

HMIPS Pre-Inspection Survey Findings

HMP Addiewell
October 2022

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HMP Addiewell, 2022

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Executive Summary

Background

This document reports on the findings of the HMIPS pre-inspection survey conducted in HMP Addiewell on 5-6th October 2022. Since March 2022, the pre-inspection survey is carried out in advance of each HMIPS full inspection, with the results used to help shape the focus of the inspection.

At the time of the survey, 721 people were held in HMP Addiewell. The survey was distributed to a sample of 258 prisoners, with a response rate of 56% (144 responses).

The data is presented according to the HMIPS inspection standards. Standard 8 (organisational effectiveness) is omitted as this is not addressed in the prisoner survey.

Overall Findings

The results of this survey indicate significant concerns across many aspects of the prison, most notably regarding safety, healthcare, relationships with staff, purposeful activity, decency, and humane use of authority.

Standard 1: Lawful and transparent custody

- Just over half of respondents (51%) said they received an induction in a form they could understand, and 55% said that they were treated well in reception on arrival.

Standard 2: Decency

- Most respondents (57%) rated the quality of food negatively, and only 19% said they always get enough to eat at mealtimes.
- Most respondents said they were able to shower every day (97%), and most said they could get their clothes washed at least once a week (89%).

Standard 3: Personal safety

- Only 11% of respondents said they always feel safe in HMP Addiewell, and 32% reported rarely or never feeling safe.
- Almost two thirds (63%) said they had witnessed staff in HMP Addiewell abusing, threatening, bullying or assaulting other prisoners, and 41% said that they had been abused, threatened, bullied or assaulted by staff themselves.
- 41% said that they had been abused, threatened, bullied or assaulted by another prisoner in HMP Addiewell
- Most prisoners (57%) said they would not or probably would not report abuse, bullying, threats or assault by prison staff, and 73% said they would not or probably would not report the same behaviour by other prisoners.

Standard 4: Effective, courteous and humane use of authority

- Most respondents (60%) thought that they were never given a reasonable explanation when they or their cell was searched
- Most respondents (79%) said that the system for accessing personal property worked either badly or very badly.

Standard 5: Respect, autonomy and protection against mistreatment

- Half of respondents (50%) said they were always treated with respect by staff
- Less than a third of respondents (32%) said they had a personal officer (PO).
- Of those who said they had a PO, 38% said their PO was helpful or very helpful.
- Only 3% said that when prisoners are consulted on things like food, canteen and healthcare, changes are often made as a result. Over half (53%) said prisoners are not consulted at all.
- Most respondents (84%) said that the complaints system worked badly.

Standard 6: Purposeful activity

- Most respondents said it was difficult to access education or that education was unavailable to them (53%)
- Most respondents said it was difficult to access training or that training was unavailable to them (62%).
- Most respondents said it was difficult to get a prison job, or that prison jobs were unavailable to them (58%).
- Less than half of respondents (48%) said they were able to spend at least an hour outdoors in the fresh air each day in the previous week.
- Of those who answered the question, 83% said they could go to the gym or play sports at least once a week, and 65% said they could go to the library at least once a week.
- Most respondents (85%) were able to spend more than two hours out of their cell on the previous weekday, and 86% said they could spend more than two hours out of their cell on the previous Saturday.
- Of those who practiced a religion, 30% said they were well supported to do so, while 21% said they were poorly supported.
- Of those who said they were aware of visiting arrangements, 37% said they had had a chance to have an in-person visit with friends and family every week in the last month, and 43% said they had had the chance for a video visit every week in the previous month.
- Less than one in five (19%) respondents said that their visitors were always treated with respect by staff.

Standard 7: Transitions from custody into the community

- 10% of respondents said they were due to be released in the next six weeks.
- Of these, all said they needed help with finding accommodation for their release, with 47% saying they were receiving this help.
- 85% said they needed help to sort out getting employment, with 23% saying they were getting this support
- 70% said they needed help to sort out setting up education or training, with 8% saying they were getting this support
- 93% said they needed help with arranging benefits, with 64% saying they were getting this support
- 69% said they needed help with getting support for drug and alcohol use for their release, with 15% saying they were getting this support
- 67% said they needed help with getting support for their physical health for their release, with none (0%) saying they were getting this support

- 84% said they needed help with getting mental health support for their release, with 17% saying they were getting this support.

Standard 9: Health and wellbeing

- Of those who expressed an opinion, the majority said it was difficult to access the following health services: doctor (92%); nurse or nurse practitioner (76%); dental services (94%); mental healthcare (94%); addictions services (82%); the pharmacist (69%); and hospital or other medical appointments outside the prison (91%).
- Of those who expressed an opinion, the majority rated the following services as bad or very bad: doctor (73%); nurse or nurse practitioner (64%); dental services (70%); mental health services (83%); addictions services (85%); pharmacist (58%).
- 65% of respondents said they have a disability or long-term health condition. Of these, 20% said they were getting the support they needed for it.
- Of those who said they have needed it, 16% said they had received support for alcohol use and that the support had been helpful
- Of those who said they have needed it, 30% said they had received support for drug use and that the support had been helpful
- Of those who said they have needed it, 17% said they had received support for mental health issues and that the support had been helpful

Introduction

This document reports on the findings of the HMIPS pre-inspection survey conducted in HMP Addiewell on 5-6th October 2022. Since March 2022, the pre-inspection questionnaire has been carried out in advance of each HMIPS full inspection, with the results used to help shape the focus of the inspection.

HMP Addiewell held 721 prisoners at the time of the survey. A total of 258 prisoners were randomly selected and asked to complete the survey, of whom 144 completed and returned the questionnaire, providing a 56% response rate.

The data is presented according to the HMIPS inspection standards. There are no results for Standard 8 as we do not ask any questions relating to this standard in the prisoner survey.

Method and limitations

The survey was conducted on 5-6th October 2022 by HMIPS staff. Two days before this took place, HMIPS requested a full list of prisoners held in HMP Addiewell on that date, including their cell location, and a random sample of prisoners was sample from this list, based on their cell numbers.

HMIPS staff personally spoke to each selected participant, to explain the survey and ask if they wished to take part. 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 required. 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. 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 are included in the analysis of each question.

Participant Profile

All respondents who disclosed their age were aged over 21. The most common age groups taking part in the survey were 26-30 (19%), 31-40 (42%), and 41-50 (18%). 15% were aged 51 or over. 1% did not disclose their age.

The majority (92%) of respondents described their ethnicity as white, and 93% said that they were UK citizens.

Most respondents (60%) reported having a religion, with the most common being Roman Catholic (27%), Church of Scotland (18%) and Other Christian (6%). Just over one third said they had no religion (37%).

Two thirds of respondents (65%) said that they had a disability or long-term health condition, while 31% said that they did not. 5% did not disclose this information.

The majority of respondents said that they had been in HMP Addiewell for less than 3 years (68%).

Most respondents said they were currently serving a sentence (84%). Of these, 31% were serving sentences of less than four years (26% of all respondents), and 69% were serving sentences of four years or more (58% of all respondents).

Those on remand accounted for 14% of respondents, and 2% did not disclose their sentence length/type. This is a substantially lower proportion than the actual proportion of remand prisoners held at the time of the survey (27%). The survey results are therefore biased towards the experiences of convicted prisoners.

Standard 1: Lawful and Transparent Custody

Induction

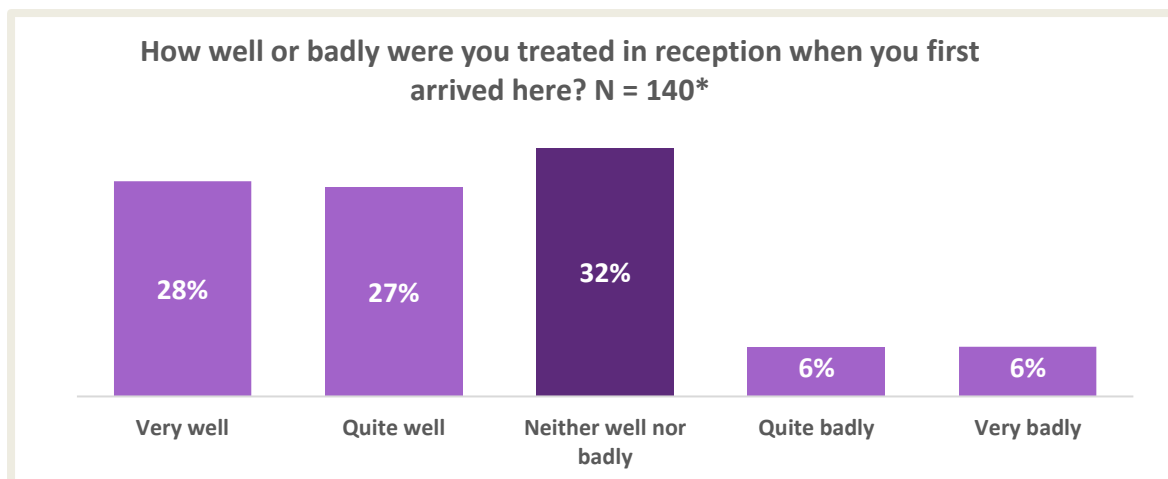
Of those who could remember (94% of valid responses), just over half (51%) of respondents said they had received an induction in a form they could understand on arrival at HMP Addiewell.



