positive, especially where staff recognised individuals who were known to them and knew of their presenting issues. Most prisoners reported they were treated well by staff, and during the inspection the prison was relaxed. Staff exercised their authority appropriately throughout the inspection and a respect was demonstrated in general by both staff and prisoners. Prisoners understood that there were occasions when staff had to exercise control. This was generally seen as being legitimately exercised and important in maintaining an orderly environment. Those within the women and remand areas fed back regarding long periods locked in cell with little or no access to activity, and an approach to managing an incident which affected everyone, not just those involved. Feedback on the Personal Officer scheme was mixed with some individuals unaware of who their Personal Officer was whilst others spoke very highly of a positive and helpful working relationship.

## STANDARD 6 – 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.

The prison assists prisoners to use their time purposefully and constructively and 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. Prisoners' sentences are managed appropriately to prepare them for returning to their community.

### Inspection Findings

#### Overall Rating: Satisfactory performance

There was an appropriate and useful range of work and training opportunities provided to all convicted prisoners. There was a robust process to ensure prisoners had a strong influence on their choice of work party or vocational training. Prisoners did not need to wait on work party allocation, as this was made available without any waiting list. However, there was a perception by inspectors and staff that the process was not always adhered to.

A good induction process encouraged individual planning and promoted a sense of personal responsibility. The vocational areas had a very strong emphasis on ensuring formal training and gaining appropriate qualification, with many prisoners achieving a helpful range of recognised qualifications. There was a good link with the employment market and opportunities that may be open on release.

Prisoners were provided with an appropriate and sufficient range of good quality educational opportunities overall. For most prisoners, learning activities met their educational needs well. Educational opportunities were provided for all prisoners. However, remand prisoners had limited access to learning. The quality of provision was good, with most of the learning delivered to small groups of prisoners or on an individual basis. Core skills were delivered through discrete classes or embedded within project-based work. The Learning Centre had developed strong external partnerships with a number of agencies, such as the University of St Andrews and Napier University, which had resulted in successful learning projects that were benefiting prisoners through interesting and stimulating activities. Positive relationships between prisoners and learning centre staff, aligned to modern facilities created a relaxing and purposeful environment for learning.

Attendance at most work parties, vocational training activities and education classes was low, with around 70% attendance in vocational training and work parties, and educational classes typically running with around half of the scheduled prisoner numbers attending. There were also waiting lists for almost all educational classes, resulting in some prisoners having to wait several months to access particular classes, including core skills.

## STANDARD 6 – PURPOSEFUL ACTIVITY – CONTINUED

The prison offered an appropriate and sufficient range of physical and health educational activities overall. The central gym was spacious, well equipped, and had a well-structured and varied programme of activities from 06:30 until 20:15. These activities were offered to all prisoners, with the exception of those being held in the SRU, at prescribed times, with careful management of different prisoner groups. The gym staff had been innovative and successful in incorporating Dynamic Youth, Youth Achievement and Duke of Edinburgh awards to give some structure and motivation to gym activities. In addition, they ran many motivational events and competitions to engage as wide a range of prisoners as possible, and prisoners enjoy the competitive and rewarding nature of the fitness activity.

Overall prisoners were well served by the library facilities within the prison. The library was located within the Learning Centre and provided a welcoming environment for prisoners to browse and borrow items. Most prisoners had regular access to the well-stocked library that had a wide range of suitable resources. Remand prisoners had access to a limited range of older stock, and there was no mechanism to work with the local library service on such things as inter-library loans.

Many prisoners participated in a good range of cultural and recreational activities, and events that made a positive contribution to prison life and their wellbeing. This was underpinned by strong and effective partnership working between prison staff and a range of national and local organisations, and resulted in an array of activities and events, which encouraged prisoner participation. Partners provided expertise and enthusiasm to develop such areas as arts or music. There was also an established peer mentoring system in place. Bernardo's youth workers also supported a range of educational, cultural and self-help activities. The Bernardo's focus on personal development ensured a high number of prisoners took part in activities to develop key personal skills such as parenting, and helped prisoners to reflect on and manage the effects of bereavement or trauma.

Due to the nature of its population, HMP YOI Polmont operated various regimes even within individual halls and this impacted on prisoners' access to certain activities, including time in the open air. Each hall had identified times for groups of prisoners to access time in the open air, however some of these times were unsuitable as they either were at 07.00 or scheduled to take place when prisoners were at work or other activities.

The age demographic and restrictions to ensure people were kept separate meant that chaplaincy activities were more informal. Activities were scheduled with different parts of the population including bible study classes and smaller informal services, but it was not always possible for the Chaplains to provide a service to the full population.

Due to lower numbers in custody, prisoners had almost unlimited access to visits. The process for booking visits appeared to work well, however when prisoners attempted to book a visit session that a listed enemy had already booked it was rejected, as it operated on a first come first served basis. The process for admitting visitors was friendly and informative, with Crossreach operating a family visitor centre on bus that sat at the front entrance to the establishment. There were plans to redevelop the visitors waiting area to allow Crossreach to deliver their service from there, which was seen as a positive move.

## STANDARD 6 – PURPOSEFUL ACTIVITY – CONTINUED

Family contact was promoted well within HMP YOI Polmont, with family bonding visits and children's visits facilitated by the Family Contact Officers, and regular double visits sessions for those who wished them. There was an arrangement with APEX in Aberdeen for prisoners with family located in the northeast to book a videoconference visit, which took place in the agents visit area. The visit room was large with good facilities; however, the café had been closed in recent months and replaced with vending machines.

There was a robust process in place to manage prisoners placed on closed visits and/or their visitors banned from the establishment. All decisions were communicated to the prisoner and the family members involved, and there was an appeals process with regular reviews taking place.

There was an appropriate range of therapeutic programmes available for prisoners within HMP YOI Polmont, with the Youth Justice Programme, Moving Forward: Making Changes, Pathways and Constructs all scheduled for delivery throughout the year. A pilot had just begun of the new programme for women, Ultimate Self, which is trauma informed with a compassionate approach to offending, based on recent research. HMP YOI Polmont evidenced compliance with SPS' policy for ensuring that all prisoners serving twelve months or more were referred for a Generic Programmes Assessment (GPA). The SPS' prioritisation policy for access to programmes and waiting lists for GPA and programmes were not excessive.

There were a variety of parenting interventions, with a range of activities scheduled for mothers and fathers and those who were due to become parents in the near future. Opportunities should be explored where the work undertaken by the parenting team could be reinforced through family bonding and children's visits sessions, if the parenting team and FCOs established a closer working relationship.

