

HMIPS Pre-Inspection Survey Findings

**HMP Castle Huntly
May 2022**

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Executive Summary

Background

This document reports on the findings of the HMIPS pre-inspection questionnaire conducted in HMP Castle Huntly on 24th-25th May 2022. The survey was distributed to all prisoners (102), with a response rate of 50% (51 responses).

The data is presented according to the HMIPS [Standards for Inspecting and Monitoring Prisons in Scotland](#). Standard 8 (Organisational Effectiveness) is omitted as this is not addressed in the prisoner survey. Responses to the questions on Standard 7 (transitions from custody to life in the community) have been omitted from the analysis because only five prisoners reported being due for release in the next six weeks.

The key findings of the survey were:

Standard 1: Lawful and transparent custody

- 90% of respondents said they received an induction, and 73% said that they were treated either very well or quite well when they first arrived at HMP Castle Huntly.

Standard 2: Decency

- Most respondents said the quality of food was good (76%), but less than half (41%) said that they always got enough to eat at mealtimes.
- All respondents were able to shower every day, and 96% said they could have their clothes washed at least once a week.

Standard 3: Personal safety

- Most respondents always felt safe at HMP Castle Huntly (63%), with 29% often feeling safe.
- 20% said they had witnessed staff abusing threatening, bullying or assaulting another prisoner, and 8% reported having been abused, threatened, bullied or assaulted by a staff member.
- 22% said they had been abused, threatened, bullied or assaulted by another prisoner.
- More than half of respondents (58%) said they either would or probably would report threats, abuse, bullying or assault by staff, while 36% said they would report the same behaviour by another prisoner.

Standard 4: Effective, courteous and humane use of authority

- 69% of respondents did not think that they were always given a reasonable explanation when they or their cell was searched.
- Most respondents (86%) said that the system for accessing personal property worked very well or quite well.

Standard 5: Respect, autonomy and protection against mistreatment

- Less than half (45%) of respondents said that they were always treated with respect by prison staff.
- All respondents said they had a personal officer, and 94% said that their personal officer was very helpful or quite helpful.

- 37% of respondents said that prisoners are consulted on things like food, canteen and healthcare, and that things often changed as a result.
- Of those who had an opinion, over half of respondents (64%) said that the complaints system worked well.

Standard 6: Purposeful activity

- Most respondents (94%) said it was very easy or easy to access education.
- Less than half (45%) said it was easy to access skills training.
- Most respondents (82%) said it was easy to access prison jobs.
- 98% of respondents said they could go to the gym or play sports at least twice in the previous week.
- 96% said they could go to the library at least twice in the previous week.
- 100% said they could spend at least one hour outdoors in the fresh air every day in the previous week.
- 84% said they could spend more than five hours outside their cell on the previous Monday, and 70% could spend more than five hours outside their cell on the previous Saturday.
- Of those who practiced a religion, 80% said they were well supported to do so.
- Of those who said they knew, most respondents (70%) said the prison gave them a chance for in-person visits every week during the previous month, and 80% said they had the chance for video-call visits every week.
- More than half of respondents (64%) said that their visitors were always treated with respect, and 25% said they were often treated with respect by staff.
- 33% said they had had the chance to attend an offender behaviour programme; 40% have had the chance to access psychology support; 77% had the chance to access prison-based social work; and 77% had the chance for temporary release.
- 16% of respondent were waiting to attend a programme or case management support; of these, 88% had waited under two years.

Standard 9: Health and wellbeing

- Of those who expressed an opinion, the majority of respondents said it was very easy or easy to access all of the following: doctor (75%), nurse/nurse practitioner (96%); dental services (79%); mental health care (69%); addictions services (100%); pharmacist (86%); and medical appointments outside the prison (83%).
- Of those who expressed an opinion, the majority of respondents rated the following health services as good or very good: doctor (84%); nurse/nurse practitioner (95%); dental services (68%); mental health services (68%); addictions services (94%); and pharmacy (91%).
- Of those who disclosed the information, 46% said they had a disability or long-term health condition. Of these, 65% said they are given the support they need for it.
- Of those who said they had needed it, 92% said they have received support for alcohol use, and it had been helpful.
- Of those who said they had needed it, 87% said they have received support for drug use, and it had been helpful.
- Of those who said they had needed it, 58% said they have received support for mental health, and it had been helpful. 32% of those who said they have needed mental health support say they had not received any support.

Introduction

This document reports on the findings of the HMIPS pre-inspection survey conducted in HMP Castle Huntly on 24th-25th May 2022.

On the day of the survey, HMP Castle Huntly had a population of 102. Given the relatively low population size, the survey was distributed to every prisoner. A total of 51 responses were received, a response rate of 50%. The low response rate was largely due to the fact that a significant proportion of prisoners were away on home leave at the time the survey took place.

The data is presented according to the HMIPS [Standards for Inspecting and Monitoring Prisons in Scotland](#). There are no results for Standard 8 as the prisoner survey does not contain questions relating to this standard. Responses to the questions on Standard 7 (transitions from prison to life in the community) have been omitted because only five prisoners reported being due for release in the next six weeks.

Method and limitations

The survey was conducted on 24th-25th May 2022 by a team of six HMIPS staff members.

HMIPS staff personally distributed the survey to all potential participants, where possible speaking to each participant to explain the survey and ask if they wished to take part. Given the large proportion of prisoners out at work, education, or home leave this was less feasible than in closed prisons. Where prisoners were out, a questionnaire, cover letter, privacy notice and envelope were left on their bed in their cell.

Those who wanted to take part were given a paper copy of the questionnaire along with the privacy notice, a pen and an envelope. They were also asked if they would need assistance to complete the questionnaire and provided with this assistance later in the day if needed. Those who did not wish to take part were not given the questionnaire. Respondents were asked to complete the questionnaire and seal it in the envelope provided and to hand it back to HMIPS staff when they returned later in the day, or to leave it in a collection box in the hall provided by HMIPS. HMIPS staff returned to each hall several times throughout the day, and the following day, to collect completed questionnaires.

The responses to each completed questionnaire were entered into a digital version of the same survey by HMIPS staff on site, and these results were analysed.

All digital data generated during the pre-inspection surveys is stored securely on HMIPS secure servers, and hard-copies of completed surveys are securely held according to Scottish Government data protection guidelines. Hard-copies of the surveys are destroyed after the inspection has been completed.

As with all survey data, the findings reported here are limited by a number of factors, including non-response and response bias.

Note on presentation of data

With the exception of the demographic information in the respondent profile section, for each question in the following report, any non-responses or invalid responses have been excluded from the analysis. When conducting the data entry, responses were marked as invalid where a respondent had ticked two or more answers, or where it was not clear which box they had ticked. Where any other type of response has been excluded in this analysis, this is explained in the text.

Each chart gives a figure (N = X) to show how many responses valid are included in the analysis.

Participant Profile

In total, 51 people responded to the survey. Those who disclosed their age were all aged between 21 and 70. The majority were aged between 31 and 60, with 23% aged 31-40, 29% aged 41-50, and 27% aged 51-60.

In total, 90% of participants described themselves as white and 96% reported that they were UK citizens

58% said respondents indicated a religious affiliation, and 38% said they had no religion. The most common religions were Church of Scotland (31%) and Roman Catholic (17%).

Of those who disclosed the information, almost half of respondents (46%) reported having a disability or long-term health condition, while 54% said they did not have a disability or long-term health condition.

All respondents were convicted rather than remand prisoners. Among those who answered the question, the majority were serving long-term sentences, with 90% serving a sentence of four years or more. Most had been in HMP Castle Huntly for less than three years (58%).

Standard 1: Lawful and Transparent Custody

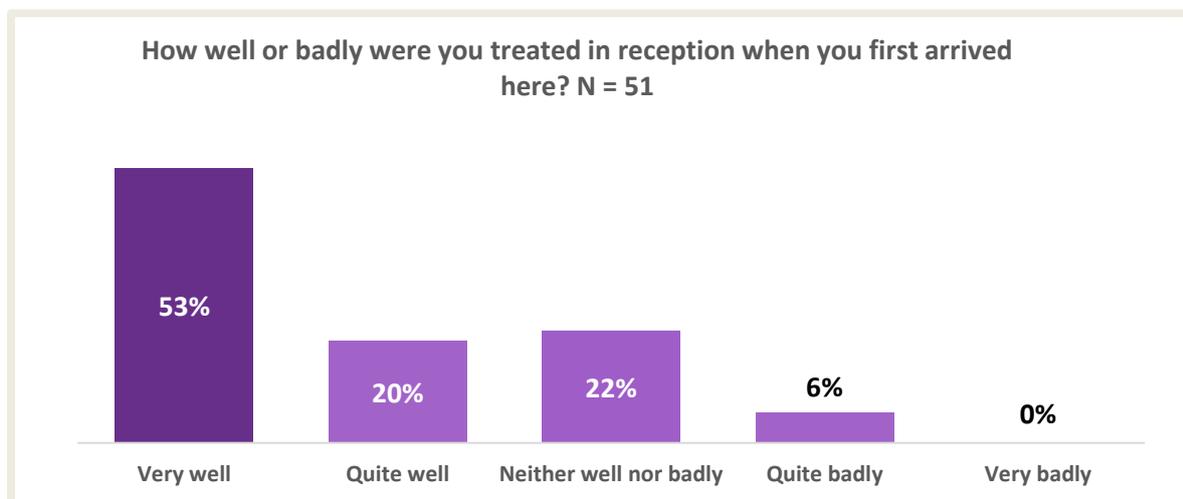
Induction

When asked whether they received an induction in a form they could understand when arriving at the prison, 90% said that they did and 10% said that they did not.



Treatment in reception

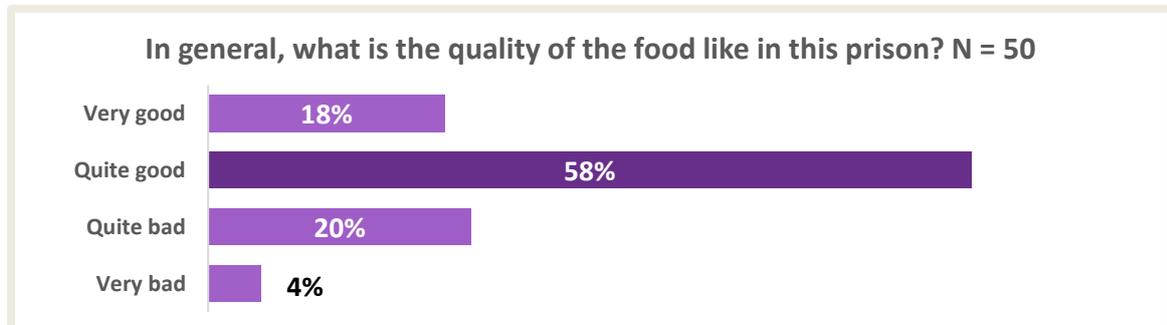
Just over half of respondents (53%) said that they were treated "very well" in reception when they arrived at HMP Castle Huntly, and 20% said they were treated "quite well".



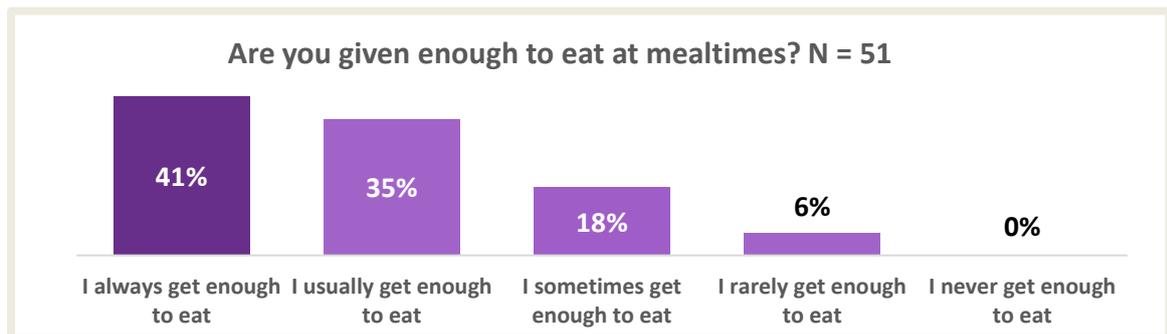
Standard 2: Decency

Food

Overall, respondents viewed the quality of food positively, with 76% saying that the food was either quite good (58%) or very good (18%).