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

Treatment in reception

Just over half of respondents (55%) said they were treated well in reception when they arrived at HMP Addiewell, while 12% said they were treated badly.

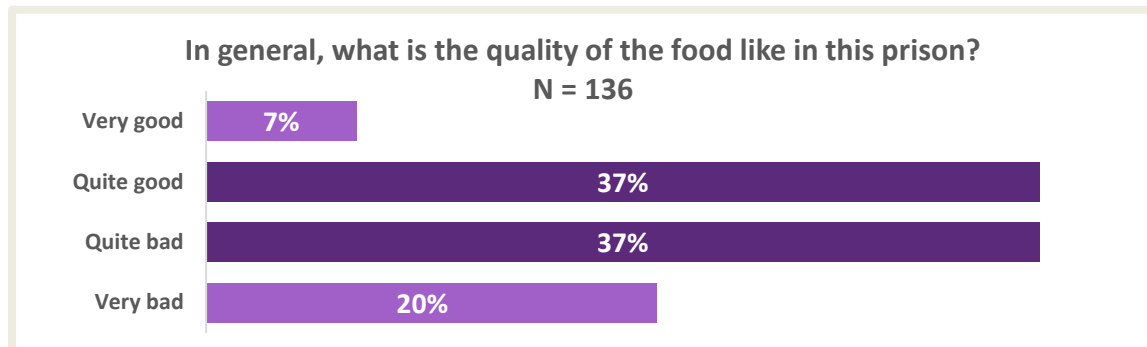


**Excluding "don't remember" (1% of valid responses)*

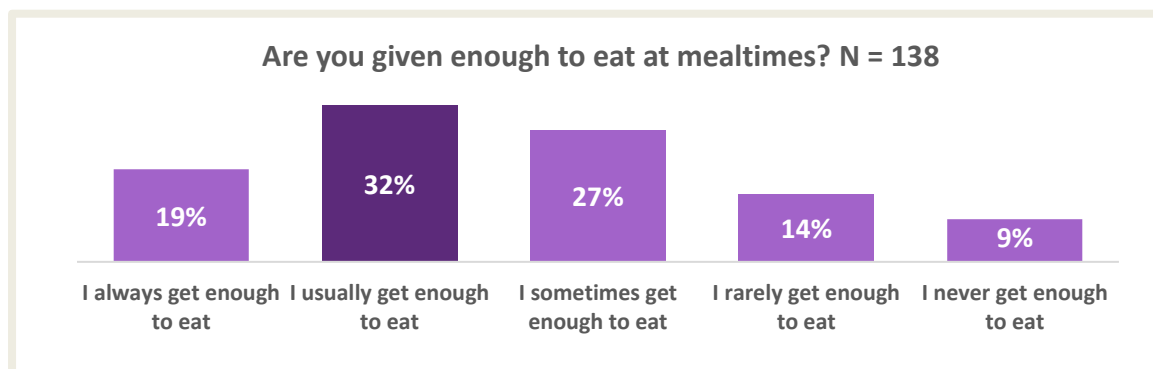
Standard 2: Decency

Food

The majority of respondents (57%) rated the quality of food negatively, with 37% saying the food was quite bad, and 20% saying the food was very bad. Less than half (44%) rated the food as very good (7%) or good (37%).

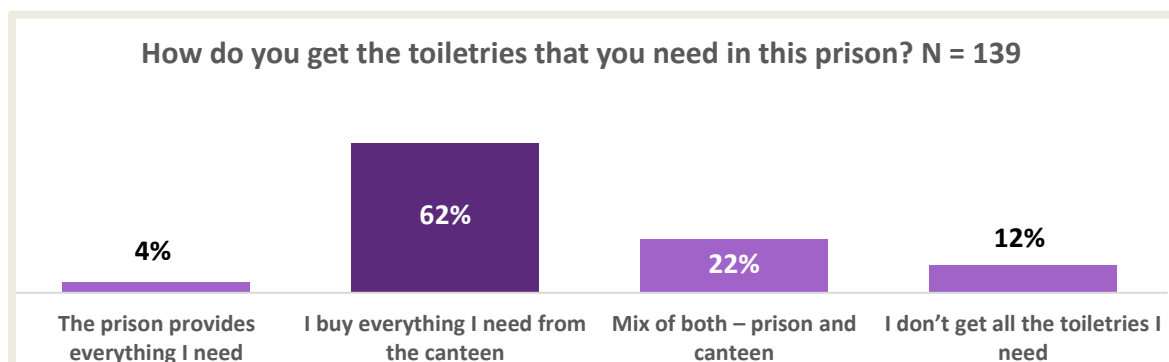


Less than one fifth of respondents (19%) said that they always got enough to eat at mealtimes, while the most common response was “I usually get enough to eat” (32%). Just under one quarter (23%) said they rarely or never got enough to eat at mealtimes.

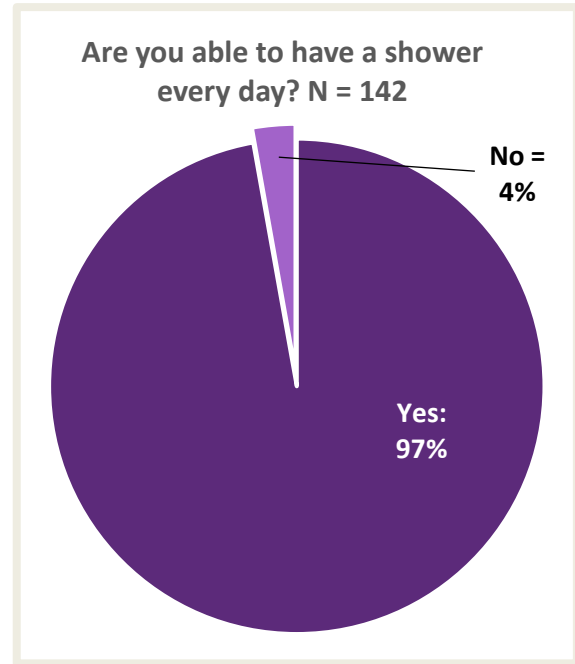
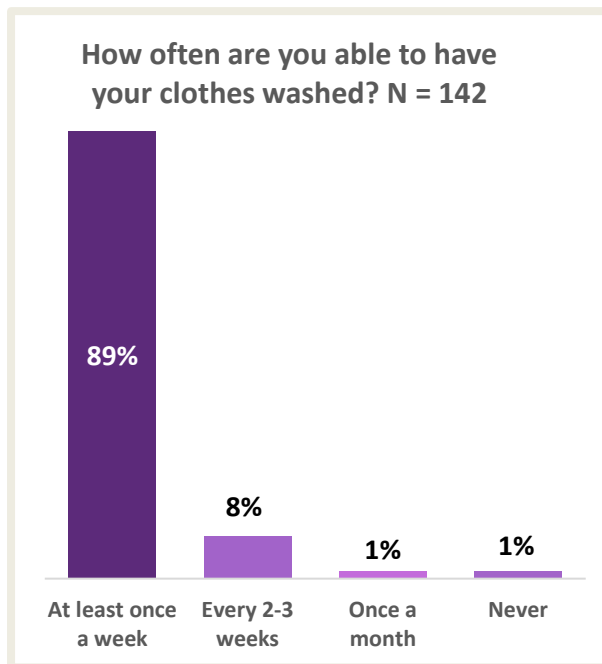


Toiletries, showering and laundry

Very few (4%) respondents said that the prison provided all the toiletries they needed. The majority (62%) said they got all their toiletries from the canteen, while 12% said they were unable to get everything they needed.



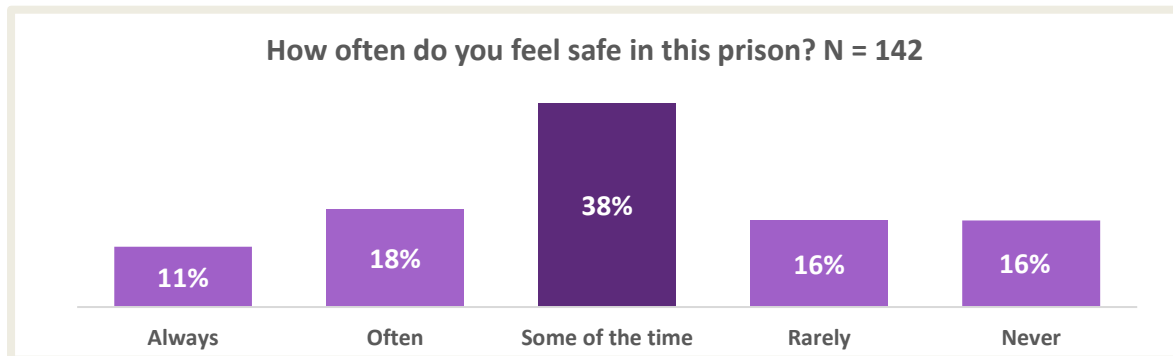
Most respondents (89%) said they were able to have their clothes washed at least once a week, and 97% said they were able to have a shower every day.