Core screening was undertaken with all admissions and HMP YOI Polmont operated Positive Future Plans (PFP) for all prisoners deemed to be standard ICM. Engagement in these plans was voluntary with approximately 64% of eligible prisoners currently engaged. Enhanced ICM cases were well managed with good engagement from community-based social work, although there was a shortage of trained risk and needs officers that required to be addressed.

The Risk Management Team (RMT) process was very robust, with all eligible prisoners identified and tracked throughout their sentence. The RMT was scheduled to meet twice monthly and the prisoner and personal officer participated in these meetings. There was also a risk RMT that met monthly to discuss individuals who were not meeting, or at risk of not meeting their management plan. There were a range of community work placements available for those who qualified and HMP YOI Polmont had previously sought a specific placement for someone who had a specific trade or skill that they already had or were interested in that could increase their chances of employment upon release.

## STANDARD 7 – TRANSITIONS FROM CUSTODY TO LIFE IN THE COMMUNITY

Prisoners are prepared for their successful return to the community.

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

Within HMP YO1 Polmont, there was a strong aspiration to ensure that all young people had the opportunity to contribute to a plan for release. Clear processes were in place to support prisoners to develop plans. However, the extent and quality of planning for release varied across the remand, short-term and long-term populations. Long-term prisoners were generally positive about the process of planning for release. However, the implementation of planning for short-term prisoners was variable. The success of the standard ICM process was heavily contingent on the involvement of personal officers, and a range of factors appeared to be affecting the quality and consistency of practice. Prisoners were however consistently positive about their relationships and interactions with personal officers.

There was a strong commitment to partnership working with national and local partners and a broad range of services were on offer. Prisoners were very positive about the quality of support that they received from third sector and throughcare support services, however, a co-ordinated and strategic approach to partnership within the establishment was lacking. There was no evidence that the commissioning or provision of services was informed by a strategic assessment of prisoner's needs. In addition, whilst several partnership forums existed, these were not co-ordinated or joined up and there was a lack of strategic oversight of partnership involvement.

Processes to facilitate the transfer of responsibility for the management and support of long-term prisoners were robust. The Enhanced ICM process was well established and was operating effectively. Prison-based social work staff reported that there were good links with community-based colleagues around the country and that the sharing of information in relation to reports and risk assessments was generally effective.

In relation to the provision of treatment and intervention programmes, processes were in place to support the identification of needs and an appropriate range of programmes were available. The Programme Case Management Board was operating effectively, although for short-term prisoners there was often insufficient time to deliver programme interventions during the course of their sentence. For those who accessed programmes, there was evidence of arrangements to ensure continued access to both individualised and group-based support in the community.

Throughcare support services were of a high quality and there was clear evidence that the services were delivering positive outcomes for those who engaged with them. Staff were passionate about their role and demonstrated a strong commitment to working in a person-centred way. There were good examples of partnership working across the range of throughcare support services and evidence of good participation in the formal ICM processes. Service delivery was consistent with the wider SPS throughcare strategy, and there was clear evidence of monitoring and quality assurance activity to support continuous improvement. The provision of throughcare support was a particular area of strength within the establishment.

## STANDARD 8 – 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.

**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: Good performance

The inspection team received an excellent introduction from the Governor, which detailed the strengths and highlighted the outstanding challenges facing the establishment, both today and from the last inspection.

Inspectors did not find anything to contradict their assessment, and reassuringly the inspection evidenced that the staff 'know their business'. Staff understood and were often seen applying the principles behind the operating imperatives and philosophy. Impressively many staff were more than able to articulate the underpinning research principles behind the overarching approach.

HMP YOI Polmont had a published and comprehensive vision and strategy for the establishment. The strategy and Annual Delivery plan detailed the approach, values and principles, predicted outcomes, staff development requirements, measures and strategic priorities for future development.

Communicated across the establishment and supported by a robust business plan were a range of strategies to overcome the identified challenges, this was a well-regulated and ordered business. Governance was robust and incorporated a range of first and second levels of audit and assurance, with a detailed monthly business review meeting, complemented by the Governor also regularly meeting with FLMs.

It was clear that the management team has researched global best practice, undertaken their own research and subsequently created a set of management information. This thorough and detailed approach had allowed them to better understand their business, inform their strategic approach and allocate resources, both appropriately at a day-to-day level and to key areas of emergent challenge.

In addition to the mandatory and statutory elements, staff development had concentrated on giving staff the underpinning knowledge and skills to adopt a trauma informed approach, that recognised the primary imperative of staff prisoner relationships. Staff spoken to, spoke with calm authority. The wide ranging and expert led training and awareness sessions included for example, a staff lecture series on specific offender population groups, one day training sessions on trauma, bereavement and loss, women in custody, mental health first aid and the adolescent brain.

## STANDARD 8 – ORGANISATIONAL EFFECTIVENESS – CONTINUED

The excellent opportunities afforded by HMP YOI Polmont were leading edge. Staff acknowledged however that the activities on offer, and their holistic and therapeutic benefits were undermined by the complex and challenging cohorts in their care. There are three distinct and complex cohorts: young people; young adult males; and women, in addition to the usual complexities inherent in any establishment.

The evidence supports the Governors assertion that the take up of purposeful activity remained hugely problematic and unresolved since our previous inspections. This was compounded by a high level of staff absence and an apparent and probably justified risk averse culture on population management.

These two enduring challenges, staff absence and poor take up of purposeful activity, need to be a continued focus for the management team.

## STANDARD 9 – HEALTH AND WELLBEING

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

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: Poor performance

The healthcare team at HMP YO1 Polmont was a well-motivated and caring workforce, committed to providing a high quality of care to their patients. This was reflected in conversations with patients who told inspectors that they were encouraged and supported to be directly involved in their own healthcare, and that staff explained the risks and benefits of any proposed treatments. However, inspectors were concerned that some staff felt unsupported in their roles by the healthcare leadership team, in terms of the availability of formal supervision and appraisal.

Overall, staff demonstrated a good understanding of the health inequalities experienced by many of their patients, adapted their approach accordingly and respected the privacy and confidentiality of individuals' healthcare throughout their time in the establishment.

Apart from difficulties in obtaining bowel screening kits, prisoners had good access to all national immunisation programmes and national screening programmes, including breast screening. A range of health improvement, health prevention information and activities were offered but these were not widely displayed in the halls and general areas of the health centre.