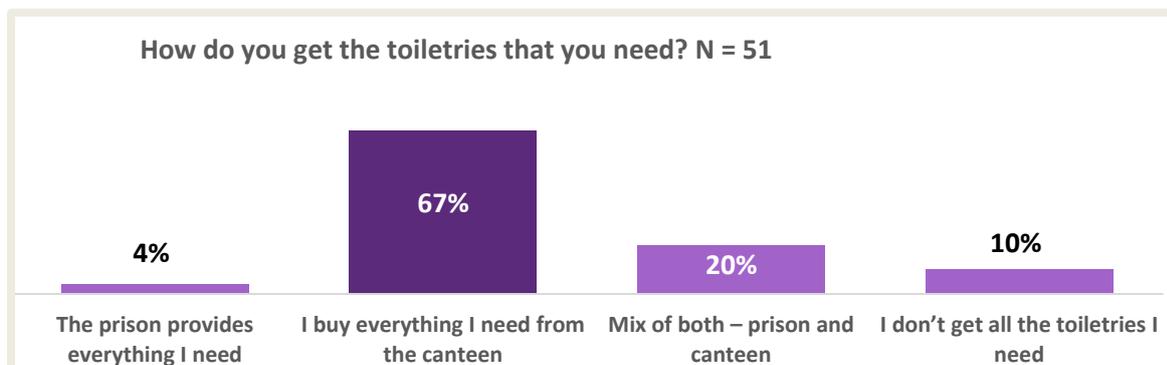


Respondents were less positive about the quantity of food, with less than half (41%) saying that they always got enough to eat at mealtimes, while 35% said they usually got enough to eat at mealtimes. 6% said that they rarely got enough to eat.



Toiletries, showering and laundry

Most respondents (67%) said that they got all the toiletries they need from the canteen, while only 4% said that the prison provided everything they need. 10% said that they could not access all the toiletries that they needed.



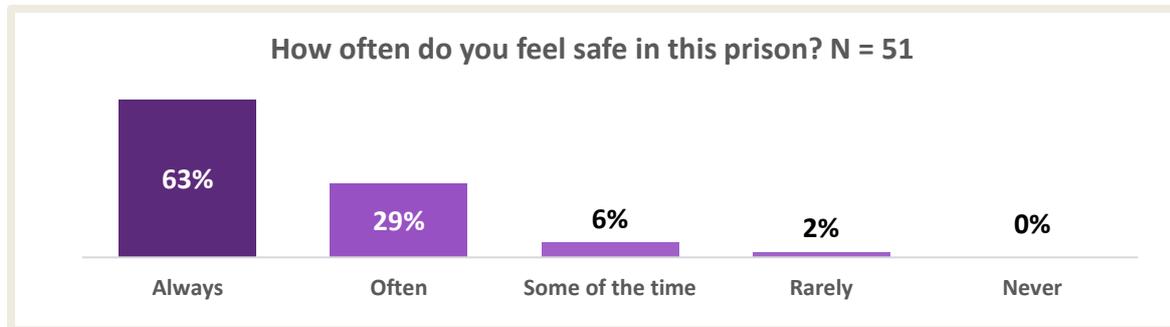
All respondents said that they could have a shower every day, and 96% said that they were able to have their clothes washed at least once a week, with the remaining 4% saying they could have their clothes washed every 2-3 weeks.



Standard 3: Personal Safety

Perception of safety

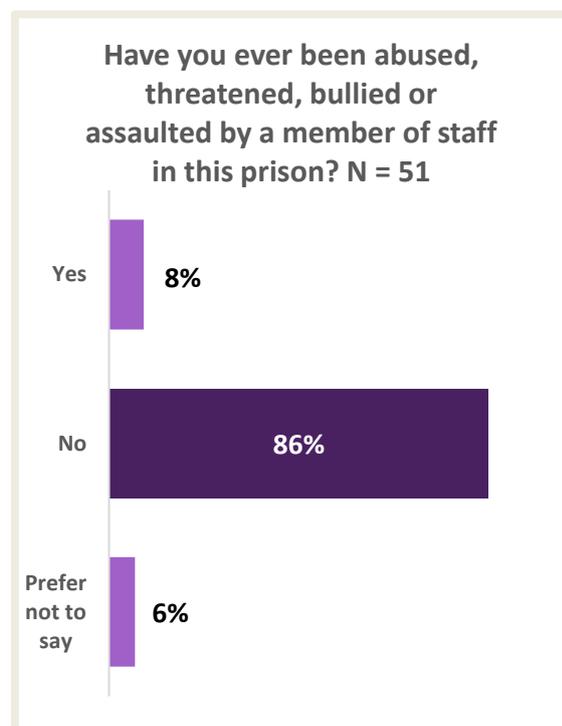
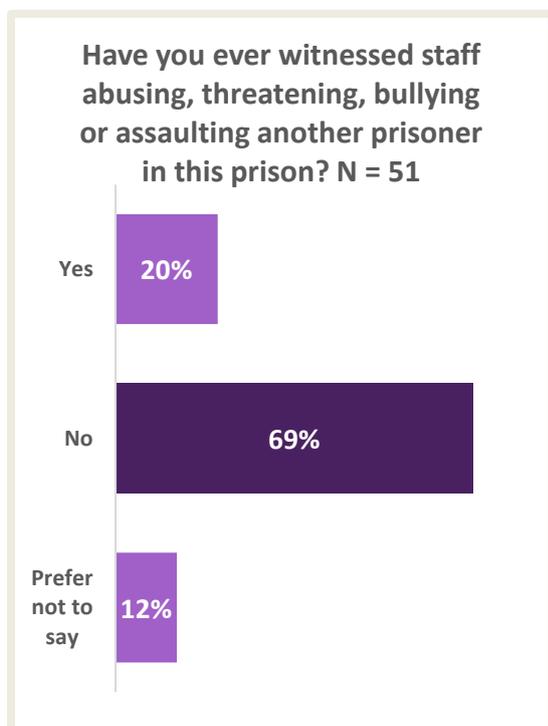
The majority of respondents (92%) said that they always (63%) or often (29%) felt safe at HMP Castle Huntly.



Abuse, threats, bullying or assault by staff

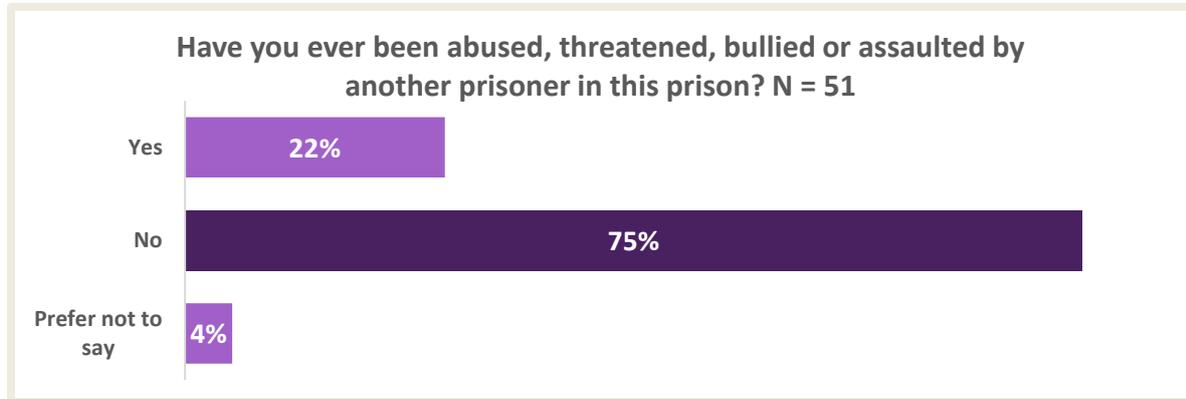
Most respondents (69%) said that they had not witnessed staff abusing, threatening, bullying or assaulting another prisoner, although one in five respondents (20%) said that they had witnessed this, and 12% said they would prefer not to say.

Most respondents (86%) also said that they had not been abused, threatened, bullied or assaulted by a staff member, with 8% saying that they had been. 6% said that they would prefer not to say.



Abuse, threats, bullying or assault by prisoners

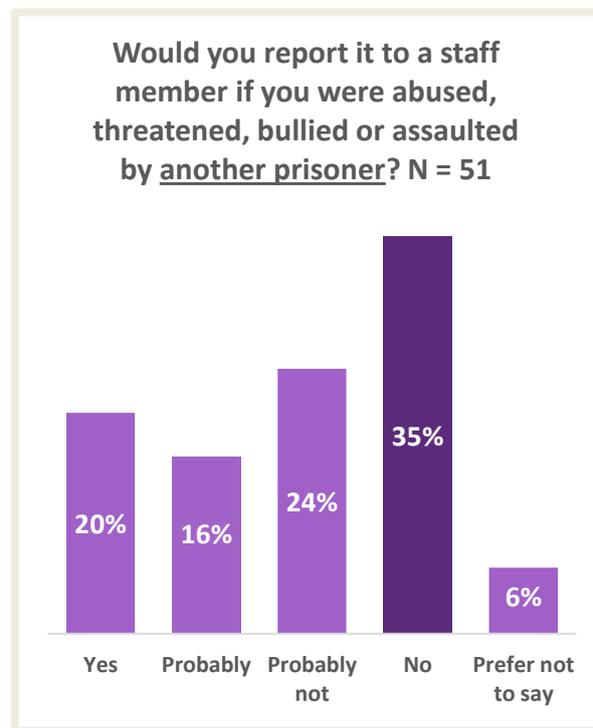
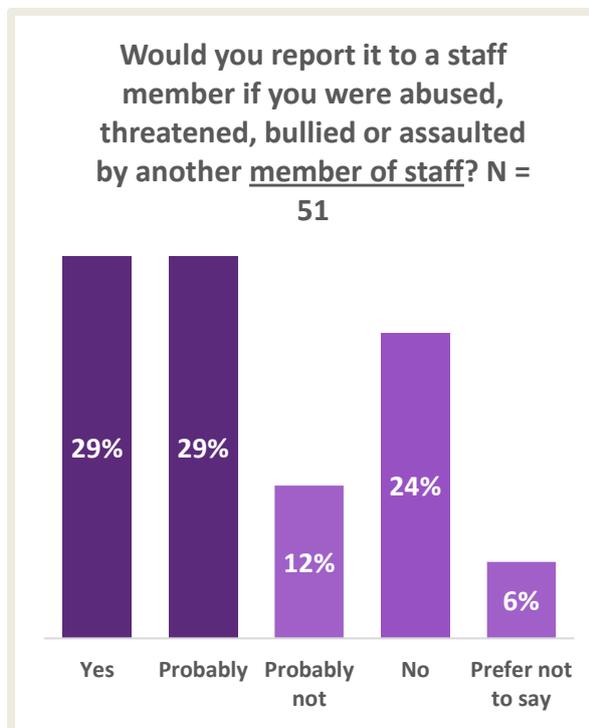
Most (75%) respondents said they had not been abused, threatened, bullied or assaulted by other prisoners in HMP Castle Huntly, although more than one in five (22%) said that they had been. 4% said they would prefer not to say.



Reporting abuse, threats, bullying or assault

Most respondents (58%) said they would (29%) or probably would (29%) report abuse, threats, bullying or assault by a staff member, while 12% said they probably would not, and 24% said they would not. 6% preferred not to say.