Standard 3: Personal Safety

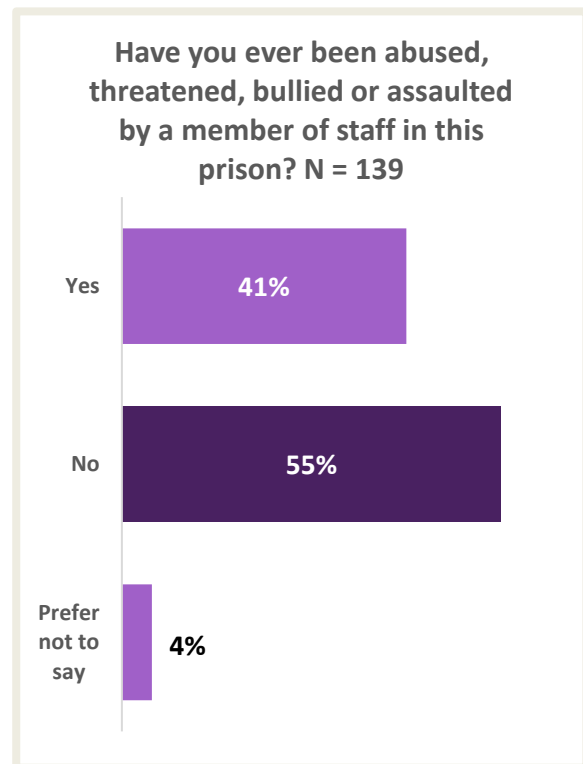
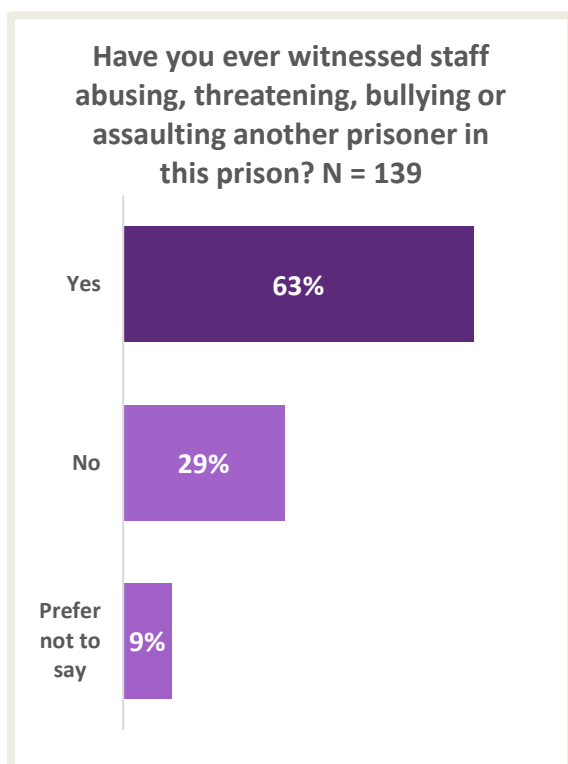
Perception of safety

Around one in ten (11%) respondents said that they always felt safe in HMP Addiewell, with a further 18% saying they often felt safe, and 38% saying they felt safe some of the time. 32% said that they rarely or never felt safe.



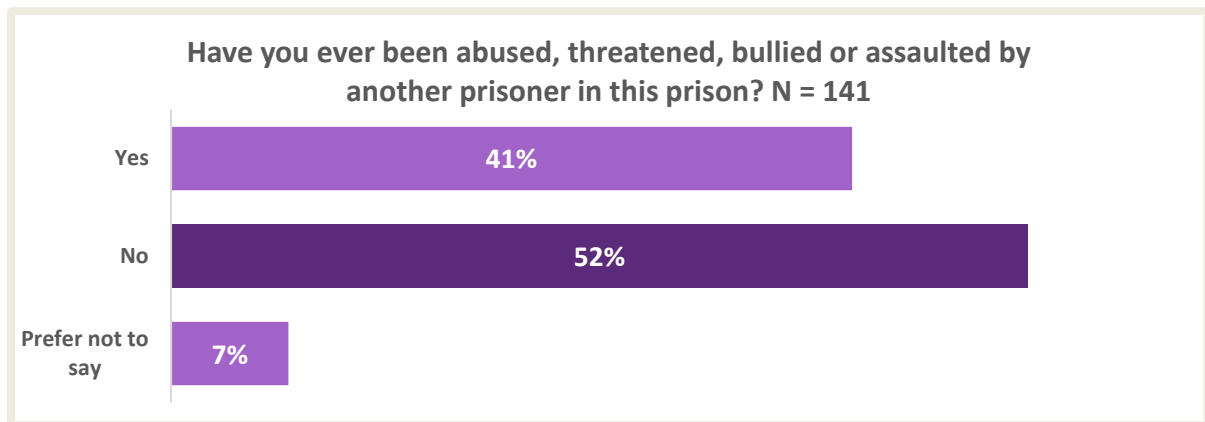
Abuse, threats, bullying or assault by staff

Almost two thirds (63%) said that they had witnessed staff abusing, threatening, bullying or assaulting another prisoner. And 41% said that they themselves had been abused, threatened, bullied or assaulted by a staff member.



Abuse, threats, bullying or assault by prisoners

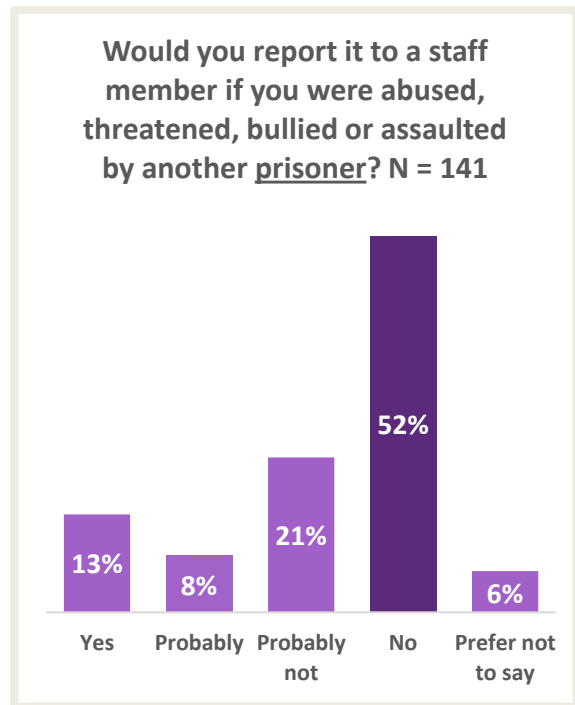
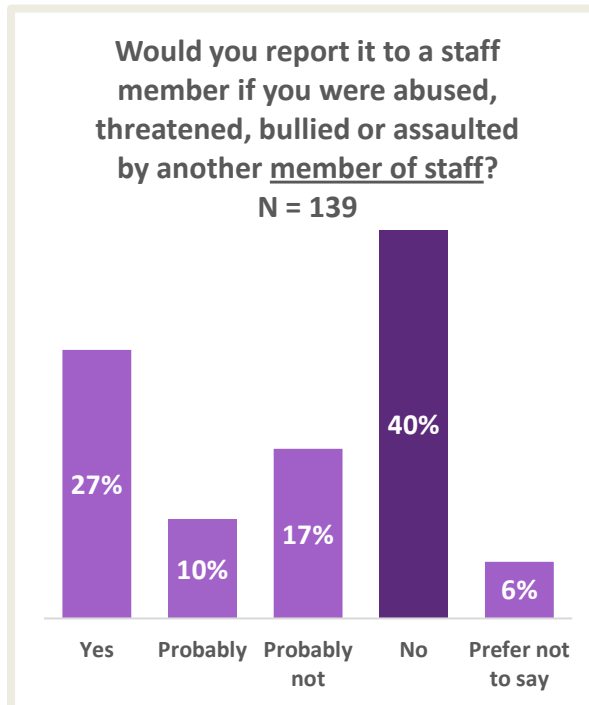
Two in five respondents (41%) said they had been abused, threatened, bullied or assaulted by another prisoner in HMP Addiewell.



Reporting abuse, threats, bullying or assault

Most respondents (57%) said that they would not (40%) or probably would not (17%) report it if they were abused, threatened, bullied or assaulted by a staff member.