#### Long-term conditions

Given the relatively low incidence of patients with long-term conditions, patients were seen at routine nurse triage, Advance Nurse Practitioners and GP clinics, as opposed to dedicated clinics. Although some primary care nurses had undergone additional training in certain conditions, the care provided for those with long-term conditions did not meet local or national guidelines for specific long-term conditions. Inspectors saw evidence of some patients not being followed up appropriately, and information that could have implications for clinical decisions not being communicated to relevant staff or recorded in Vision or Docman.

#### Pharmacy

There was a multi-disciplinary clinical pharmacy service comprising Lloyds' pharmacy and NHS Forth Valley, pharmacy assistants and nursing staff. Inspectors found significant concerns relating to medicine administration and the safe management and use of controlled drugs including adherence to the Misuse of Drugs Act 1971 and the Misuse of Drugs Regulations 2001. This was escalated to senior managers in the healthcare team during the inspection who took immediate action to address the issues identified.

**STANDARD 9 – HEALTH AND WELLBEING – CONTINUED****Mental health**

Overall, the waiting times for prisoners to be assessed by the mental health team were good but there was currently no clinical psychology provision for patients under the age of 18.

Although a standardised mental health assessment tool is available on Vision, the mental health nurses were not consistently using this to assess patients. There is a need for a consistent approach to assessments and triage, which incorporates a clinical assessment and a standardised risk assessment tool.

As the psychiatrist and the clinical psychologist attended the establishment on different days, staff were unable to plan a timetable of weekly multi-disciplinary meetings to discuss allocation of referrals, current assessments and reviews.

A learning disability nurse was in post and carried out assessments and provided intervention, treatment and support to prisoners with intellectual disabilities.

Prisoners at risk of self-harm or suicide were identified during admission and transfer to the prison, and thereafter during their stay in prison. Once commenced on to the TTM Strategy, patients were supported by compassionate and skilled staff who were fully involved in their care. Inspectors observed that there were high numbers of prisoners placed on the TTM Strategy. The nursing team found coordinating the number of case conferences they were required to attend on a daily basis to be a challenge. Inspectors also saw occasions when nursing time was being wasted by staff having to wait for the case conferences to begin and having to go between halls for them. SPS and NHS Forth Valley must work together to coordinate case conferences effectively.

The mental health team and the substance misuse team had recently merged to facilitate a more integrated and holistic approach to support patients with substance misuse and mental health issues.

**Substance Misuse**

The substance misuse team worked in a collaborative multi-disciplinary way and had developed strong relationships with a range of community groups and professionals. Patients were offered a comprehensive assessment to identify their support needs. A care plan which took a holistic approach as opposed to solely focusing on substance misuse had been developed. This is good practice.

Inspectors were impressed by the SMART recovery programme and drop in café available to prisoners, both of which were delivered by skilled and enthusiastic staff.

However, inspectors were concerned that patients who were not receiving opiate replacement therapy (ORT) in the community and who had requested it in the prison had a minimum 10-week delay until ORT could be commenced. Inspectors were told that Methadone was the first line treatment for those patients who required to be commenced on ORT. Patients were not given the choice to be commenced on to Buprenorphine ORT if they requested it, unless a specific clinical need has been assessed by the lead GP. This was not in-line with the drug misuse and dependence UK guidelines on clinical management 2017, and does not reflect the choice available for patients in the community. Inspectors were told that the rationale for this was based on the increase risk of diversion.

## STANDARD 9 – HEALTH AND WELLBEING – CONTINUED

### Culture and Leadership

Even though staff were able to openly discuss concerns at staff meetings, many of the staff spoken with expressed feelings of vulnerability and of feeling unsupported in their roles by the healthcare leadership team. During 2018, none of the healthcare team had received a personal development review using the NHS Scotland appraisal system. As the team leader posts for both nursing teams were vacant, staff competence was not being assessed in such a way as to provide assurance of staffs' clinical competencies, and clinical and line management supervision were not firmly embedded into the overall management support structure in order to provide safe, effective, person-centred care.

New staff received training specific to their roles during their induction and thereafter all staff could access a range of educational training options including e-training courses.

Information about what was happening in the wider NHS board was provided through staff newsletters and chief executive's letters. Information and the NHS board values were displaying throughout the health centre, and regular staff meetings finished with the use of NHS Forth Valley 'values cards', which were used to stimulate discussions about the values chosen.

Staff felt comfortable about reporting incidents and near misses and requesting feedback from any subsequent investigation.

All complaints were managed in line with NHS Forth Valley's complaints handling procedure, and were responded to within acceptable time frames. As young men did not readily engage with staff, the prison had previously held focus groups to give this group of prisoners the opportunity to discuss their views on healthcare provision. Staff should actively seek and encourage patients to give their opinions on the healthcare services provided to them within the prison, and take them into account when further developing and improving services.

It should be noted that HIS, accompanied by the HMIPS, carried out a two-day return visit to HMP YOI Polmont following the inspection.

Due to concerns raised during the inspection, HMIPS and HIS inspectors took the following actions:

- Asked the health board to provide assurance that patients with physical healthcare needs in HMP YOI Polmont were being identified and that appropriate care was being put in place.
- Returned to HMP YOI Polmont on 19 and 20 November 2018 to assess the progress made following concerns raised during the inspection.
- Asked the health board to provide an improvement action plan to address the issues highlighted.
- Requested an update of the improvement action plan one month following the return visit.
- Informed the health board that on behalf of HMIPS, HIS would return to the establishment to assess progress in early 2020.

## STANDARD 9 – HEALTH AND WELLBEING – CONTINUED

On behalf of HMIPS, HIS will continue to monitor the progress made against the improvement action plan to ensure these concerns have been appropriately addressed.

NHS Forth Valley have taken the findings of the report very seriously and have developed an improvement action plan to rectify the issues raised in the report. Many of the issues have already been addressed in response to the Mental Health review and we look forward to seeing the improvements at our next inspection.

## ANNEX A

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### SUMMARY OF RECOMMENDATIONS

#### For the Governor

Recommendation: HMP YOI Polmont consider introducing secure televisions with information loops into the waiting areas.

Recommendation: HMP YOI Polmont should ensure that the process identified in the SOP to inform convicted prisoners of their EDL within 24 hours of admission should be adhered to at all times.

Recommendation: We recommend that induction attendance is actively promoted or considered compulsory for all young people, women and girls entering the establishment unless there are compelling reasons otherwise.

Recommendation: HMP YOI Polmont should ensure that protection prisoners receive a full induction.

Recommendation: HMP YOI Polmont should ensure comprehensive information sheets are available in the most common languages.