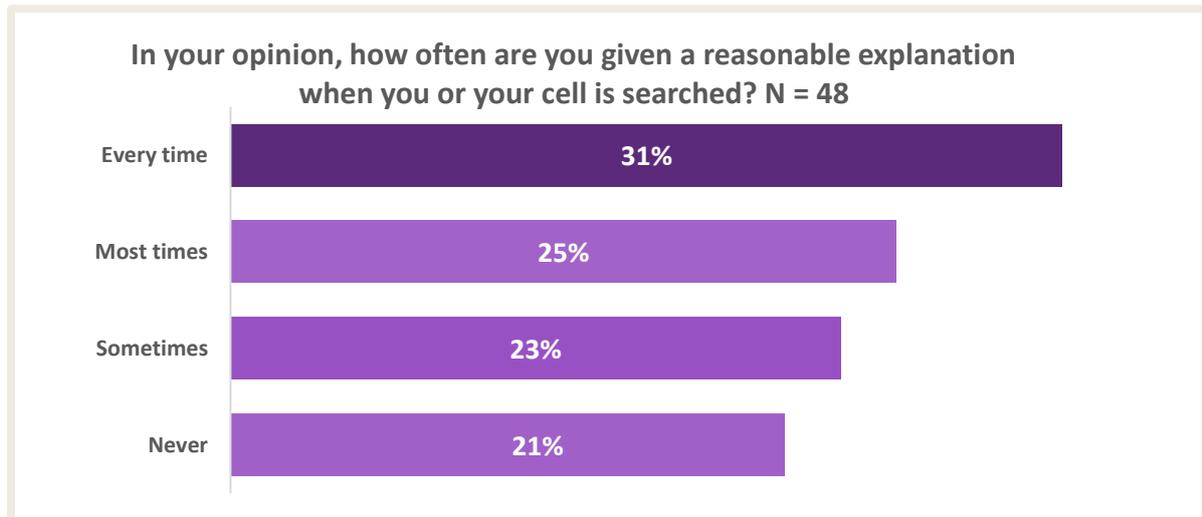
However, the majority (59%) said they would not (35%) or probably would not (24%) report abuse, threats, bullying or assault by another prisoner. One in five (20%) said that they would, and 16% said they probably would. 6% declined to answer.



Standard 4: Effective, Courteous and Humane Use of Authority

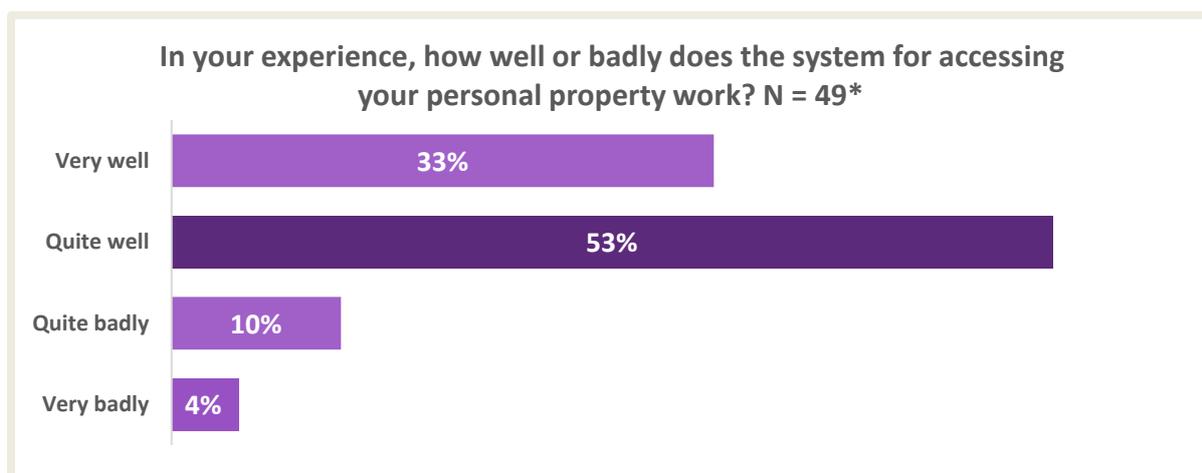
Searching

Just over half of respondents (56%) said that they were given a reasonable explanation either every time (31%) or most times (25%) they or their cell was searched. Just over one in five (23%) said they were sometimes given a reasonable explanation, and a similar percentage (21%) said they were never given a reasonable explanation.



Accessing personal property

As small percentage (4%) of respondents said that they did not know how well or badly the system for accessing personal property worked. Of the remaining 96% of respondents, the majority (86%) said that the system for accessing personal property either worked very well (33%) or quite well (53%).

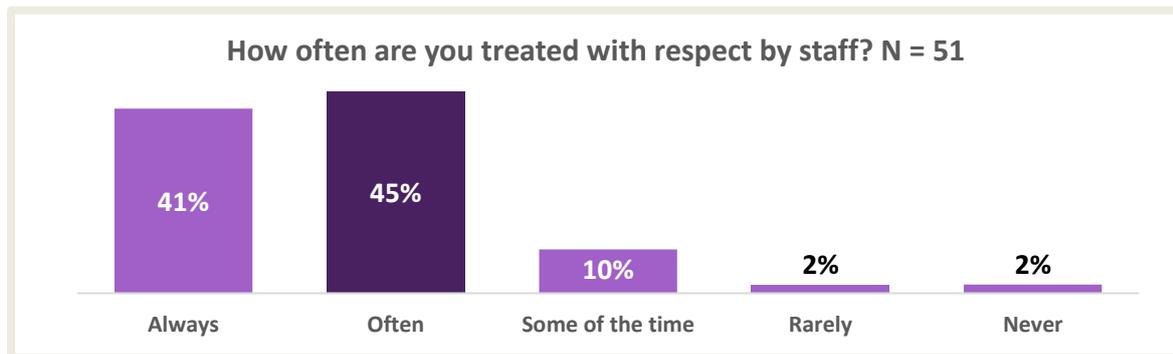


**Excludes "don't know" (4% of valid responses)*

Standard 5: Respect, Autonomy and Protection against Mistreatment

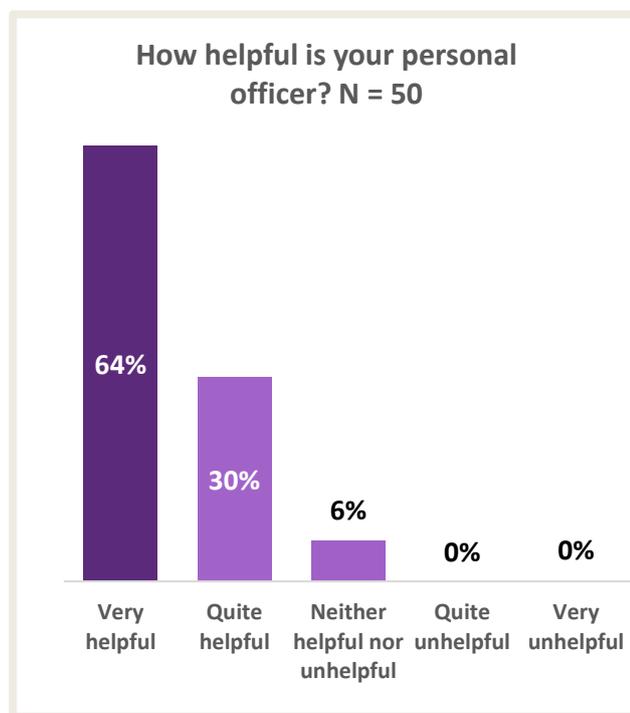
Respect

The majority (86%) of respondents said that they were always (41%) or often (45%) treated with respect by staff. A small minority (4%) said that they were rarely (2%) or never (2%) treated with respect by staff.



Personal officers

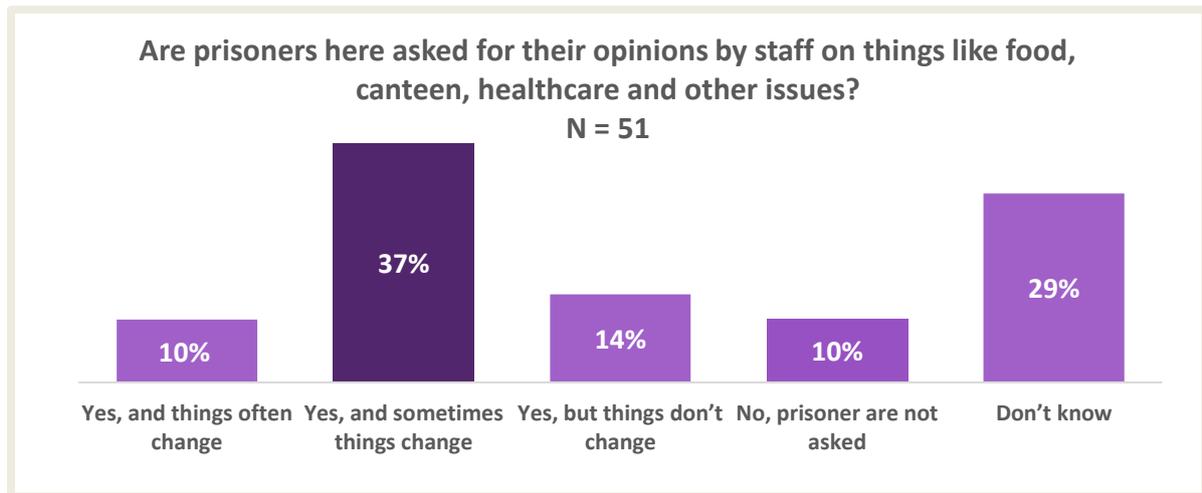
All respondents said that they had a personal officer at the time of the survey, and of those who answered the question, the majority (94%) said that their personal officer was either very helpful (64%) or quite helpful (30%). No one said that their personal officer was unhelpful.



Consultation with prisoners

Almost one third of respondents (29%) said that they did not know whether prisoners were asked about their opinions on things like food, canteen, healthcare and other issues, and 10% said that prisoners were not asked.

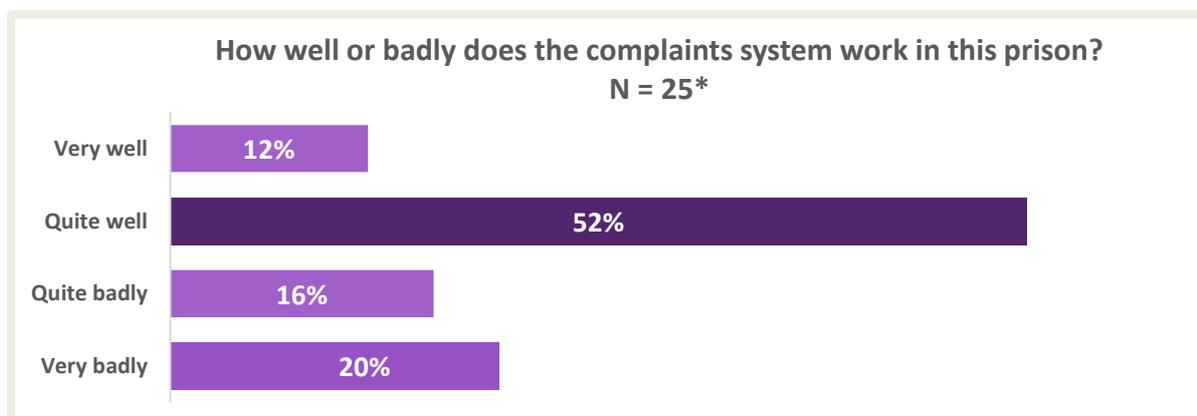
61% said that prisoners were asked. This included 37% who felt that things did often change as a result of this consultation, 14% who said that things sometimes changed, and 10% who said that things did not change.