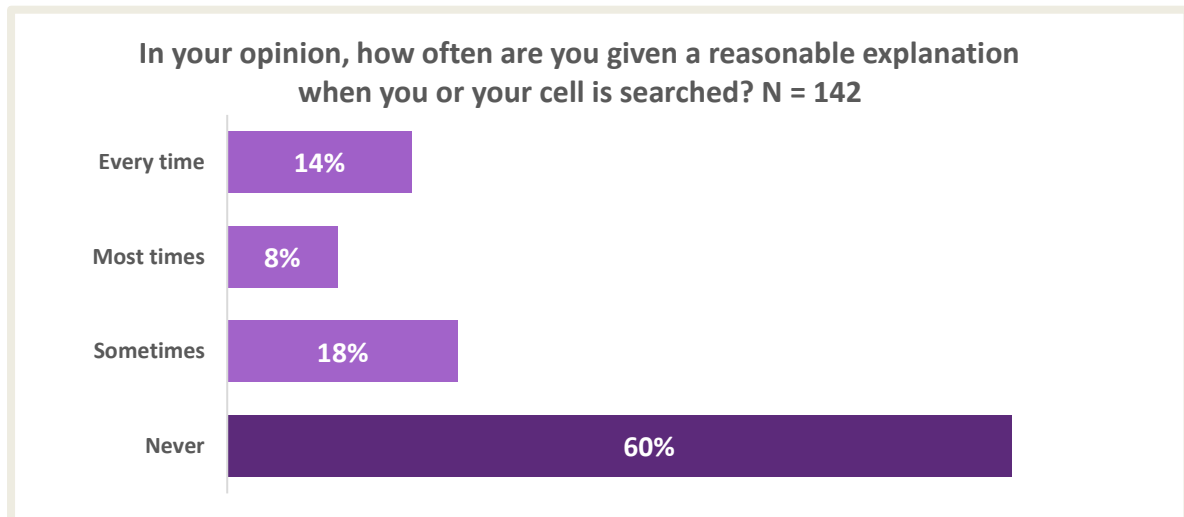
The majority (73%) said they would not (52%) or probably would not (21%) report it if they were abused, threatened, bullied or assaulted by another prisoner.



Standard 4: Effective, Courteous and Humane Use of Authority

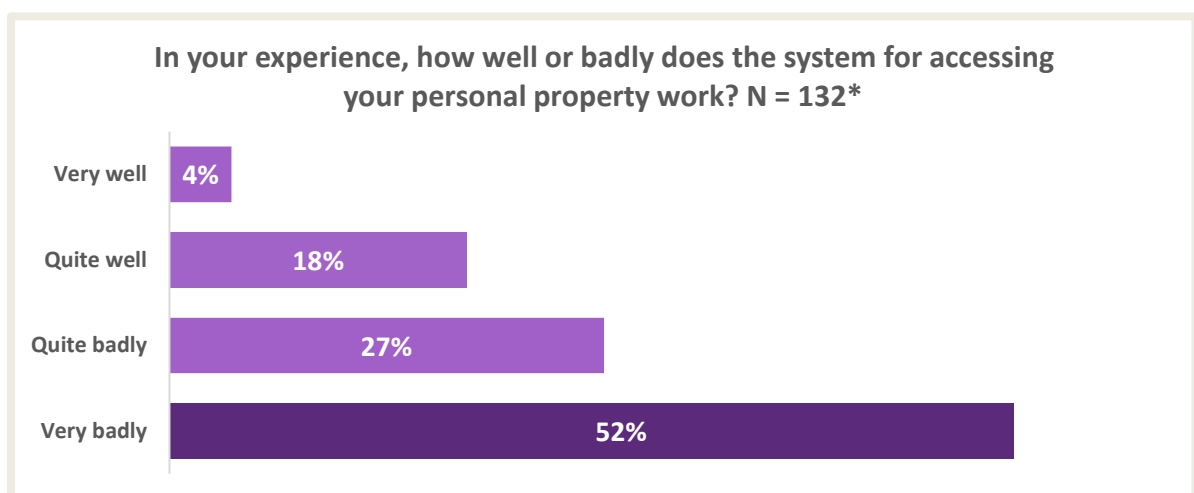
Searching

The majority of respondents (60%) felt that they were never given a reasonable explanation when they or their cell had been searched, and only 14% said they were given a reasonable explanation every time.



Accessing personal property

Excluding those who said they did not know (7% of valid responses), the majority of respondents (79%) thought the system for accessing their personal property worked very badly (52%) or quite badly (27%).

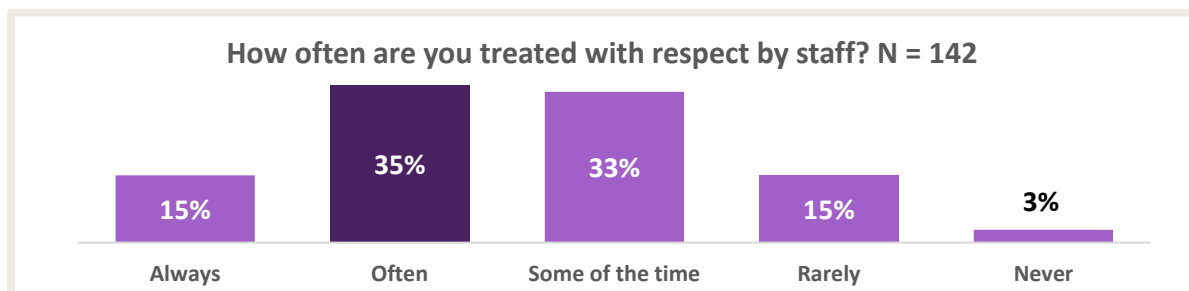


**Excluding "don't know" (7% of valid responses)*

Standard 5: Respect, Autonomy and Protection against Mistreatment

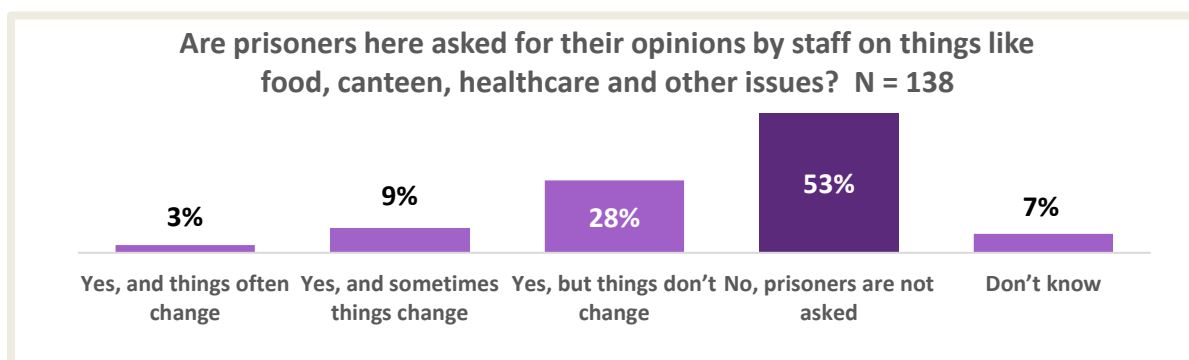
Respect

Exactly half of respondents (50%) said that they were always (15%) or often (35%) treated with respect by staff. 18% said that they were rarely (15%) or never (3%) treated with respect.



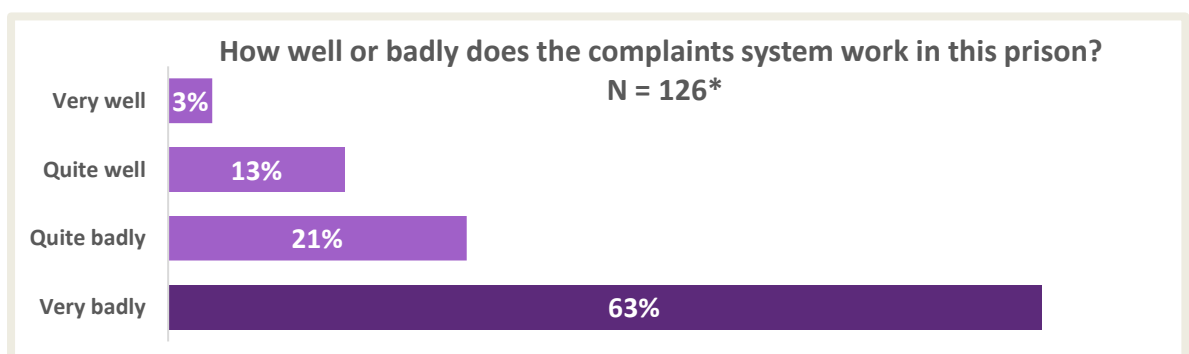
Consultation with prisoners

Most respondents (53%) said that prisoners were not asked for their opinions on issues like food, canteen and healthcare, while over a quarter (28%) said that they were asked but things did not change as a result.



Complaints

Of those who gave an opinion, 84% said that the complaints system worked badly, including 63% who felt it worked very badly.