Recommendation: HMP YOI Polmont should encourage staff to address cell damage proactively, via the cell certification process, by immediately challenging individuals who damage/vandalise cells.

Recommendation: HMP YOI Polmont should encourage prisoners to only place posters on the poster boards within their cells.

Recommendation: HMP YOI Polmont should ensure that daily cleaning schedules are completed on a daily basis and signed by staff to evidence that daily assurance checks are being conducted.

Recommendation: HMP YOI Polmont should revise their canteen system to eliminate the opportunity for prisoners to observe each other's financial information.

Recommendation: HMP YOI Polmont should ensure signed sheets are returned to the canteen and securely stored for audit purposes.

Recommendation: HMP YOI Polmont should ensure that prisoners are able to request access to shower facilities outwith 07:00.

Recommendation: HMP YOI Polmont must ensure there is a process in place to ensure that all prisoners are served their choice of meal.

Recommendation: HMP YOI Polmont should review the menu choices to provide a greater level of healthy menu choices.

Recommendation: HMP YOI Polmont should ensure that the food service routine follows the process laid out in hall regime plans and the catering SOP.

Recommendation: HMP YOI Polmont should encourage catering staff to attend hall food service areas on a regular basis to check compliance with food hygiene requirements and observe food quality at the point of service.

Recommendation: HMP YOI Polmont should ensure that where a prisoner is provided with a hot meal for consumption within their cell in line with religious guidelines, items should be provided in separate containers.

Recommendation: HMIPS suggest that reducing self-harm and suicide be prioritised as a single point of focus in the risk register or annual delivery plan, in the light of the recent increase in the number of incidents.

Recommendation: When the 'Think Twice policy' is launched, HMP YOI Polmont should ensure that all prisoners have access to this information, and not rely on induction.

Recommendation: HMP YOI Polmont should ensure that all incidents of bullying are recorded on PR2, regardless of whether they were managed formally or informally or reported to intelligence.

Recommendation: Inspectors noted that the number of restorative justice interventions had reduced in the last year and recommend that this successful initiative is reinvigorated.

Recommendation: HMP YOI Polmont should look at a strategy to further reduce the use of the radio for non-essential communication.

Recommendation: Head of Operations should check and sign that all Use of Force forms are completed and fully compliant.

Recommendation: HMP YOI Polmont should ensure 95% compliance of C&R training as a priority.

Recommendation: HMP YOI Polmont should re-enforce the need to use the prisoner property card, so that staff are aware what property is rightfully in use when conducting cell searches.

Recommendation: HMP YOI Polmont should evidence all cell and area searches in line with the searching policy.

Recommendation: At the time of the inspection, sealable bags had been purchased to replace the plastic bags currently used for valuable property. HMP YOI Polmont should ensure this practice is continued and all property cards updated to reflect the sealed bag number.

Recommendation: HMP YOI Polmont should provide an area to locate prisoners who cannot provide a sample at that time to allow them the allocated time, as per prison policy.

Recommendation: HMP YOI Polmont should ensure that all staff wear their name badge.

Recommendation: HMP YOI Polmont should ensure that non-attendance at activities is challenged and individuals are actively encouraged to attend.

Recommendation: HMP YOI Polmont should ensure that medical request forms are treated and handled in a confidential manner.

Recommendation: Individuals information on Talk to Me should be managed confidentially and should not be identified on the hall board.

Recommendation: HMP YOI Polmont should arrange for notice boards to be standardised and kept up to date.

Recommendation: HMP YOI Polmont should ensure that future impact assessments include involvement of the prison population.

Recommendation: HMP YOI Polmont should include prisoner representation in the E&D meetings. They should also be given greater senior management focus, with monitoring and tracking of protected characteristics presented at the meeting.

Recommendation: The prison should introduce further mechanisms to enhance participation and accessible information for prisoners. PIACs or equivalent meetings should be held on a regular, systematic basis and an exchange of information should be built in, feeding information from the PIACs into decision-making processes within the prison, and feeding back to prisoners on the outcome of those processes.

Recommendation: HMP YOI Polmont should find an alternative area for external agencies meeting with prisoners in the agent's visits area; the current practice inhibits the available agent's visits space.

Recommendation: HMP YOI Polmont should ensure that complaints paperwork is available in a range of formats with guidance available on how to access.

Recommendation: The typed response to complaints should identify the route to pursue a complaint to the Scottish Public Services Ombudsman, should prisoners be unhappy with the Internal Complaints Committee findings.

Recommendation: HMP YOI Polmont should ensure advocacy services are available to provide independent support to individuals and young people in particular.

Recommendation: IPM paperwork should be available in the most common foreign languages with guidance available on how to access.

Recommendation: HMP YOI Polmont should consider what arrangements it can put in place to address the low numbers of scheduled prisoner numbers attending to help reduce waiting lists.

Recommendation: Arrangements for shared working with the local authority should be sufficiently established to provide ready access to local library materials such as book stock rotation and inter-library loans.

Recommendation: Remand prisoners should have full access to the library service.

Recommendation: HMP YOI Polmont should revise their regime plans to ensure that all prisoners are offered access to time in the open air at a reasonable time every day, outwith the time that work parties were operating.

Recommendation: HMP YOI Polmont should provide clothing that is sufficiently waterproof to allow access to fresh air during inclement weather.

Recommendation: HMP YOI Polmont should amend their visits booking process regarding the management of enquiries to ensure equity of access for all prisoners.

Recommendation: HMP YOI Polmont should amend their visits timetable to accommodate children's visits at weekends.

Recommendation: HMP YOI Polmont should explore ways in which they can reintroduce the café facility.

Recommendation: HMP YOI Polmont should offer greater access to video link visits to prisoners with families' further afield.

Recommendation: HMP YOI Polmont should review the arrangements for double visits to ensure that they can continue uninterrupted within the visit room.

Recommendation: The accumulated visits process should be simplified to reduce the potential for error.

Recommendation: Management should look to facilitate a knowledge exchange and means of communication between the parenting staff and FCOs in order that skills learned can be reinforced at visits by FCOs and feedback on behaviour at visits can be given to parenting staff.

Recommendation: HMP YOI Polmont should increase the number of staff trained in risk and needs assessments.

Recommendation: HMP YOI Polmont should ensure that people get the right support at the right time, from the right people. A strategic assessment of needs should be undertaken to inform the development of a strategic plan to provide governance and co-ordination of partnership working.

Recommendation: The Partners Forum should be re-established to support the effective co-ordination and oversight of external partners and third sector services. (HMIPS has been informed that this has been reinvigorated since the inspection).