Complaints

Almost half (49%) of respondents said they did not know how well or badly the complaints system worked, and 2% did not answer the question.

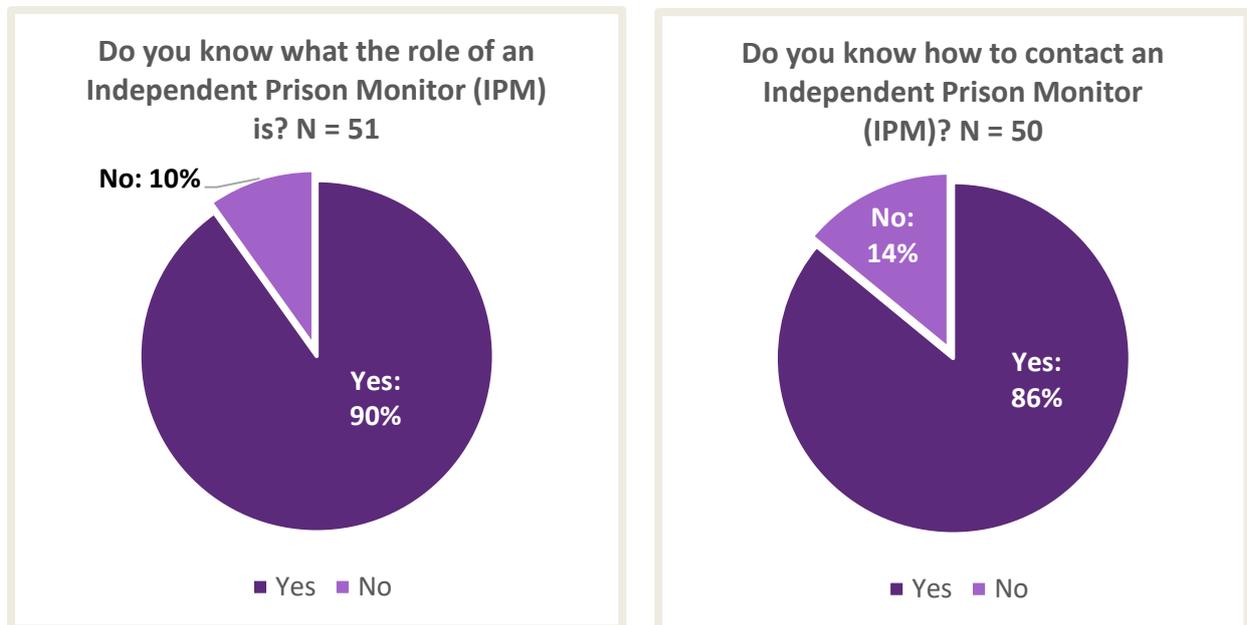
Of the remaining respondents, the majority (64%) said that the complaints system either worked quite well (52%) or very well (12%). Just over a third of respondents (36%) said that the complaints system worked quite badly (16%) or very badly (20%).



*Excludes "don't know" (49% of valid responses)

Engagement with Independent Prison Monitors (IPMs)

The majority of respondents (90%) said they knew what the role of an independent prison monitor (IPM) was, and 86% said that they knew how to contact an IPM.



Of those who said that they had contacted an IPM (37% of all respondents), just over half (53%) had found the IPM to be very helpful (32%) or quite helpful (21%). 16% had found the experience to be unhelpful, including 11% who said it was very unhelpful. 5% said that they were unable to contact an IPM when they had tried.

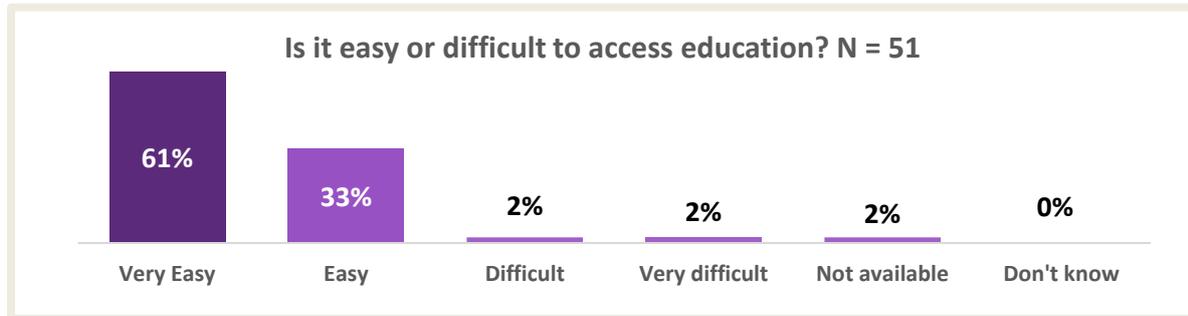


*Excludes those who have never tried to contact an IPM (61% of valid responses)

Standard 6: Purposeful Activity

Access to education, training and work

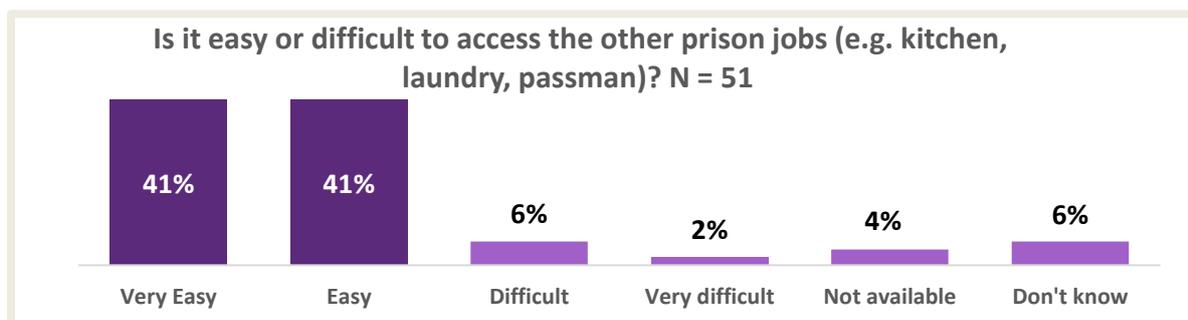
The majority of respondents (94%) said that it was either very easy (61%) or easy (33%) to access education. 4% said that it was either difficult (2%) or very difficult (2%).



Responses about ease of access to skills training, including prison jobs leading to qualifications were mixed. Less than half of respondents (45%) said that it was very easy (27%) or easy (18%) to access skills training. 28% said that it was difficult (20%) or very difficult (8%) and 16% said that this was not available to them. Where respondents were able to provide open comments at the end of the survey, several mentioned a disparity in opportunities for work and projects between those with sex offence convictions and other types of convictions, which may to some extent explain the mixed response to this question.¹



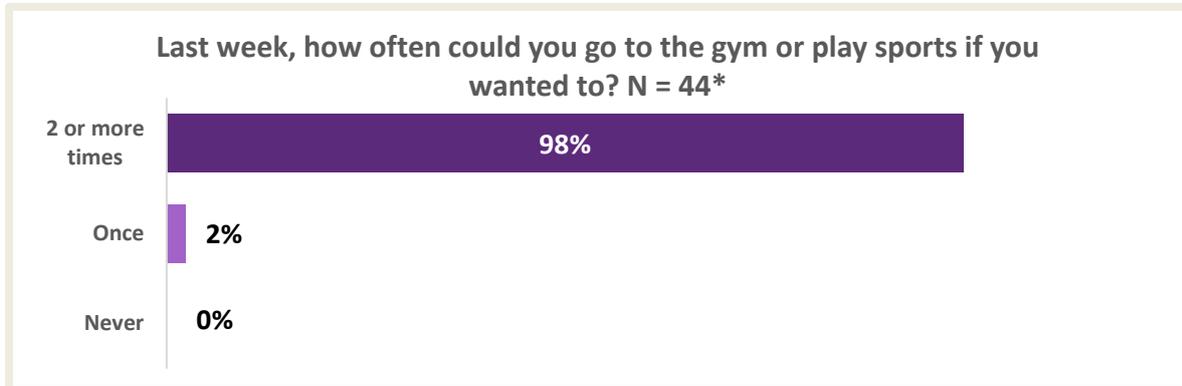
Most respondents (82%) said that it was very easy (41%) or easy (41%) to access other prison jobs, such as kitchen, laundry and passman jobs.



¹ See Pg. 30: "Open Question (General Comments)"

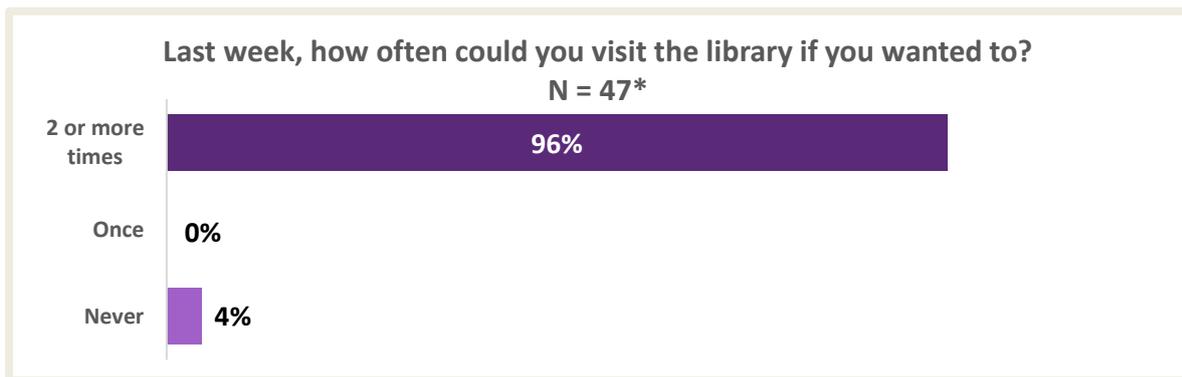
Fresh air, gym/sports and library access

Of those who said that they knew how often they could go to the gym or play sports, 98% said that they could do so two or more times in the previous week.



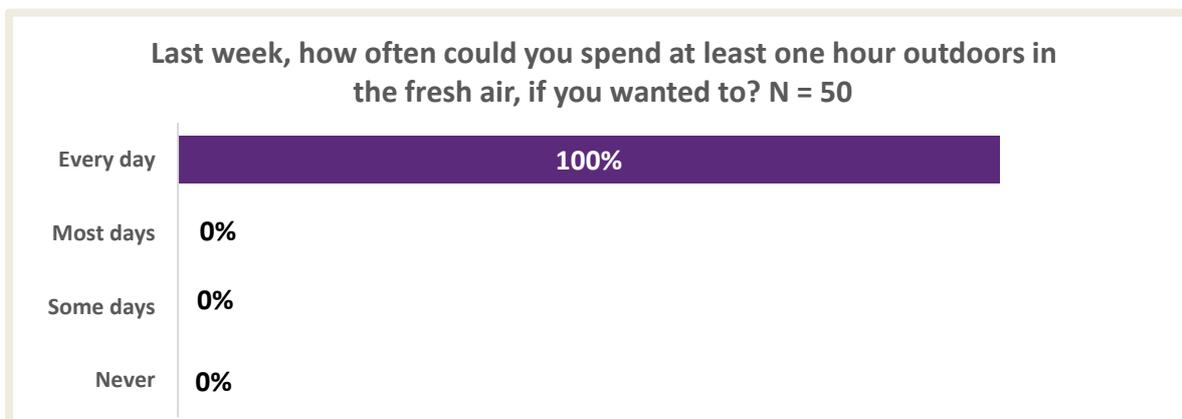
**Excluding "don't know" (10% of valid responses)*

Of those who said they knew, 96% of respondents said that they could go to the library two or more times in the previous week.