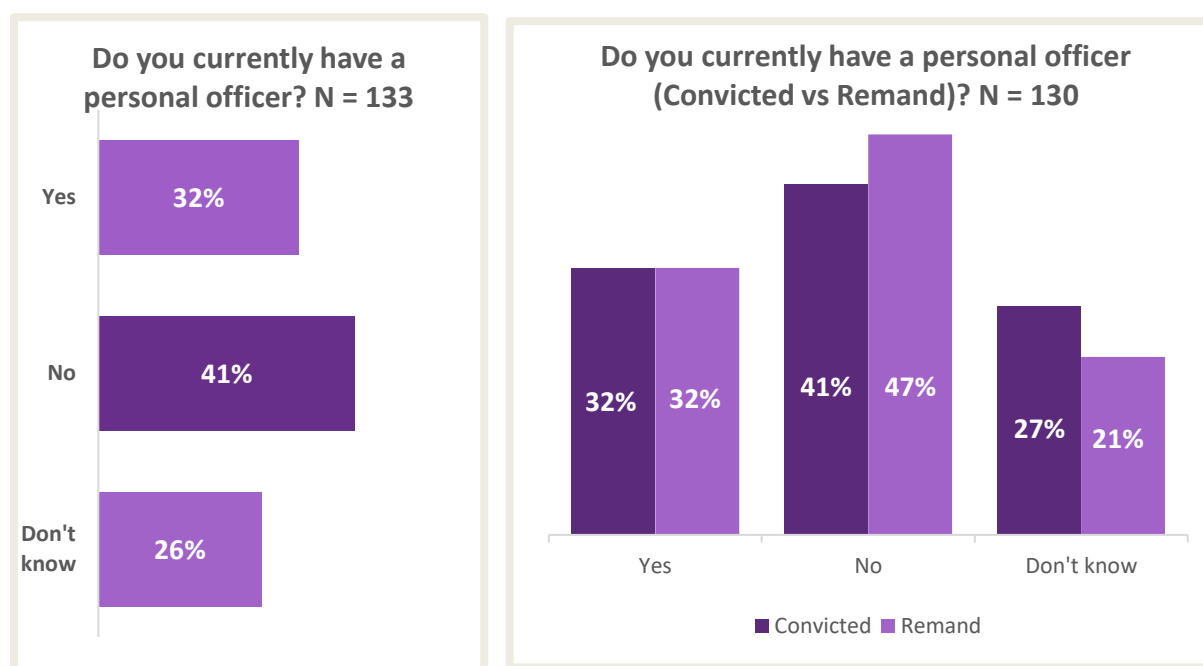


*Excluding "don't know" (11% of valid responses)

Personal officers

Just under a third of respondents said that they had a personal officer (32%), with a quarter 26% saying they did not know, and 41% saying they did not have one.

When this data is broken down by prisoner type, these figures are relatively similar for both convicted and remand prisoners, although those on remand were more likely to say that they did not have a personal officer.



**Excluding those who did not disclose whether they were convicted or on remand*

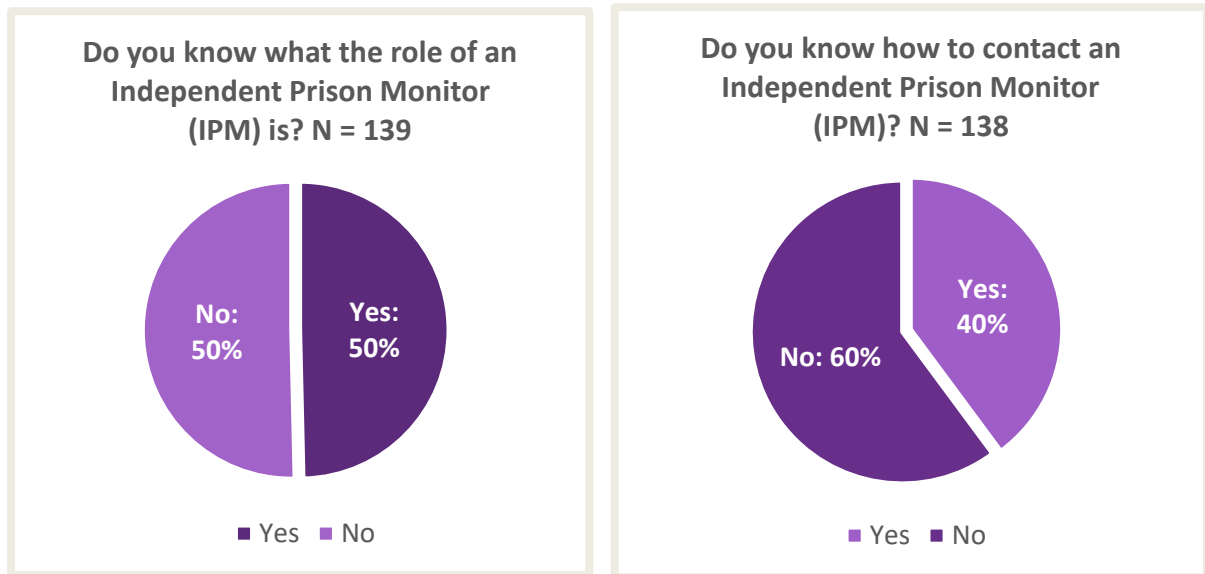
Those who had a personal officer were asked how helpful their personal officer was. Less than half (38%) said that their personal officer was either very helpful (17%) or quite helpful (21%). A third of respondents (33%) reported that their personal officer was quite unhelpful (14%) or very unhelpful (19%).



**Responses from those who said they had a personal officer*

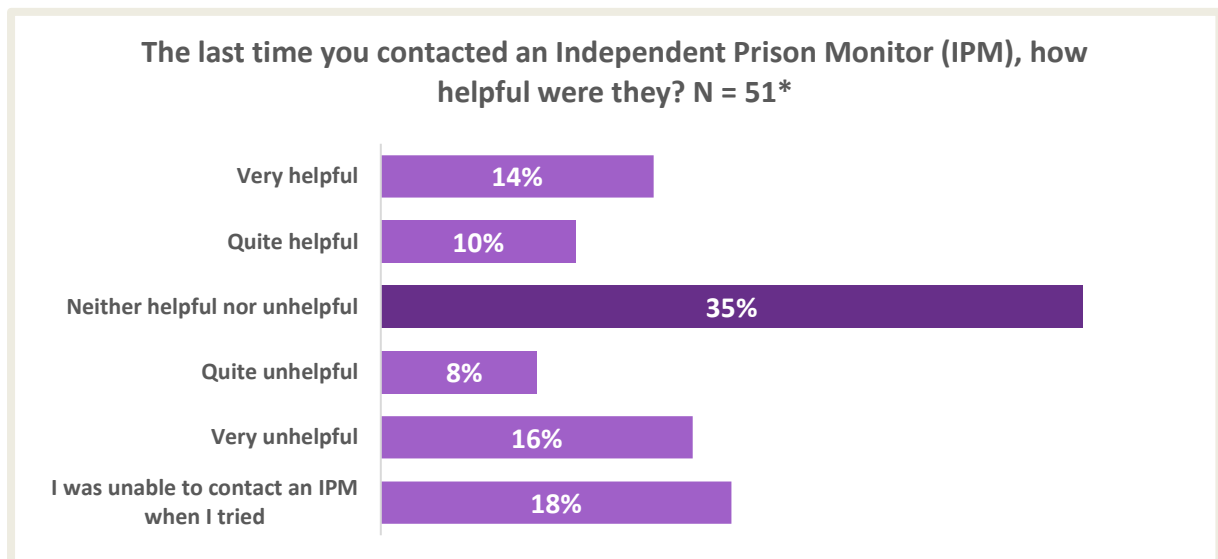
Engagement with Independent Prison Monitors (IPMs)

Half of respondents (50%) said they knew what the role of an Independent Prison Monitor (IPM) is, and 40% said they knew how to contact an IPM.



When asked about the last time they had contacted an IPM, most respondents said that they had never tried to contact an IPM (58% of valid responses). Of those who had tried, less than a quarter (24%) reported a positive experience.

Around one quarter (24%) said the experience was unhelpful, and 18% said they were unable to contact an IPM when they tried.