Recommendation: The personal officer role in facilitating and preparing Positive Future Plans should be subject to ongoing monitoring and quality assurance, to support effective release planning for short-term prisoners.

Recommendation: Good practice in ICMs for community-based continued interventions should be considered for adoption in the CIP process.

Recommendation: In preparation for the CMB, Personal Officers should be required to provide narrative updates on progress against identified actions via the PR2 system.

Recommendation: HMP YOI Polmont should actively enhance their monitoring, reporting and recording procedures to ensure that a comprehensive report is prepared for the E&D group to review. The report should consider including measures for all relevant protected characteristics outcomes.

Recommendation: Equality and Diversity and Human Rights were embedded into the staff training. However, the management should consider increasing the frequency of Human rights training beyond the 10-year refresher.

Recommendation: Given the complex and challenging nature of the establishment, they should consider a wider reward and recognition scheme to celebrate the establishments many initiatives and highly committed staff.

### **For the SPS**

Recommendation: HMIPS urge the Scottish Government and the SPS to reconsider their approach to remand prisoners and actively encourage them to attend the opportunities available.

Recommendation: HMIPS would like the Scottish Government and the SPS to review their policy on routine searching. There is a body of evidence that suggest that body searching re-traumatises victims and we would like to see this type of searching being reduced for women and young people to intelligence-led searching only; making use of the existing technology to inhibit contraband.

Recommendation: The SPS should consider whether additional staff are required for HMP YOI Polmont to manage surges of prisoners on TTM in this vulnerable population.

Recommendation: The SPS should consider making access to media in a safer cell a default position, and only remove it if it is considered detrimental to mental health by staff.

Recommendation: The SPS should clarify the definition of a safer cell to allow establishments to consistently offer a safe environment in which to support those that are in crisis.

Recommendation: Outwith Scotland, in-cell telephony has had a demonstrable effect in reducing self-harm; it allows victims to speak to family/friends and self-help and advice lines in private and outwith normal hours. HMIPS recommend that the Scottish Government and the SPS introduce this facility in HMP YOI Polmont to help support prisoners who feel vulnerable. HMIPS welcomed the use of Samaritans mobile phones for young people and women to access during the night and lock up periods.

Recommendation: The SPS should consider options to locate individuals in the SRU when Rule 95 and Rule 41 are not appropriate.

Recommendation: The SPS should ensure that prison rules are available in all areas and consider developing a range of formats that are more accessible.

Recommendation: SPS should ensure that the commissioning and decommissioning of throughcare services in HMP YOI Polmont is informed by a strategic assessment of needs, to ensure that there is equitable access to services and that people get access to the right help, at the right time, from the right people.

Recommendation: The SPS College could consider developing online refresher programmes for the HMP YOI Polmont staff and partners in the key areas identified in the enhanced training.

Recommendation: The SPS should consider recognising staff who have 30 years' service.

Recommendation: SPS must liaise with NHS Forth Valley to ensure that accessible cells are appropriate to the needs of patients with disabilities and contain necessary generic equipment, in a good state of repair, as a minimum to promote self-care.

Recommendation: SPS and NHS Forth Valley must work together to coordinate case conferences effectively to ensure all appropriate staff are able to attend.

Recommendation: SPS must liaise with NHS Forth Valley to ensure that accessible cells are appropriate to the needs of patients with disabilities and contain necessary generic equipment, in a good state of repair, as a minimum to promote self-care.

Recommendation: SPS and NHS Forth Valley must work together to coordinate case conferences effectively to ensure all appropriate staff are able to attend.

#### **For the Scottish Government:**

Recommendation: HMIPS urge the Scottish Government and the SPS to reconsider their approach to remand prisoners and actively encourage them to attend the opportunities available.

Recommendation: HMIPS would like the Scottish Government and the SPS to review their policy on routine searching. There is a body of evidence that suggest that body searching re-traumatises victims and we would like to see this type of searching being reduced for women and young people to intelligence-led searching only; making use of the existing technology to inhibit contraband.

Recommendation: HMIPS urge the Scottish Government to review the appropriate location for the removal of liberty for children in detention. HMP YOI Polmont has the architecture and staffing appropriate to an adult prison. Best practice in child-centred thinking argues a different approach, nearer to the secure care system. HMIPS would like the Scottish Government and the SPS to consider a hybrid model of secure care for children that includes a secure care home jointly managed by the SPS and the authorities, which would include a range of choices for children with challenging behaviour, who are currently unable to be managed in the secure system. This would provide the space to remove children from HMP YOI Polmont.

**Escalated Recommendation: The Scottish Government should look to remove the discriminatory practice and introduce automatic and appropriate financial support to under 18s on release from prison.**

Recommendation: Outwith Scotland, in-cell telephony has had a demonstrable effect in reducing self-harm; it allows victims to speak to family/friends and self-help and advice lines in private and outwith normal hours. HMIPS recommend that the Scottish Government and the SPS introduce this facility in HMP YOI Polmont to help support prisoners who feel vulnerable. HMIPS welcomed the use of Samaritans mobile phones for young people and women to access during the night and lock up periods.

Recommendation: The Scottish Government should consider funding for a family visitors centre. Polmont has perhaps the strongest case in Scotland for the provision of a purpose built, well-resourced Prison Visitors Centre. Being a National Establishment, families travel from across Scotland and further afield to visit a loved one.

### **For NHS Forth Valley**

Recommendation: NHS Forth Valley must review the health screening tool used to ensure it captures all relevant information at the health screening appointment, including the patient's ability to read and understand information that is being provided to them.

Recommendation: NHS Forth Valley must ensure that staff reliably record patient details in the reception healthcare book, to ensure that all new patients are discussed at the next staff handover meeting and are referred on to appropriate services.

Recommendation: All healthcare forms to be completed by patients must be available in different formats and languages to ensure all patients understand how to access health services and are facilitated to do so.

Recommendation: NHS Forth Valley must ensure that any display boards showing waiting times for access to health services are dated and kept up-to-date. This will ensure that prisoners are aware of how long they will need to wait before being seen by healthcare staff following routine self-referrals.

Recommendation: NHS Forth Valley must ensure that health promotion information displayed for prisoners around the prison includes appropriate information, including how to access condoms, Naloxone training and the risks of taking drugs.

Recommendation: NHS Forth Valley and SPS must work together to ensure that patients are able to access national screening.

Recommendation: NHS Forth Valley must ensure that patients are actively involved in the planning of their care. All care planned with, and documented for, the patient must reflect the goals of the patient for their healthcare.