**Excluding "don't know" (4% of valid responses)*

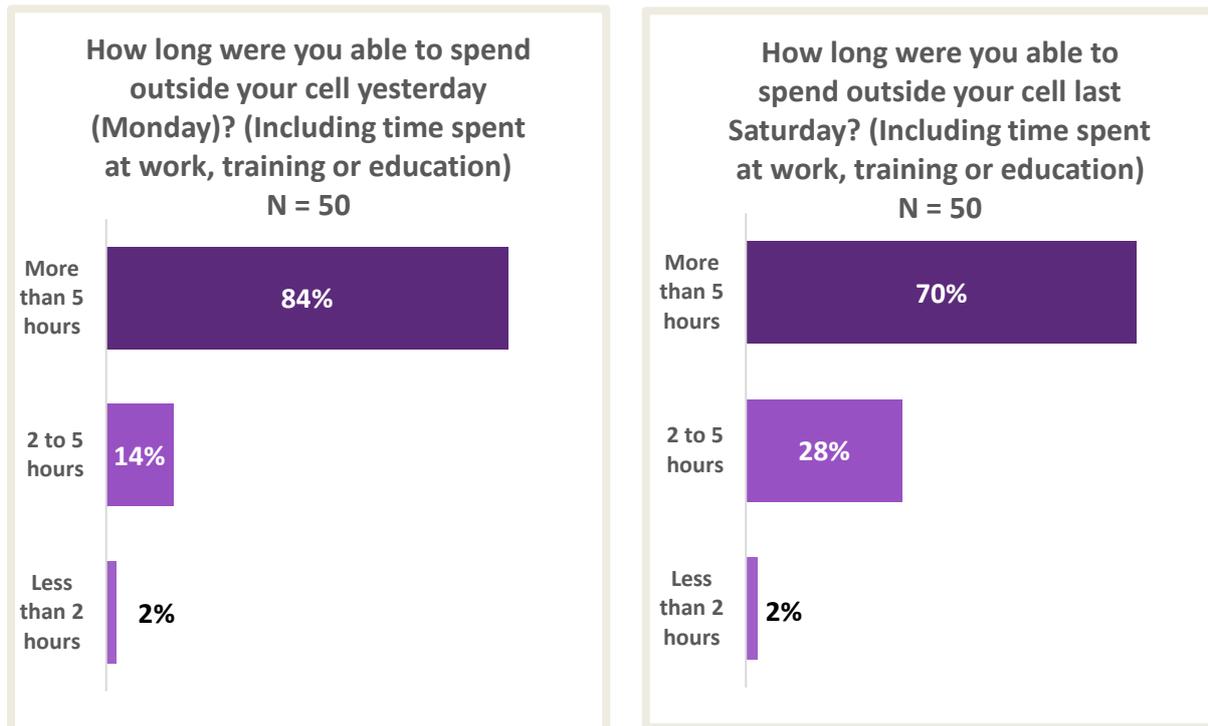
Everyone said that they were able to spend at least one hour in outdoors in the fresh air if they wanted to in the previous week.



Time out of cell

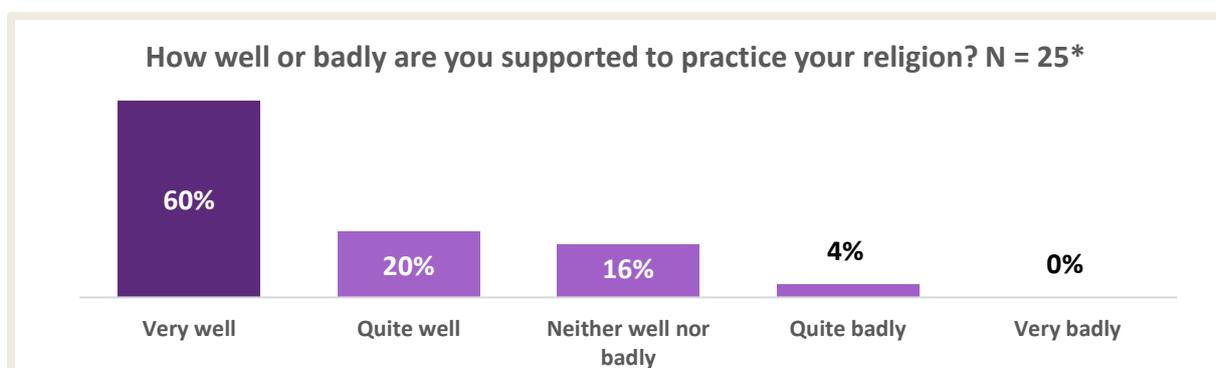
The majority of respondents (84%) said that they were able to spend more than five hours outside their cells on the previous weekday (a Monday), with 14% saying they could spend between two and five hours out of their cell.

A smaller percentage said that they were able to spend more than five hours outside their cells on the previous Saturday (70%), with 28% saying that they were able to spend between two and five hours out of their cells.



Religious practice

Half of respondents said that they did not practice a religion. Of those who said they did, the majority (80%) said that they were either very well (60%) or quite well (20%) supported to do so.



Excludes "Not applicable - don't practice a religion" (50% of valid responses)

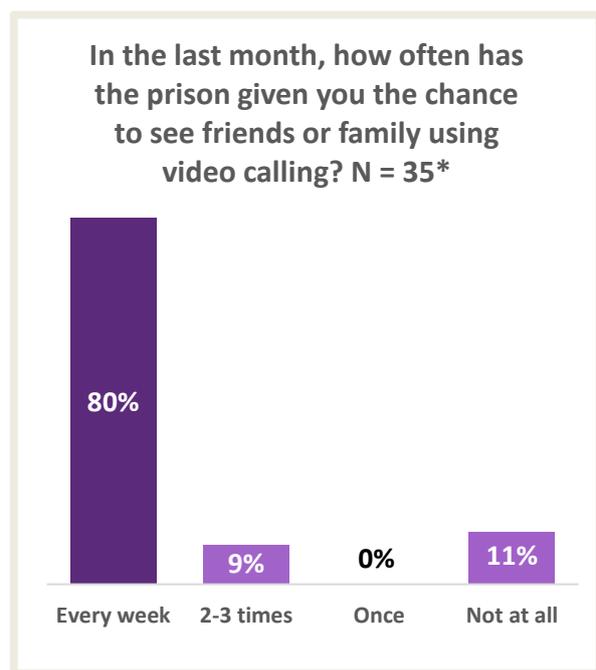
Visits

Of those who expressed a view, the majority (70%) said that the prison had enabled them to have visits from family and friends every week during the previous month. Meanwhile, 10% said they had been enabled to have visits 2-3 times in the previous month. 10% said they had been able to have one visit, and 10% said they had not been able to have any visits in the previous month.

Of those who expressed a view (69% of all respondents), the majority (80%) said that the prison had enabled them to have video visits every week during the previous month if they wanted them. 9% said they had the chance 2-3 times, and 11% said they had not had the chance.

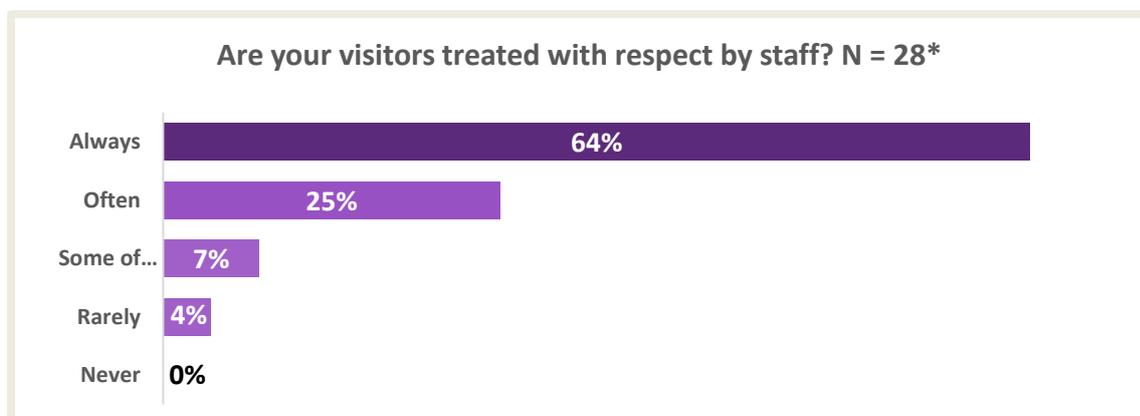


*Excludes "don't know" (18% of valid responses)



*Excludes "don't know" (30% of valid responses)

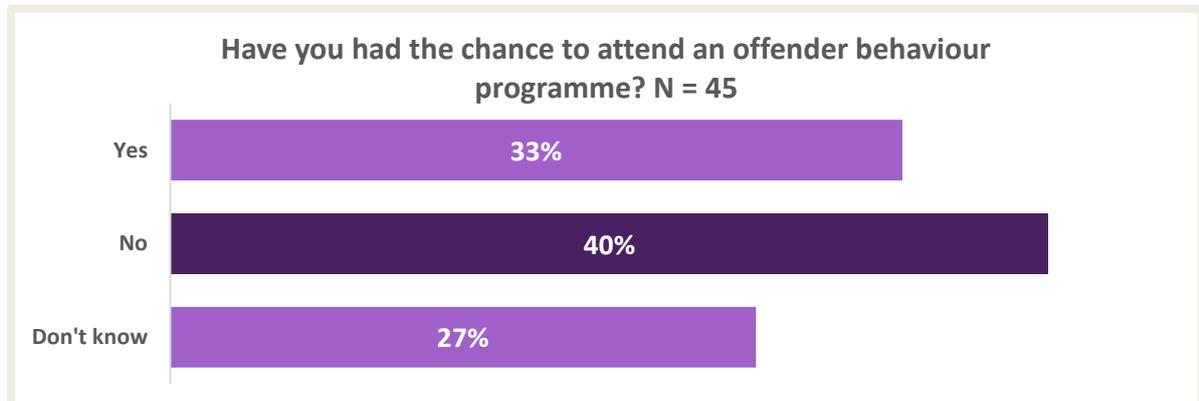
Of those who expressed a view, the majority (89%) said that their visitors were either always (64%) or often (25%) treated with respect by prison staff.



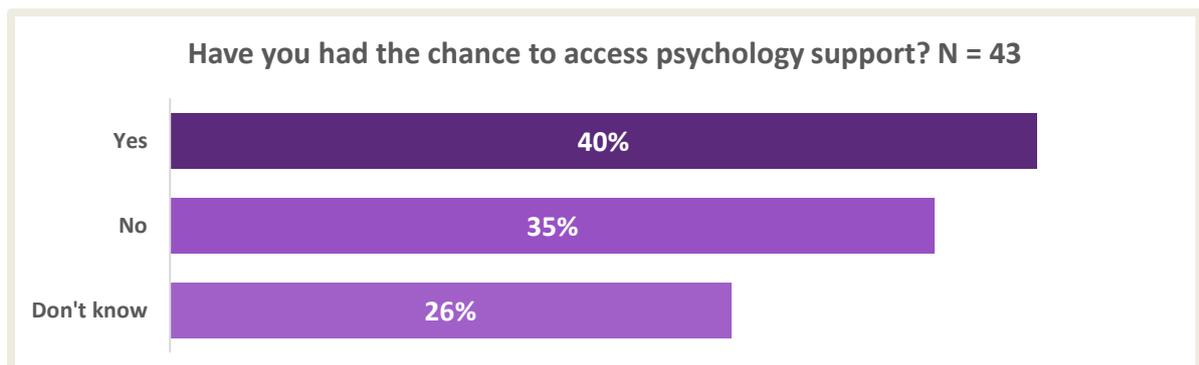
*Excludes "not applicable - don't have visitors" (44% of valid responses)

Progression and case management support

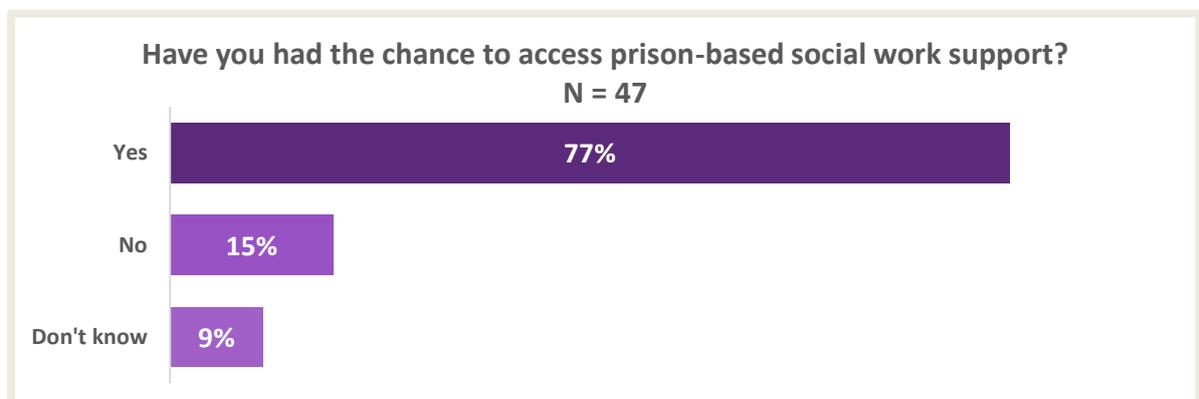
A third (33%) of respondents said that they had had a chance to attend an offender behaviour programme, while 40% said they had not, and 27% said they did not know.