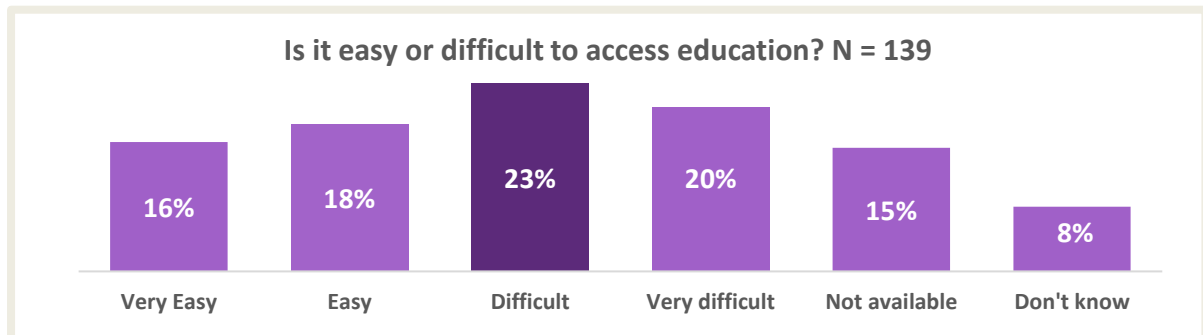


**Excluding those who had never attempted to contact an IPM (42% of valid responses)*

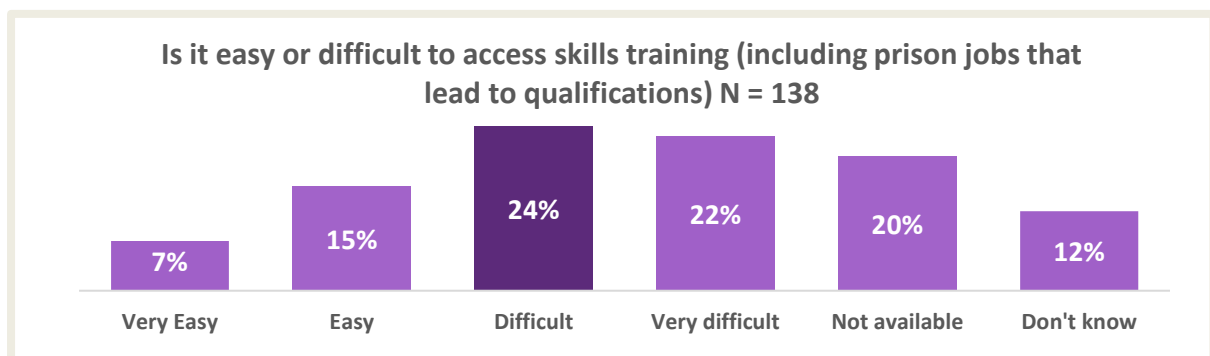
Standard 6: Purposeful Activity

Access to education, training and work

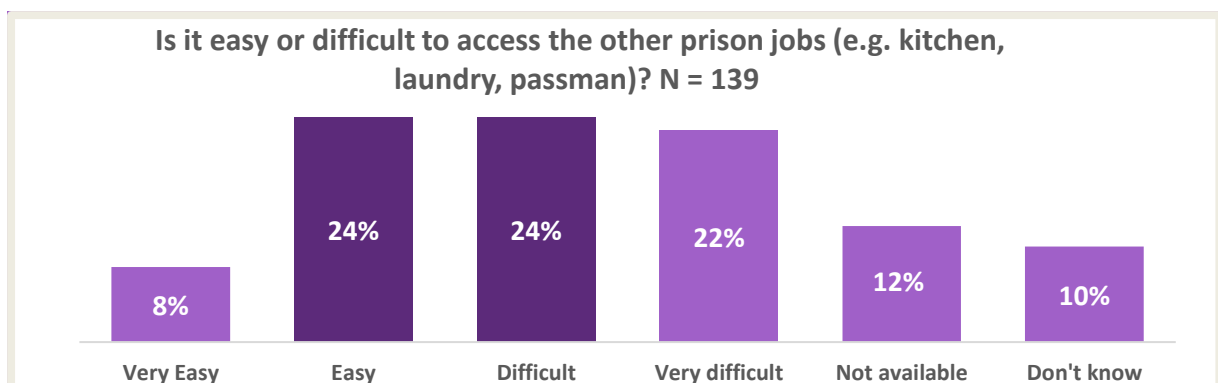
The majority of respondents (58%) said that accessing education was either difficult, or it was not available to them. Just over one third (34%) said that it was easy or very easy to access education.



The majority of respondents (62%) said that accessing skills training was either difficult, or it was not available to them. Less than a quarter (22%) said it was easy or very easy to access skills training.

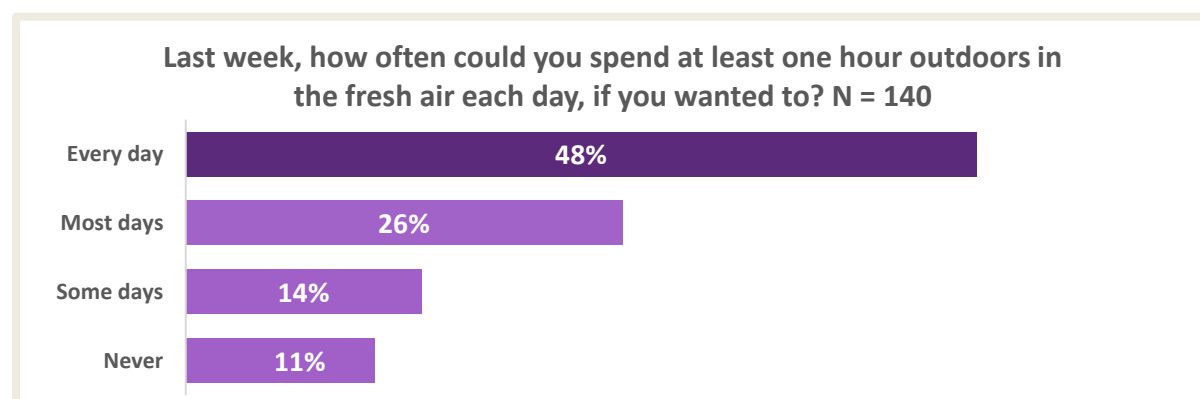


The majority of respondents (58%) said that getting a prison job was either difficult, or it was not available to them. Around one third (32%) said that it was easy or very easy to get a prison job.

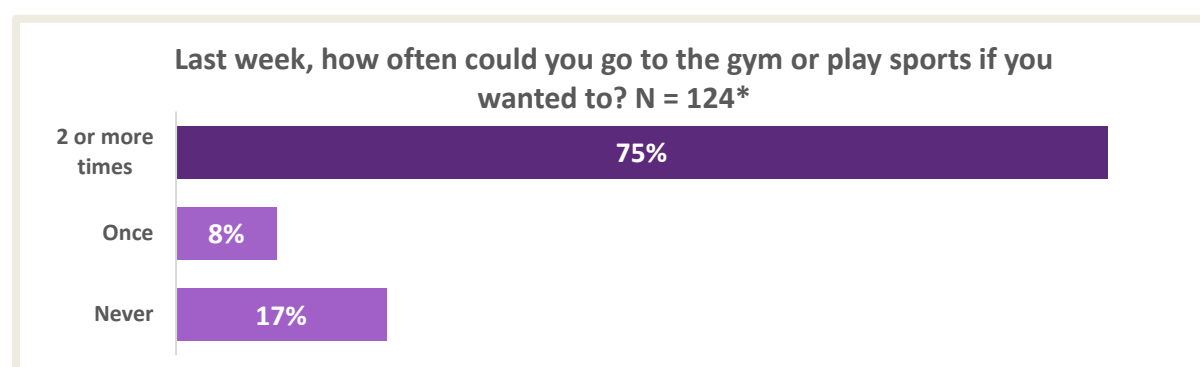


Fresh air, gym/sports and library access

Less than half (48%) of respondents said that they were able to access at least one hour outside in the fresh air each day in the previous week, with a further quarter (26%) saying they could access this most days. More than one in ten (11%) said they could never spend at least one hour outside in the fresh air.

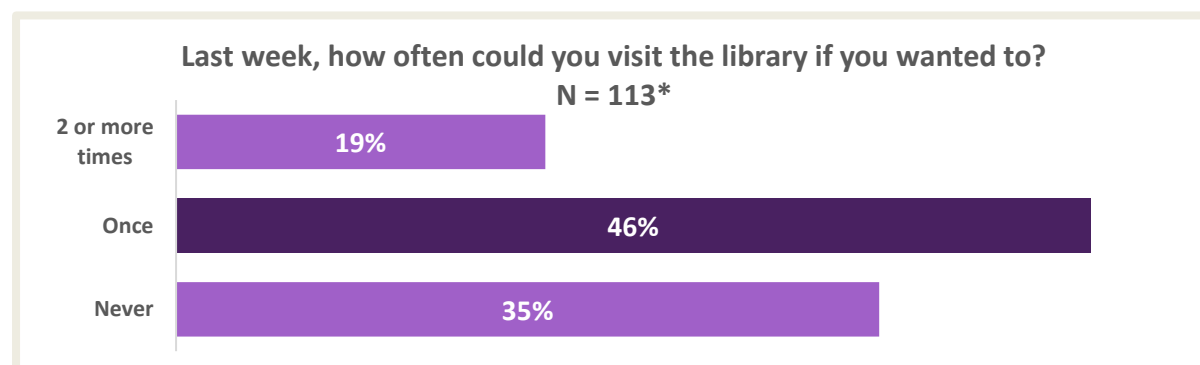


Excluding those who did not know about gym access (13% of valid responses), most (83%) respondents said that they could go to the gym or play sports at least once a week if they wanted to. However, 17% said they could never go to the gym or play sports.



**Excluding "don't know" (13% of valid responses)*

Excluding those who said they did not know about library access (20% of valid responses), most respondents (65%) said they could visit the library at least once a week if they wanted to. However, 35% said they could never visit the library.