Recommendation: NHS Forth Valley must ensure that clinical psychology services are available to all patients, regardless of age.

Recommendation: NHS Forth Valley must ensure that there is a process for the multi-disciplinary team to review patients who are referred to the mental health team.

Recommendation: NHS Forth Valley must ensure that patients identified as requiring intervention, treatment and support by the mental health nursing team receive the regular planned interventions described in their care plan.

Recommendation: NHS Forth Valley must ensure that the mental health nursing staff are consistently using standardised mental health and learning disability clinical assessment documentation and clinical risk tools.

Recommendation: NHS Forth Valley must ensure that detailed clinical records are accurately written following each consultation with patients. These records must include outcomes from discussions with the patient.

Recommendation: NHS Forth Valley must ensure that all care plan documentation is risk informed, focused on the outcomes for patients and incorporates patients' strengths and wishes.

Recommendation: NHS Forth Valley must ensure that patients are given information about the risks and benefits of any healthcare interventions offered to them. This will ensure that patients make informed choices about care they are offered, whether it is accepted or refused. This conversation must be documented in the patient record and must not prevent care being offered going forward.

Recommendation: NHS Forth Valley must ensure that patient records are kept up-to-date on Vision and Docman. All clinical testing carried out in the halls must have the results uploaded to Docman as soon as this is practical, and at least weekly for blood sugar recordings, to allow clinicians to make clinical judgements about care required.

Recommendation: NHS Forth Valley must ensure that patients who have test results outside accepted parameters are referred to an appropriate member of the healthcare team to ensure any corrective actions are taken. This information must be recorded in the patient record.

Recommendation: SPS must liaise with NHS Forth Valley to ensure that accessible cells are appropriate to the needs of patients with disabilities and contain necessary generic equipment, in a good state of repair, as a minimum to promote self-care.

Recommendation: NHS Forth Valley must review their processes and timescales for commencing patients onto ORT therapy.

Recommendation: NHS Forth Valley must review their reasons for not allowing patients a choice about which ORT they are commenced on if it is clinically appropriate. Where there is diversion risk, this must be managed.

Recommendation: NHS Forth Valley must ensure that staff who note a security risk involving controlled drugs must report this immediately to senior managers and follow the local standard operating procedure. Any report of security risks about the safe management of controlled drugs must be immediately followed up to ensure that the risk is appropriately managed.

Recommendation: NHS Forth Valley must work with the Scottish Prison Service to ensure a safe method of working regarding the use of prison radios, to minimise the risk of medication errors due to distraction, whilst ensuring that emergency calls are received by healthcare staff.

Recommendation: NHS Forth Valley must ensure that all medication errors are reported through the appropriate channels, which may be local healthcare managers or Safeguard, allowing investigations to take place where this is indicated and staff to learn from these incidents.

Recommendation: NHS Forth Valley must ensure that all staff complete the controlled drug register accurately. Any mistakes that are noted must be recorded in the appropriate way in the register, and comply with the Misuse of Drugs Act 1971. Managerial and pharmaceutical oversight of this process must be undertaken.

Recommendation: NHS Forth Valley must review the provision of opiate replacement therapy being administered to patients prior to them attending court.

Recommendation: NHS Forth Valley must ensure that a standard operating procedure/ protocol is developed describing the actions to be taken by healthcare staff in the event of being unable to contact a community prescriber.

Recommendation: SPS and NHS Forth Valley must work together to coordinate case conferences effectively to ensure all appropriate staff are able to attend.

Recommendation: NHS Forth Valley must ensure that staff comply with standard infection control precautions and the national uniform policy to minimise the risk of infections to patients and staff.

Recommendation: NHS Forth Valley must ensure that all clinical staff are clinically competent to undertake their roles and non-clinical staff are competent to undertake their roles, and that there is a regular assessment of staff competencies to maintain patient and staff safety.

Recommendation: NHS Forth Valley must ensure that there are robust processes in place to ensure that all clinical staff receive appropriate line management supervision as a priority. This will provide assurance to healthcare managers that staff are delivering the standards of care required by patients and the organisation.

Recommendation: NHS Forth Valley must ensure that clinical supervision is offered to all clinical staff and that these staff are encouraged to take up this supervision. This will ensure that staff are supported in their reflections of actions they have taken, and have the opportunity to discuss their decision-making, especially in more stressful or complicated situations.

Recommendation: NHS Forth Valley must ensure that staff are engaged in the appraisal process throughout the year, and that this is not delayed whilst awaiting the team leaders to join the team. This will ensure that areas of good practice, areas for improvement and personal development are identified between managers and staff.

Recommendation: NHS Forth Valley must ensure that training for managers within HMP YOI Polmont is prioritised. This will ensure healthcare managers are given the skills to effectively manage healthcare services in the prison, promote confidence and resilience in the management team, and provide assurance to the board and staff that healthcare management within the prison is robust.

Recommendation: NHS Forth Valley must ensure that staff in the healthcare team are aware of the circumstances when it is appropriate to complete an entry into Safeguard. This will give healthcare managers a truer picture of the level of risk in the prison.

Recommendation: NHS Forth Valley must ensure that patients' opinions on the healthcare services provided to them within the prison are actively sought to further develop and improve services. This will allow patients to feel that their voices are heard and that they have a role in shaping the healthcare services they receive.

## ANNEX B

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### SUMMARY OF GOOD PRACTICE

Good practice: Inspectors were impressed with the interactive induction and in particular with the role peer mentors had in the induction process.

Good practice: The First Night in Custody (FNIC) worked well and the use of peer mentors contributed to the process.

Good practice: Due to the lower numbers within the establishment at the time of the inspection, prisoners were given daily access to the laundry.

Good practice: Within Blair House, sanitary products were placed within cells that were awaiting occupancy, meaning women did not have to ask staff for sanitary products.

Good practice: Inspectors visited the establishment during a night shift. In Blair hall, which is normally a single officer post, the night shift manager had ensured extra support was deployed from other areas due to the high level of TTM observations required. HMIPS commend this action in ensuring those in HMP YOI Polmont are as safe as possible.

Good practice: How to deal with protected and vulnerable characteristics was part of the significant training provided to staff; which included suicide and self-harm protection and trauma informed behaviour. This enhanced level of training for the particularly complex and challenging cohorts in HMP YOI Polmont is seen as good practice.

Good practice: Having peer mentors in reception to try to allay any fears prisoners have when first admitted.