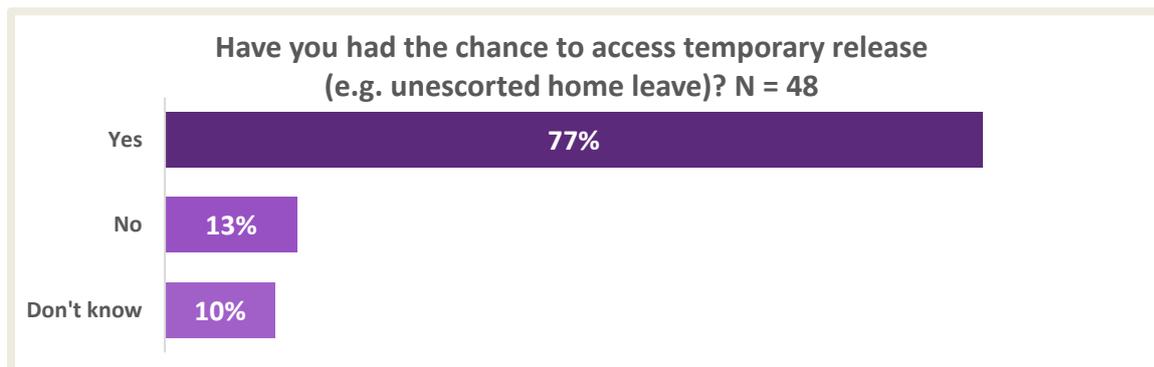
Less than half (40%) of respondents said they had had a chance to access psychology support, with 35% saying they had not, and 26% saying they did not know.



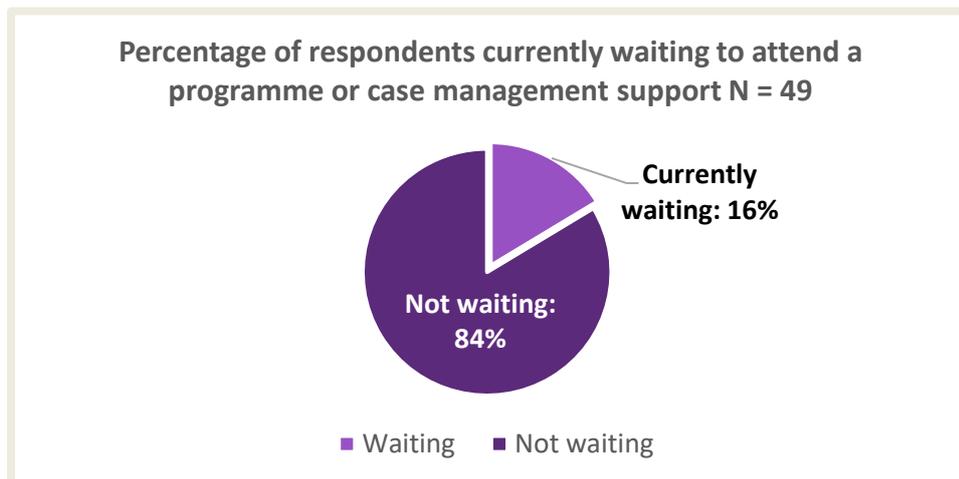
Over three quarters of respondents (77%) said they had had access to prison-based social work support, while 15% said they had not, and 9% said they didn't know.



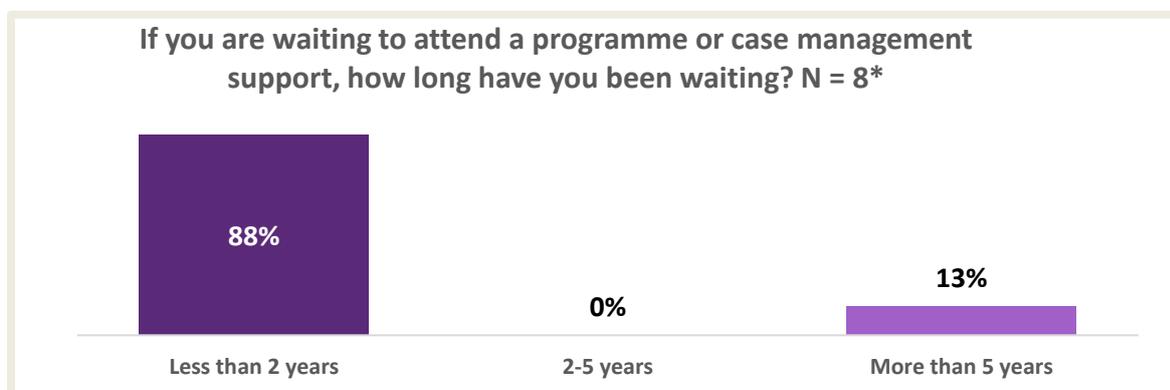
Over three quarters (77%) of respondents said they had had a chance to go on temporary release, while 13% said they had not had the chance, and 10% did not know.



Respondents were asked how long they had waited to attend programmes or case management support. A small percentage (16%) said they were waiting, while 84% were not waiting.



Of the 16% of respondents who were waiting, the majority (88%) had been waiting less than two years (88%), while 13% said they had been waiting longer than five years.

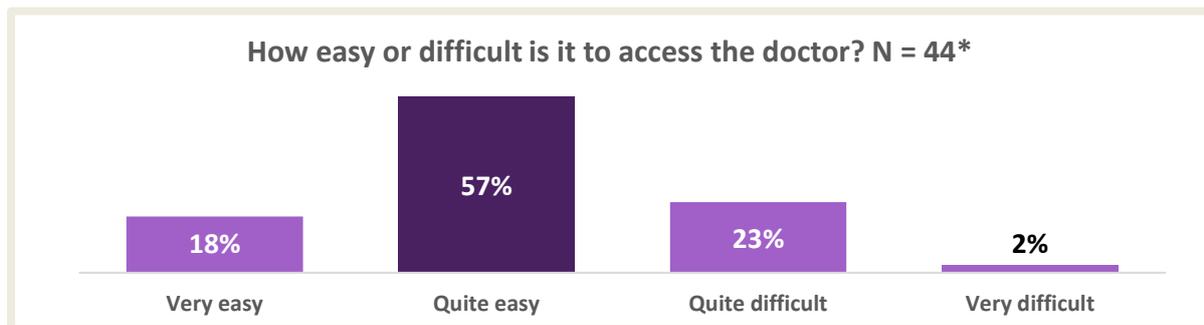


*Excludes "I'm not waiting for this" (84% of valid responses)

Standard 9: Health and Wellbeing

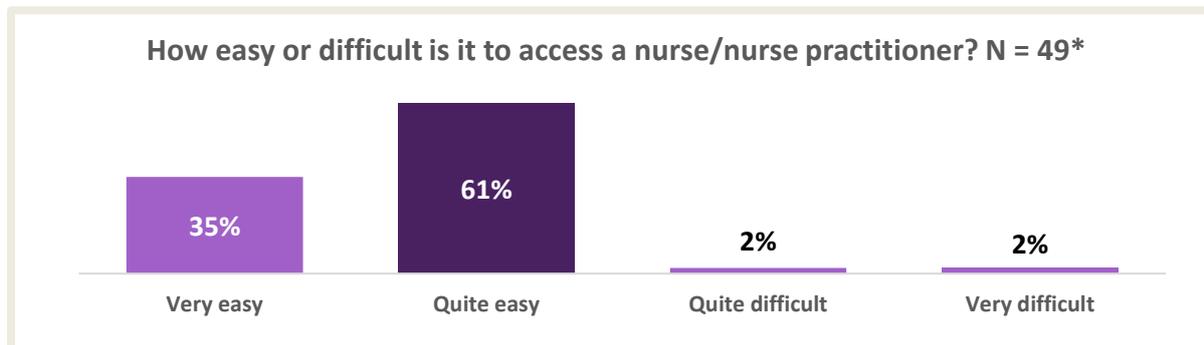
Access to health services

When asked how easy or difficult it is to access a prison doctor, 14% of respondents said they did not know. Excluding these, the majority of respondents (75%) said it was very easy (18%) or quite easy (57%) to access a doctor. One quarter (25%) said it was either quite difficult (23%) or very difficult (2%).



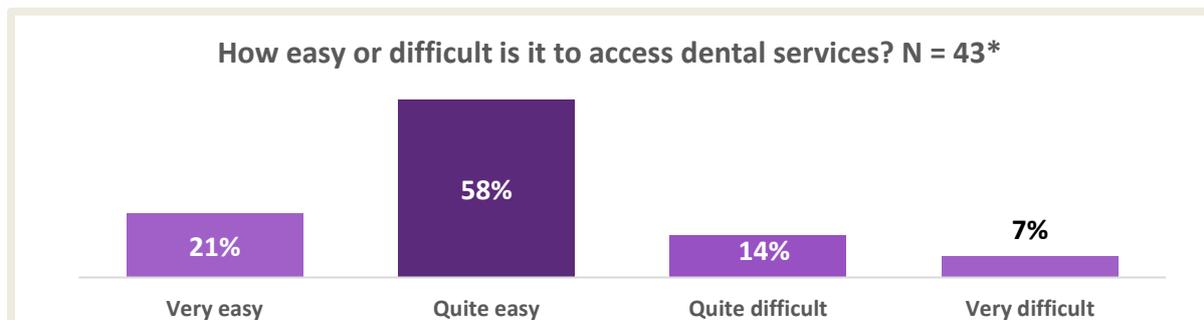
*Excluding "don't know" (14% of valid responses)

When asked how easy or difficult it was to access a nurse or nurse practitioner, 4% said they did not know. Excluding these, 96% said it was either very easy (35%) or quite easy (61%).