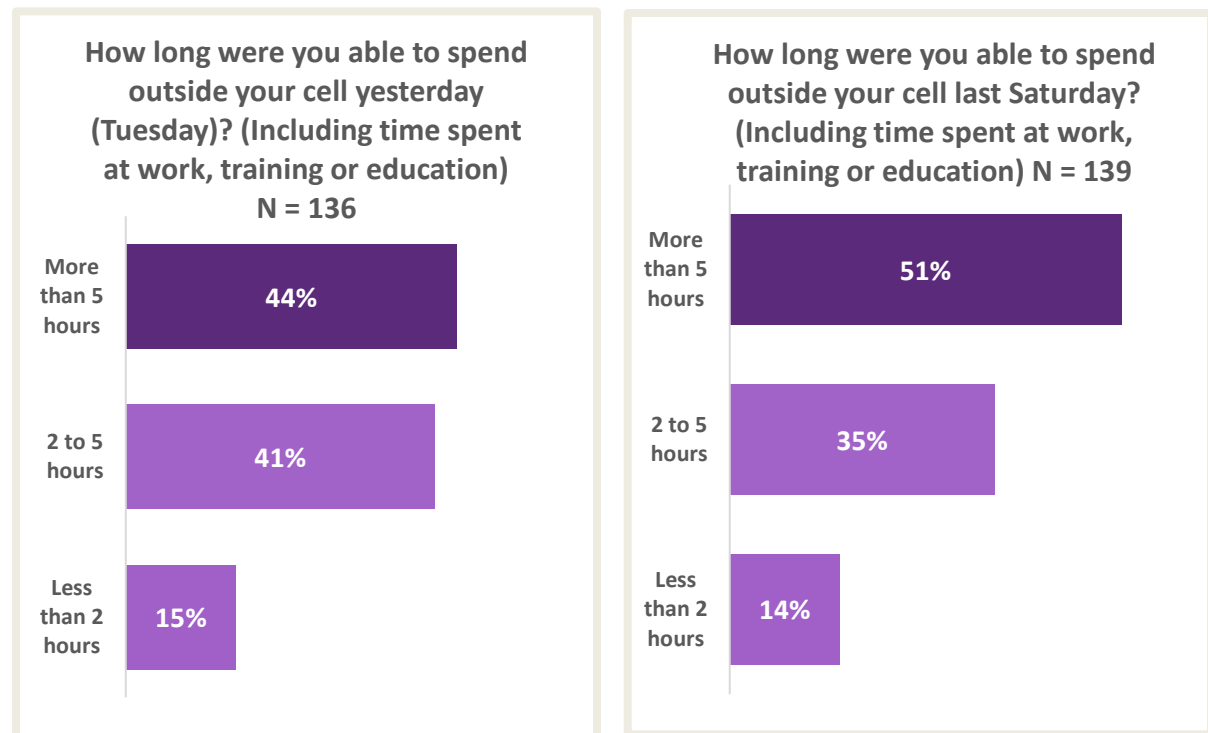


**Excluding "don't know" (20% of valid responses)*

Time out of cell

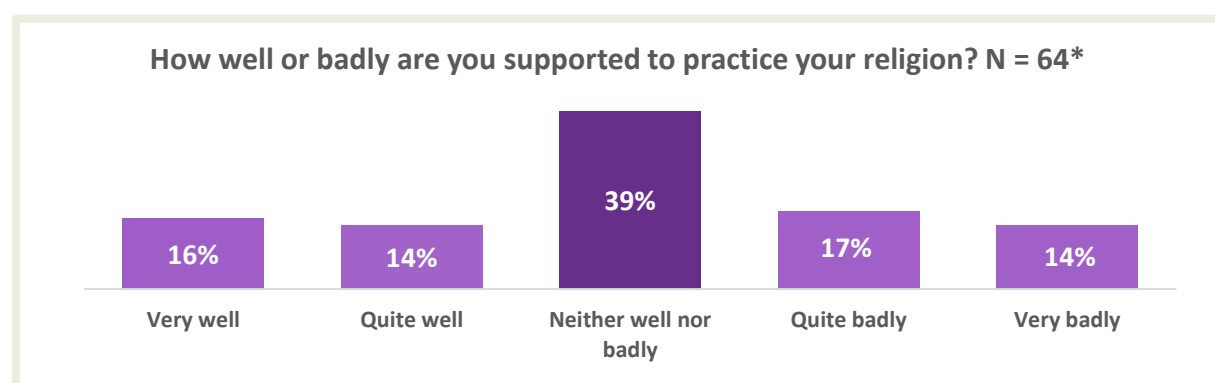
Just under half (44%) of respondents said that they were able to spend more than five hours out of their cell on the previous weekday (a Tuesday), while a further 41% could spend between two and five hours out of their cell.

Over half (51%) of respondents said they were able to spend more than five hours out of their cell on the previous Saturday, with 35% saying they could spend between two and five hours out of their cell.



Religious practice

When asked about religious practice, 53% said that they did not practice a religion. Of the remaining 47%, less than a third (30%) said that they were well supported in doing so. The most common answer was that they are neither well nor badly supported (39%), while 31% said they were badly supported.

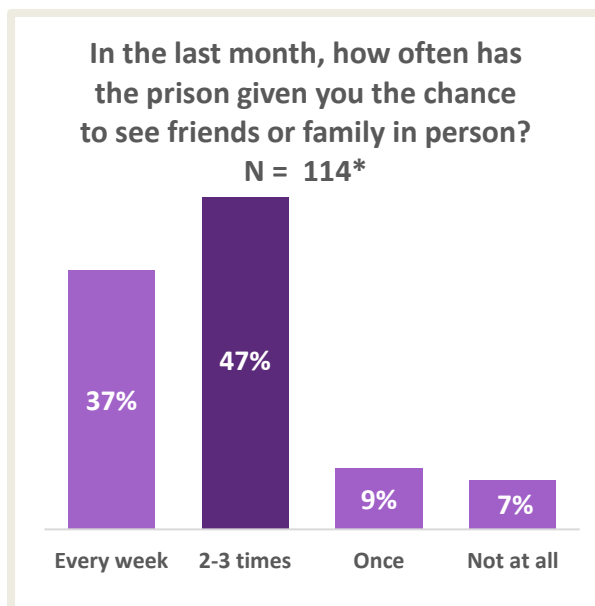


**Excluding those who do not practice a religion (53% of valid responses)*

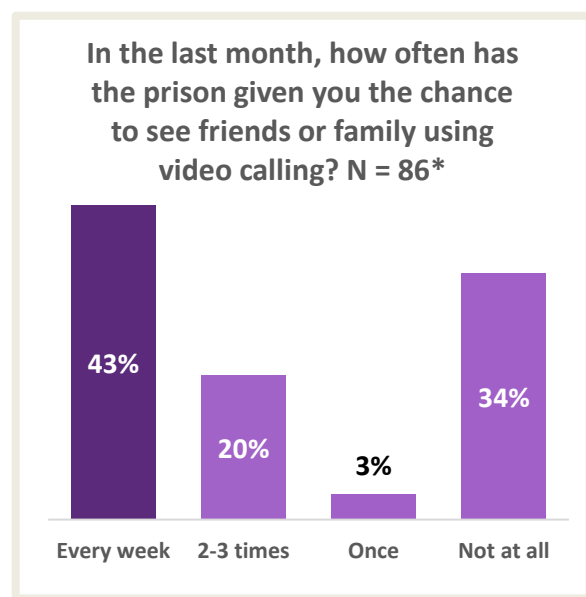
Visits

When asked about access to visits, 17% of respondents said they did not know how often they were given the chance to see family and friends in person. Excluding these, 84% said that they were able to see family and friends in person at least two to three times in the last month. However, 9% said they were only able to see visitors once, and 7% said they had not had this opportunity in the last month.

Excluding those who said they did not know (36% of valid responses), most (63%) respondents said they had the opportunity for video visits at least two to three times in the last month. However, more than one third (34%) said that they had not had this opportunity in the last month.