Good practice: HMP YOI Polmont had made significant efforts in challenging someone to refrain from starting cell fires. A multi-agency approach had been used and he was subjected to a number of SSMs to reduce his access to material and ignitions. A cell in the SRU to house this person following an incident had been redesigned to minimise the opportunities for starting fires.

Good practice: During the inspection, a rule 95 case conference was and attended by the young person, the SRU manager, the managers, relevant hall staff and a throughcare support officer (TSO). The discussion offered various options to the young person to supporting his return to mainstream in preparation for liberation. A robust plan was in place for liberation that was discussed and fully explained by the TSO. The conference covered various topics with ongoing support offered from SRU staff, including allowing the person to return to the SRU for time in open air. This individual's rule continued during his transition, which then became good use of a prescribed rule.

Good practice: A weekly review of cases was carried out to check and confirm actions being taken and progress made. Any concerns were taken forward to the next case conference. This was observed to be carried out in a professional, non-judgemental manner.

Good practice: The family awareness visits were extremely supportive.

Good practice: The level of family involvement in ICM case conferences was impressive.

Good practice: The involvement of the prison population in the YofYP committee and event organisation was very good.

Good practice: The involvement of the prison population in the Common Good Fund committee meeting and associated spending.

Good practice: Vocational training opportunities were almost all underpinned by a clear lesson structure leading to an appropriate vocational qualification. Prisoners proudly showed their SQA list of units achieved and recognised their value in raising self-esteem and in potentially helping gain employment. This was particularly significant and helpful for younger prisoners, where experiences of education to date had been poor and they had limited work experience to offer an employer.

Good practice: The gym programme had activities from 06.30 until 20.15 and offered a variety of engaging activities. Staff worked well to research, fund and introduce a good range of motivational events competitions and activities to challenge and motivate the prisoners, often with water bottles and T Shirts as prizes. Programmed activity worked well to build confidence and resilience as well as looking at health and fitness.

Good practice: The well-planned use of accreditation and rewards such as Youth Achievement or Duke of Edinburgh, often externally funded, had helped ensure a greater uptake of healthy activities. It has also led to higher levels of satisfaction. Prisoners became proud of their achievement as well as being satisfied with their general health and fitness. This improved confidence helps them to mature and engage in other constructive activities.

Good practice: The FCO shared the numbers attending each visit and the age of the children with the kitchen in advance of the visit, so that lunch packs could be prepared with the appropriate food.

Good practice: A prisoner was on SSM and due to the nature of the SSM all visits took place within the agents' visits area, where staff took time to interact with the family and the lawyer, who sometimes visited for extended periods. Staff ensured that the lawyer and family had everything they needed and that they gained access to refreshments where necessary.

Good practice: Two members of the same family were located in the establishment and were able to attend the same visit session with their family, despite being different categories of prisoners. This saved the family attending different sessions.

Good practice: The range of parenting courses are impressive and the inspectorate welcomed the one-to-one support offered to those who were in custody for a very short time.

Good practice: The parenting officer acted as an advocate for prisoners who were attempting to gain access to their child or where the prisoner had a child who was under the children's panel system.

Good practice: Throughcare services within HMP YOI Polmont are an area of particular strength. A range of third sector partners have been commissioned to ensure that young people across the whole of Scotland receive support prior to and following release.

Good practice: The PFP for short-term prisoners is to be commended.

Good practice: Inspectors were particularly impressed by the robust action plans detailing progress against previous HMIPS inspection recommendations, which were clearly laid out in a tracking tool. HMIPS would like to see this model rolled out across the SPS.

Good practice: The development of a Quality Indicators Framework complementing other management activity to focus on areas of identified concern.

Good practice: The additional training provided was of a sufficiently high calibre; the SPS should consider its relevance and potential application for the whole estate.

Good practice: 2018 is the Scottish Year of Young People and HMP YOI Polmont celebrated their work in a successful Young People's symposium; an excellent vehicle to showcase their work and that of their community partners.

Good practice: Visible displays of progress, innovations and the timeline wall murals.

Good practice: The co-design and practice of working with community partnerships linked to motivational accreditation.

Good practice: Inspectors saw evidence of a service with confidential access and a range of treatment options, including vaccinations, blood-borne virus testing and sexual health screening. Observations of the sexual health clinic showed that there was a client-centred approach to care. It was noted that 179 blood-borne virus tests had been completed since January 2018.

Good practice: When a prisoner required community follow-up on release from prison, a referral was made to the relevant community mental health service. Patients were kept informed of their planned care following liberation. Health and social care professionals were observed entering the prison to discuss options with their patients.

Good practice: Patients referred to the substance misuse team were offered a comprehensive assessment to identify the individual's support needs. The care plan developed took a holistic approach and did not focus solely on substance misuse.

Good practice: A SMART recovery programme and drop in café was available to prisoners and delivered by highly motivated staff.

## Annex C

**SUMMARY OF RATINGS**

Standard/QI	Standard rating/QI rating
<b>Standard 1</b>	<b>Good</b>
QI 1.1	Good
QI 1.2	Satisfactory
QI 1.3	Good
QI 1.4	Good
QI 1.5	Good
QI 1.6	Good
QI 1.7	Satisfactory
QI 1.8	Satisfactory
QI 1.9	Good
<b>Standard 2</b>	<b>Generally acceptable</b>
QI 2.1	Generally acceptable
QI 2.2	Generally acceptable
QI 2.3	Satisfactory
QI 2.4	Generally acceptable
QI 2.5	Satisfactory
QI 2.6	Generally acceptable
<b>Standard 3</b>	<b>Good</b>
QI 3.1	Good
QI 3.2	Generally acceptable
QI 3.3	Good
QI 3.4	Satisfactory
QI 3.5	Good
QI 3.6	Good
QI 3.7	Good
<b>Standard 4</b>	<b>Satisfactory</b>
QI 4.1	Satisfactory
QI 4.2	Good
QI 4.3	Good
QI 4.4	Satisfactory
QI 4.5	Generally acceptable
QI 4.6	Satisfactory
QI 4.7	Good
QI 4.8	Generally acceptable
QI 4.9	Satisfactory
QI 4.10	Satisfactory
<b>Standard 5</b>	<b>Satisfactory</b>
QI 5.1	Good