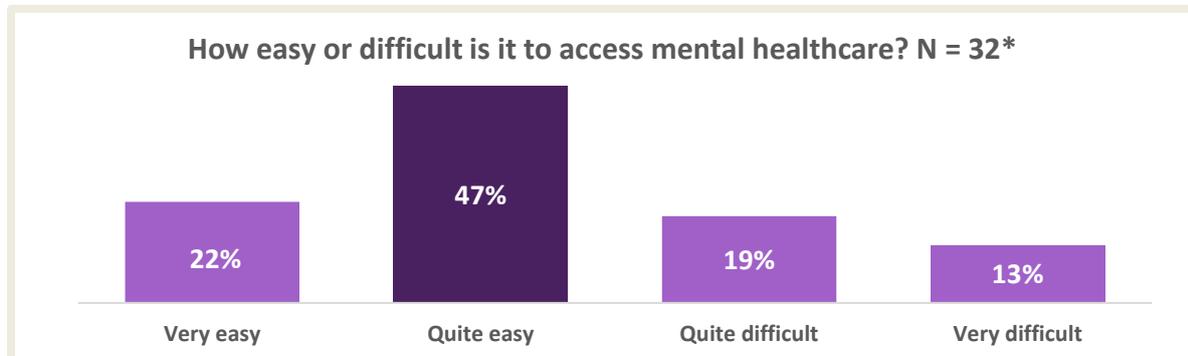
*Excluding "don't know" (4% of valid responses)

When asked how easy or difficult it is to access dental services, 14% said they did not know. Excluding these, the majority (79%) said it was either very easy (21%) or quite easy (58%). 21% said it was either quite difficult (14%) or very difficult (7%).



*Excluding "don't know" (14% of valid responses)

When asked how easy or difficult it is to access mental healthcare, 33% said that they did not know. Excluding these, the majority (69%) said it was very easy (22%) or quite easy (47%) to access mental health services. Almost one in five said (19%) said that it was quite difficult, and just over one in ten (13%) said that it was very difficult.



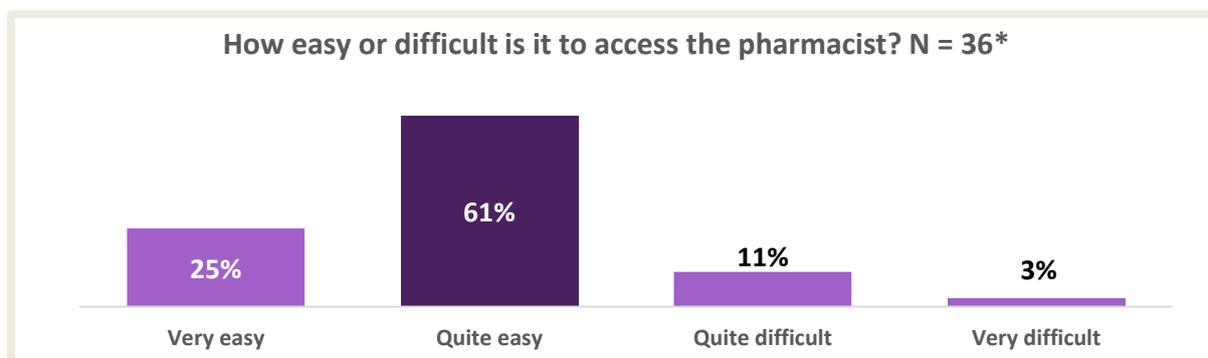
*Excluding "don't know" (33% of valid responses)

When asked how easy or difficult it is to access addictions services, 23% said that they did not know. Excluding these, everyone said that it was either very easy (46%) or quite easy (54%).



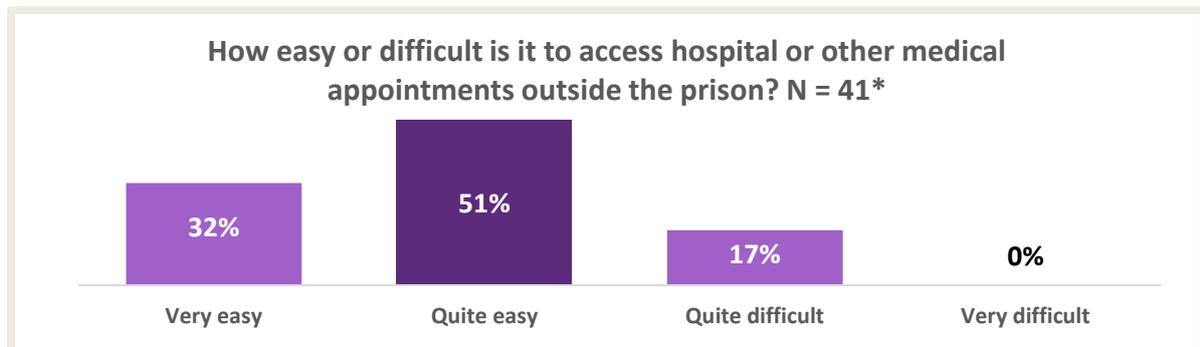
*Excluding "don't know" (23% of valid responses)

When asked how easy or difficult it is to access the pharmacist, 27% said they did not know. Excluding these, the majority (86%) said that it was either very easy (25%) or quite easy (61%).



*Excluding "don't know" (27% of valid responses)

When asked how easy or difficult it is to access hospital or other medical appointments outside the prison, 20% said they did not know. Excluding these, the majority (83%) said that it was either very easy (32%) or quite easy (51%). The remaining 17% said it was quite difficult.



*Excluding "don't know" (20% of valid responses)

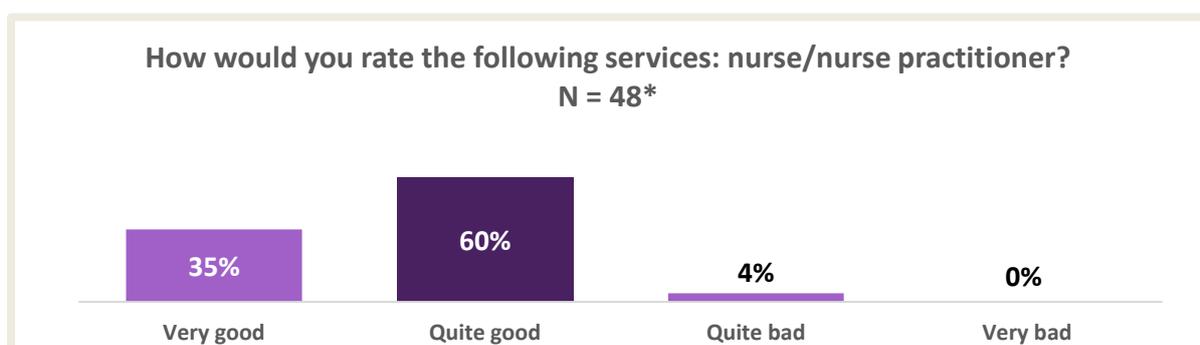
Quality of medical services

When asked about the quality of medical services provided by the prison doctor/s, 18% of respondents said they did not know. Excluding these, the majority (84%) rated the quality of service from the doctor/s as very good (24%) or quite good (60%).



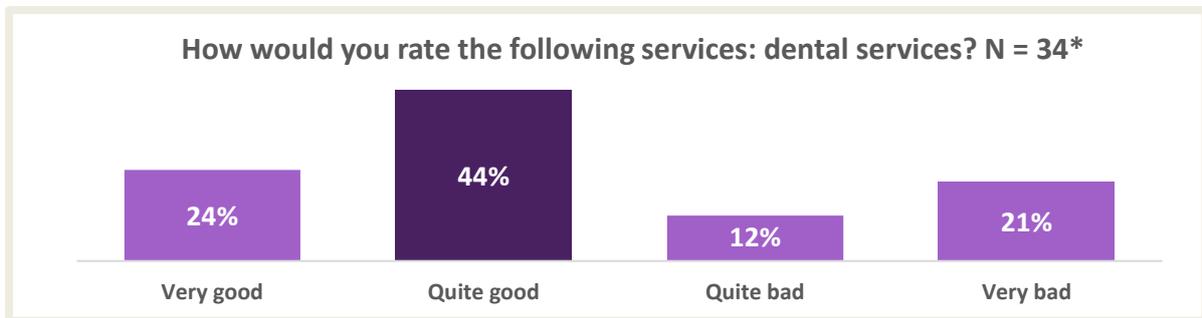
*Excluding "don't know" (18% of valid responses)

When asked about the quality of medical services provided by the nurses and nurse practitioners, 6% of respondents said they did not know. Excluding these, the majority (95%) rated the quality of service from the nurse/nurse practitioners as very good (35%) or quite good (60%).



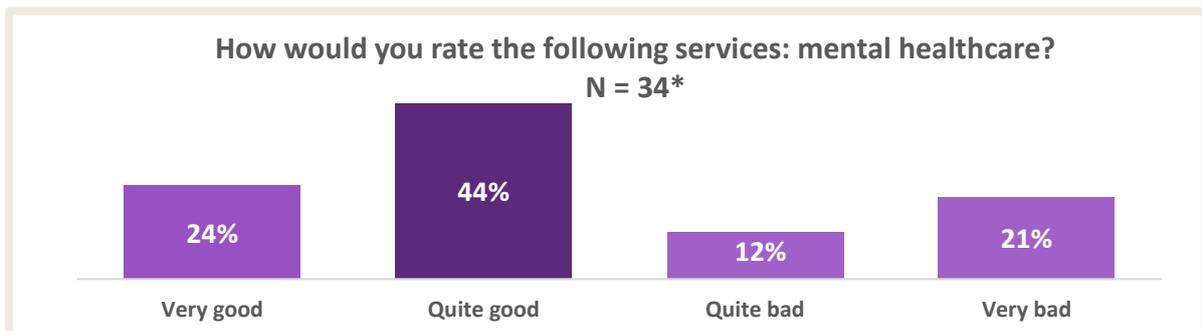
*Excluding "don't know" (6% of valid responses)

When asked about the quality of dental services, 31% of respondents said they did not know. Excluding these, the majority (68%) rated the dental service as very good (24%) or quite good (44%). One third of respondents rated the dental services as either quite bad (12%) or very bad (21%).



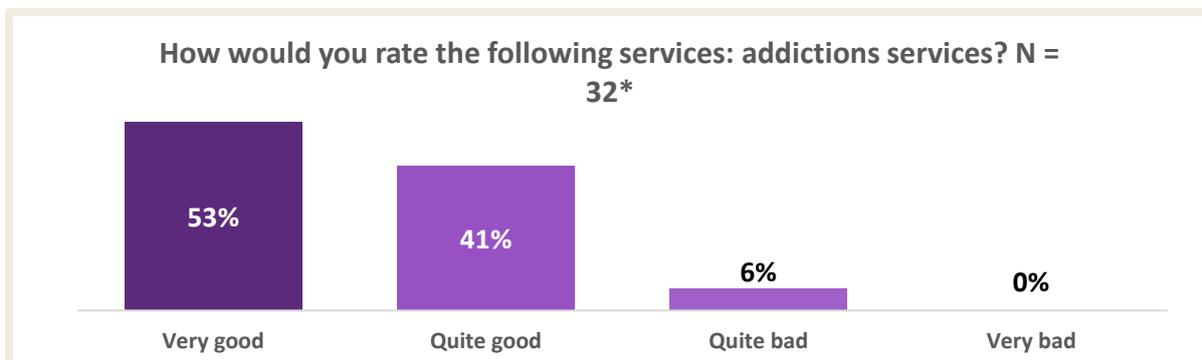
**Excluding "don't know" (31% of valid responses)*

When asked about the quality of mental health services, 31% of respondents said they did not know. Excluding these, the majority (64%) rated the quality of mental health services very good (24%) or quite good (44%). One fifth rated the service as very bad (21%), and 12% rated it as quite bad.



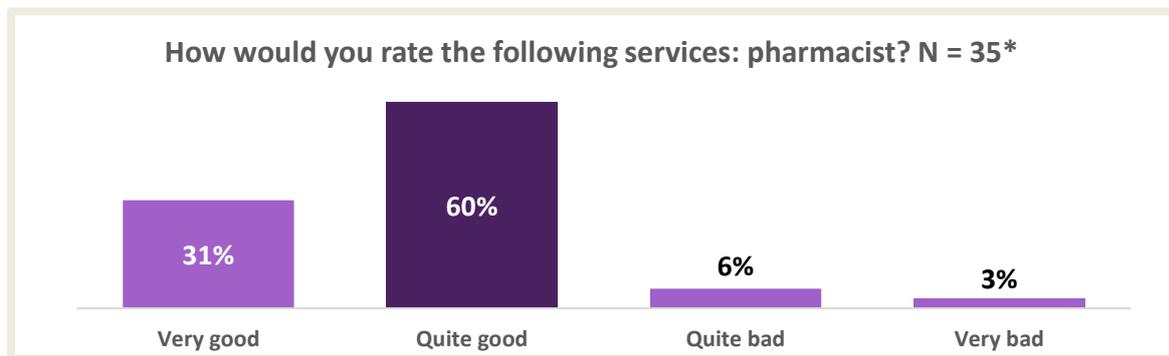
**Excluding "don't know" (31% of valid responses)*

When asked about the quality of addictions services, 36% of respondents said they did not know. Excluding these, the majority (94%) rated the quality of addictions services/s as very good (53%) or quite good (41%).