Standard/QI	Standard rating/QI rating
QI 5.2	Generally acceptable
QI 5.3	Generally acceptable
QI 5.4	Generally acceptable
QI 5.5	Satisfactory
QI 5.6	Generally acceptable
QI 5.7	Satisfactory
QI 5.8	Satisfactory
<b>Standard 6</b>	<b>Satisfactory</b>
QI 6.1	Satisfactory
QI 6.2	Good
QI 6.3	Satisfactory
QI 6.4	Satisfactory
QI 6.5	Satisfactory
QI 6.6	Good
QI 6.7	Generally acceptable
QI 6.8	Satisfactory
QI 6.9	Satisfactory
QI 6.10	Good
QI 6.11	Satisfactory
QI 6.12	Satisfactory
QI 6.13	Satisfactory
QI 6.14	Satisfactory
QI 6.15	Satisfactory
<b>Standard 7</b>	<b>Satisfactory</b>
QI 7.1	Satisfactory
QI 7.2	Good
QI 7.3	Satisfactory
QI 7.4	Satisfactory
QI 7.5	Good
<b>Standard 8</b>	<b>Good</b>
QI 8.1	Generally acceptable
QI 8.2	Good
QI 8.3	Good
QI 8.4	Satisfactory
QI 8.5	Good
QI 8.6	Satisfactory
QI 8.7	Good
QI 8.8	Good

Standard/QI	Standard rating/QI rating
<b>Standard 9</b>	<b>Poor</b>
QI 9.1	Satisfactory
QI 9.2	Poor
QI 9.3	Satisfactory
QI 9.4	Satisfactory
QI 9.5	Poor
QI 9.6	Unacceptable
QI 9.7	Generally acceptable
QI 9.8	Poor
QI 9.9	Good
QI 9.10	N/A
QI 9.11	Satisfactory
QI 9.12	Generally acceptable
QI 9.13	Satisfactory
QI 9.14	Good
QI 9.15	Poor
QI 9.16	Unacceptable
QI 9.17	Generally acceptable

## ANNEX D

### PRISON POPULATION PROFILE AS AT 5TH OCTOBER 2018

Status	Number of prisoners	%
Untried Male Adults	4	0.84
Untried Female Adults	11	2.31
Untried Male Young Offenders	84	17.61
Untried Female Young Offenders	–	–
Sentenced Male Adults	42	8.81
Sentenced Female Adults	66	13.84
Sentenced Male Young Offenders	231	48.43
Sentence Female Young Offenders	6	1.26
Recalled Life Prisoners	1 (Female)	0.21
Convicted Prisoners Awaiting Sentencing*	32	6.71
Prisoners Awaiting Deportation	–	–
Under 16s	–	–
Civil Prisoners	–	–
Home Detention Curfew (HDC)	16	??

Sentence	Male	%	Female	%
Untried/Remand	88	22.8	11	7.6
Convicted Prisoners Awaiting Sentence	24	6.23	8	8.69
0 – 1 month	7	1.8	–	–
1 – 2 months	1	0.25	–	–
2 – 3 months	–	–	–	–
3 – 4 months	7	1.8	–	–
4 – 5 months	5	1.29	2	2.17
5 – 6 months	11	2.85	3	3.26
6 months to less than 12 months	32	8.31	14	15.2
12 months to less than 2 years	61	15.8	19	20.6
2 years to less than 4 years	80	20.79	13	14.1
4 years to less than 10 years	65	16.8	9	9.97
10 years and over (not life)	2	0.51	–	–
Life	2	0.51	13	14.1
Order for Lifelong Restriction (OLR)	–	–	–	–
<b>Total</b>	<b>385</b>		<b>92</b>	

Age	Male	%	Female	%
16 years old	14	3.63	-	-
17 years old	34	8.83	1	1
18 to 21 years old	326	75.5	8	8.7
Over 21 years old	46	11.9	83	90.2
21 years to 29 years	46	11.9	26	28.26
30 years to 39 years	-	-	42	45.65
40 years to 49 years	-	-	11	11.95
50 years to 59 years	-	-	4	4.3
60 years to 69 years	-	-	2	1.84
70 years plus	-	-	-	-
Maximum Age	Number	%	Number	%
Male - 22	4			
Female - 64			1	-
<b>Total number of prisoners</b>	<b>477</b>			

## ANNEX E

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### INSPECTION TEAM

Wendy Sinclair-Gieben, HMIPS

Calum McCarthy, HMIPS

Dr John Bowditch, Education Scotland

Dr John Laird, Education Scotland

Stephen Finnie, SPS

Pauline McFarlane, SPS

George Webster, SPS

Ray Jones, Care Inspectorate

Heather Irving, Ray Jones, Care Inspectorate

Jacqueline Jowett, Healthcare Improvement Scotland

Catherine Haley, Healthcare Improvement Scotland

Jillian Galloway, Healthcare Improvement Scotland

Laura Wilson, Healthcare Improvement Scotland

Catherine Logan, Healthcare Improvement Scotland

John Campbell, Healthcare Improvement Scotland

Diego Quiroz, Scottish Human Rights Commission

Sean Griffin, Scottish Human Rights Commission

Maria Galli, Scottish Children's Commissioner

**ANNEX F****ACRONYMS**

CBSW	Community Based Social Work
CIP	Community Integration Plan
CMB	Case Management Board
CPO	Community Placement Officer
CSRA	Cell Sharing Risk Assessment
C&R	Control and Restraint
CSU	Community x Unit
ECR	Electronic Control Room
E&D	Equality and Diversity
EDL	Estimated Date of Liberation
FCO	Family Contact Officer
FLM	First Line Manager
FNIC	First Night in Custody
GPA	Generic Programme Assessment
H&S	Health and Safety
ICC	Internal Complaints Committee
ICM	Integrated Case Management
IMU	Intelligence Management Unit
IPM	Independent Prison Monitor
LTP	Long-term Prisoner
MAPPA	Multi-Agency Public Protection Arrangements
MFMC	Moving Forward More Changes
NHS	National Health Service
OLR	Order for Lifelong Restriction
PBSW	Prison-Based Social Worker
PER	Personal Escort Record
PFP	Positive Futures Plan
PFU	Positive Futures Unit
PIAC	Prisoner Information Action Committee
PR2	Prisoner Record System – version 2
PTI	Physical Training Instructor
RMT	Risk Management Team
RRA	Reception Risk Assessment
SOP	Standard Operating Procedure
SPS	Scottish Prison Service
SQA	Scottish Qualifications Authority
SCQF	Scottish Credit and Qualifications Framework
SRU	Separation and Reintegration Unit
SSM	Special Security Measures
STIP	Short-term Intervention Programme
STP	Short-term Prisoners
TSO	Throughcare Support Officer
TTCG	Tactical Tasking and Coordination Group
TTM	Talk to Me



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