**Excluding "don't know" (36% of valid responses)*

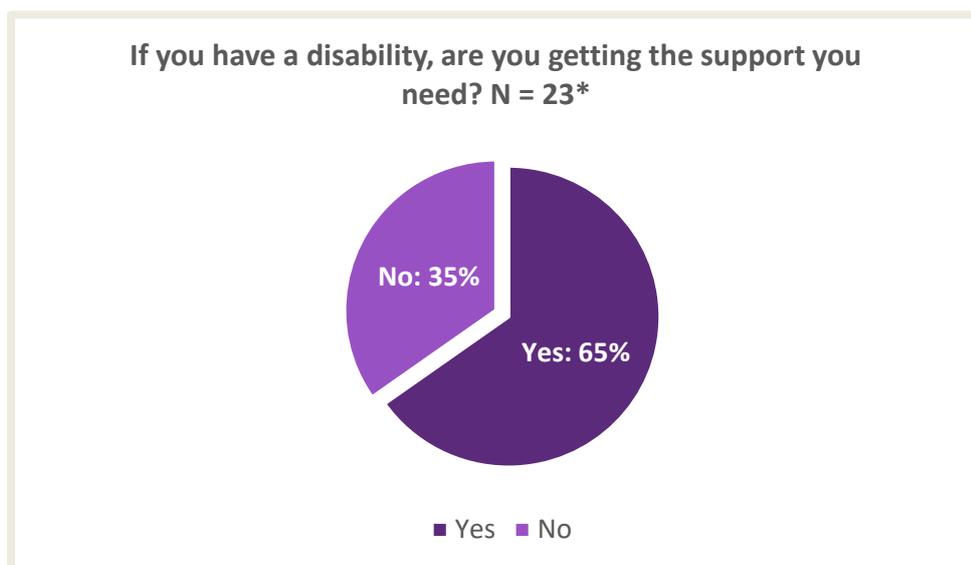
When asked about the quality of the pharmacy services, 35% of respondents said they did not know. Excluding these, the majority (91%) rated the quality of service from the pharmacy as very good (31%) or quite good (60%).



**Excluding "don't know" (35% of valid responses)*

Support for disabilities and long-term health conditions

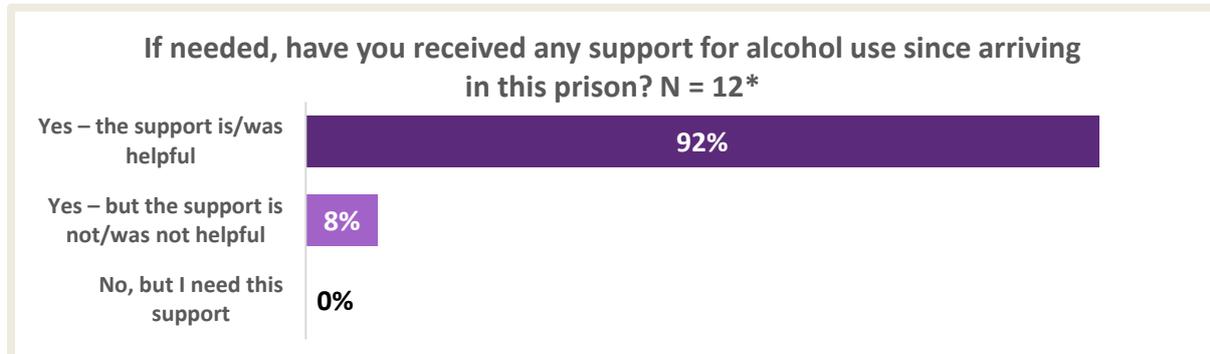
Of those who provided a valid response, 36% said they had a disability or long-term health condition. Of those who said they had a disability or long-term health condition, around two thirds (65%) said that they were getting the support they need to manage this.



**Excludes "I don't have a disability or long-term health condition" (54% of valid responses)*

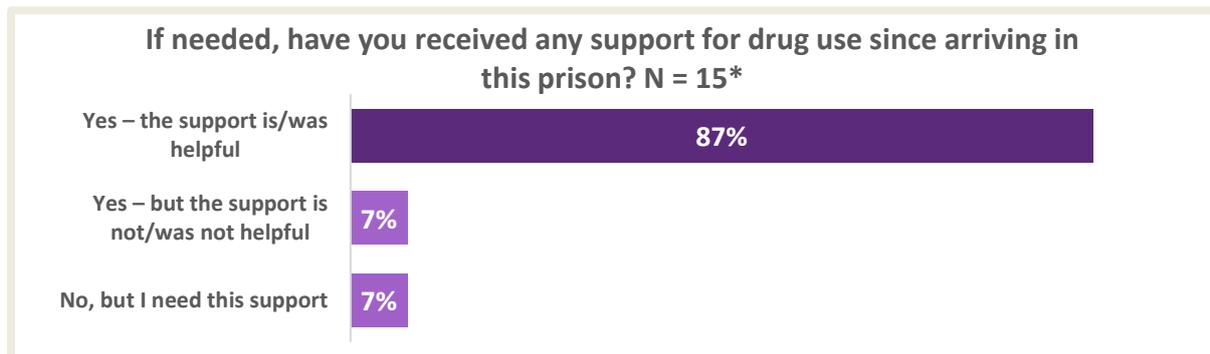
Support for issues relating to alcohol, drugs and mental health

Of those who said they have needed support for alcohol use since arriving at HMP Castle Huntly, 92% said that they had received support and it had been helpful. The remaining 8% said that the support was not helpful. No one reported not getting support if they needed it.



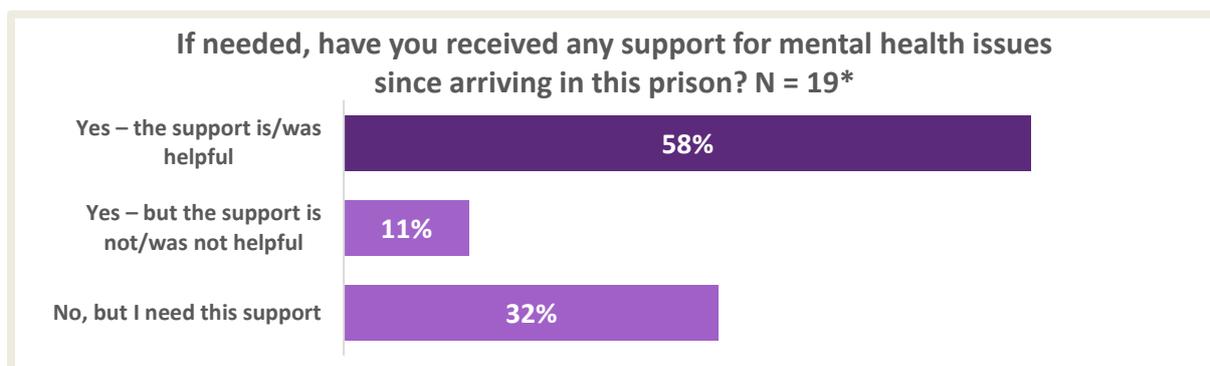
**Excluding "No - haven't needed this support" (76% of valid responses)*

Of those who said they needed support for drug use since arriving at HMP Castle Huntly, the majority (87%) said they had received support and it had been helpful. 7% said that they have received support which had not been helpful, and 7% said they had not received this support.



**Excluding "No - haven't needed this support" (71% of valid responses)*

Of those who said they needed support for their mental health since arriving at HMP Castle Huntly, over half (57%) said they had received support and it had been helpful. 11% said that they had received support which had not been helpful, and almost one third (32%) said they had not received this support.



**Excluding "No - haven't needed this support" (63% of valid responses)*

Open question (general comments): Thematic analysis of responses

Respondents were given an open-response space at the end of the survey to provide any further comments they would like to tell the inspectorate about. In total, 24 respondents provided comments, which are summarised thematically below.

Disparity between different types of prisoners

The most common comment (six comments) related to the sense that different types of prisoners are treated differently by the prison. In particular, those with sex offence convictions reported that they are not given the same opportunities to access work placements, training opportunities and projects in the community as those with other convictions. This was highlighted by a number of respondents as affecting their chances of getting parole. As one respondent commented, he felt that there was a “two tier system with mainstream vs. SOs [sex offenders]”.

One respondent also highlighted that those with sex offence convictions are also segregated from other prisoners at mealtimes, despite not being segregated in other parts of the prison.

Progression

Two further complaints were made regarding progression, with one respondent highlighting the fact that he was not able to go to his own RMT, meaning that he could not express his views there. One commented that he had been in HMP Castel Huntly for 6 weeks and was still awaiting a home background report.

Another suggested disappointment with the handling of life-sentence prisoners, with “the parole board frequently knocking [lifers] back so they can be tested more before release... Personally on a number of occasions I have had parole guidance saying I was to come to open prison to be tested before I could be released. When this is not met for reasons outwith your control, you’re just given more time inside. There is never any accountability, except for us. We pay every price!”

Employment, training and preparation for release

Several comments highlighted respondents feeling that more could be done to support their development regarding employment and education. One respondent noted that “there are next to no qualifications on offer via the work sheds, and limited encouragement or support to achieve them”. Another highlighted that “it is a shame that the prison does not help with construction tickets, for example CSCS or courses to help guys get employment rather than rely on charities”.

Respondents also suggested a need for greater pre-release support. One said it would be helpful if the prison introduced pre-release “living skills courses” to help people prepare for life outside prison. Another highlighted a need for greater support to get work after release: “I’ve been asking about help finding work when I get tag or lib. All I get is shoulder shrugs and guess work. I want to work from day one but I will only be able to start applying on day one. We need more help finding work”

One comment suggested that it is detrimental that those with honours degrees cannot continue with further study at Master or PhD level while in prison.

Relationships with prison staff

One prisoner highlighted the high quality of the staff at HMP Castle Huntly, saying that “overall this prison is well run and most staff go out of their way to help you with what you need”.

However, a number of other respondents raised complaints about staff, including accusations of laziness, staff members seeking to encourage tension between prisoners, and a failure to take concerns seriously. One respondent suggested that prisoners fear using the complaints system to make complaints against staff because they “think they will be downgraded” by staff.

Health

While one prisoner highlighted that “the health care is good and run well”, one other felt that the prison doctor had not helped with his complex health needs. Another prisoner complained that the poor mattresses were damaging his back.

Three respondents raised concerns over mental health. One noted that prisoners often do not raise mental health concerns or seek mental health support because they fear they will lose access to home leave and placements. One mentioned that it had been difficult to access mental health support due to delays, and he had difficulties accessing the correct medication.

Food

Three respondents mentioned the food, with complaints including: dietary requirements not being taken seriously by staff; basic items like toasters not being available on the wing; canteen prices being too high; and too little milk being provided each day.

Wages

Three complaints were raised about wages, with respondents noting that canteen and phone prices keep rising with no corresponding rise in wages, and that wages in closed conditions are higher than those on the open estate.

Equalities and diversity

One respondent raised a complaint over his treatment, suggesting that he has been unfairly treated by officers because he is not Scottish, and requested that staff undertake equality and diversity training.