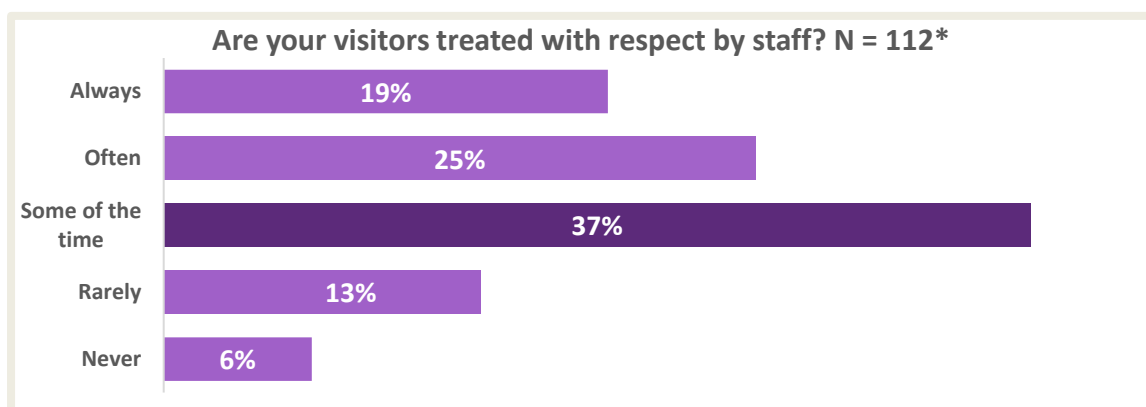


*Excluding "don't know" (17% of valid responses)



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

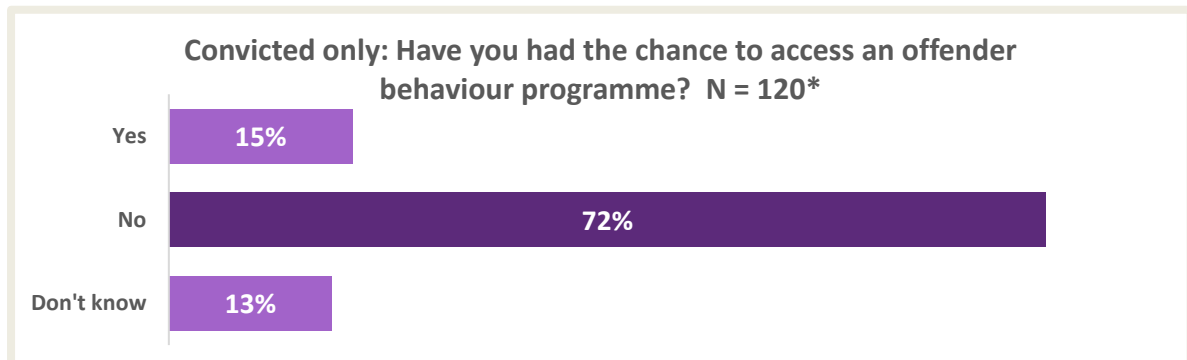
Of those who said they had in-person visits (84% of valid responses), less than half (44%) said that their visitors are always or often treated with respect by staff. The most common response (36%) was that visitors are treated with respect some of the time, while 19% said their visitors are rarely or never treated with respect by staff.



*Excluding "not applicable - I don't have visits" (16% of valid responses)

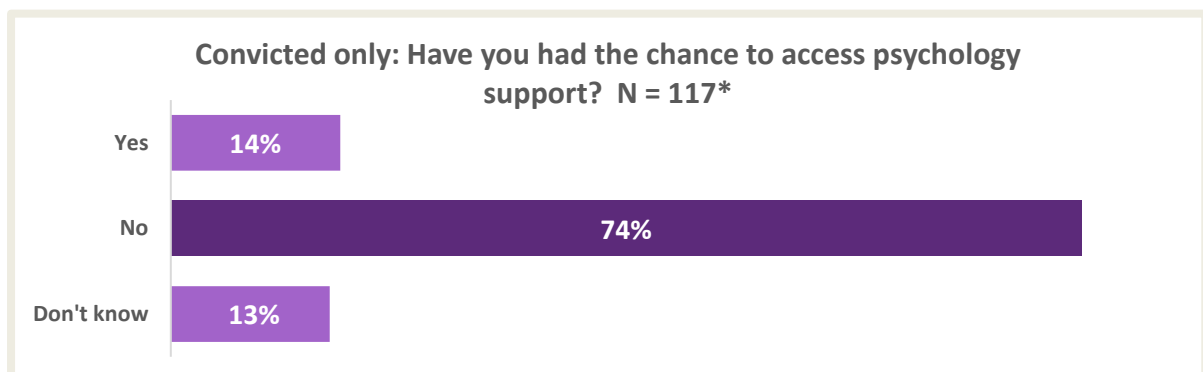
Progression and case management support

Among those serving a sentence (84%) of all respondents, 15% said they had been given a chance to attend an offender behaviour programme. Those on remand have been excluded from this analysis as they would not normally be eligible to undertake an offender behaviour management programme.



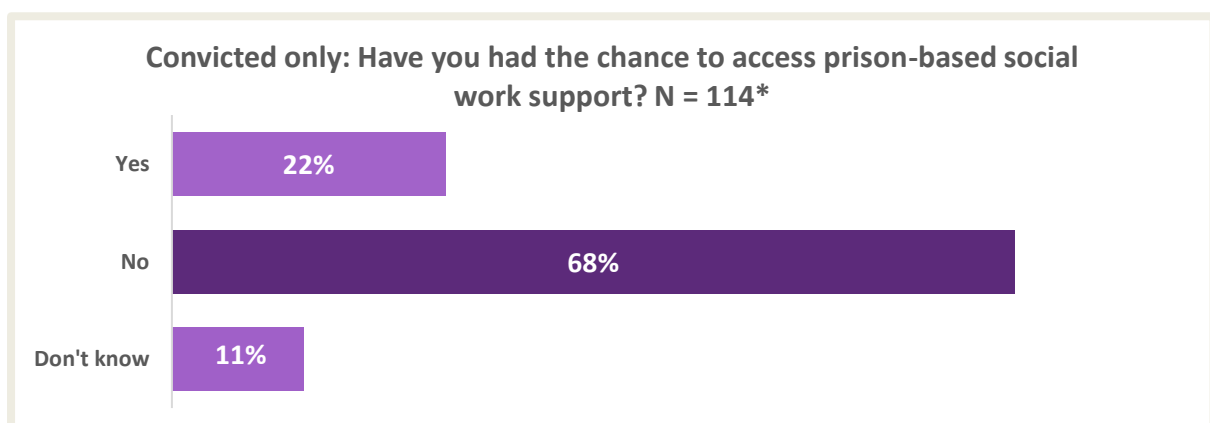
**Excluding respondents on remand (14% of valid responses)*

Among those serving a sentence, 14% said they had been given a chance to access psychology support.



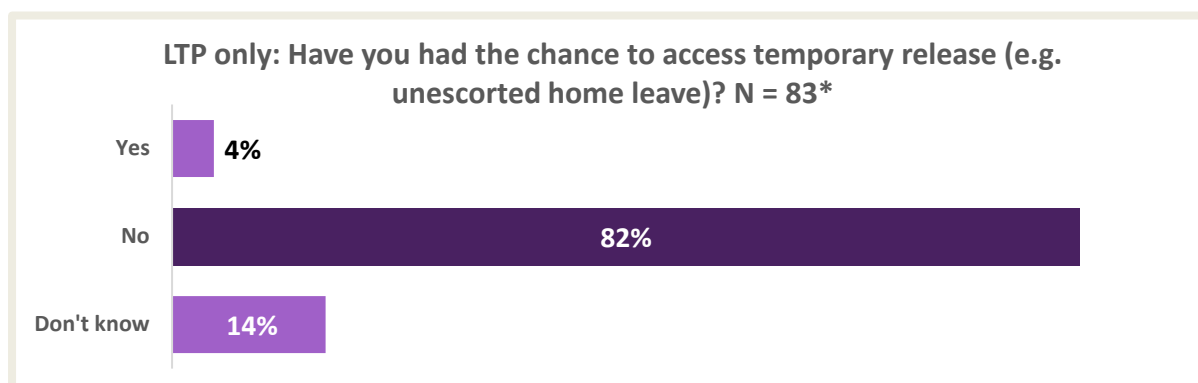
**Excluding respondents on remand (14% of valid responses)*

Among those serving a sentence, 22% said they had been given a chance to access prison-based social work.



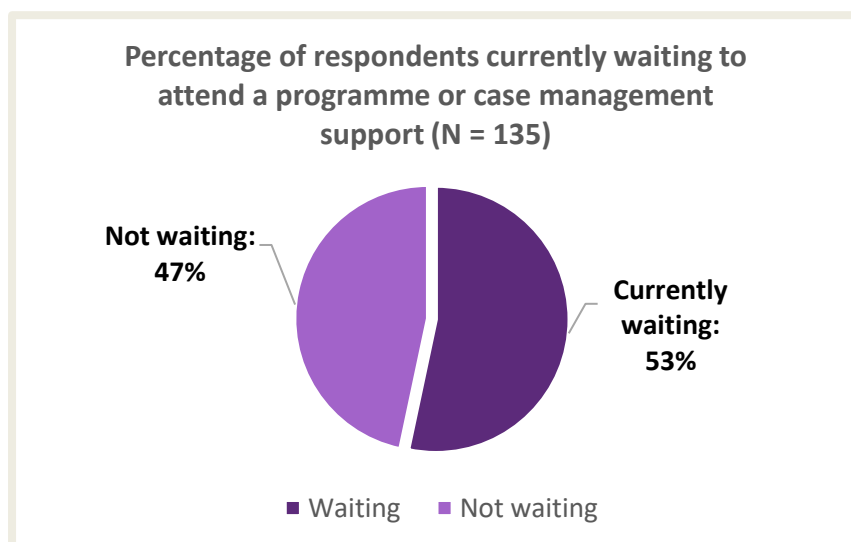
**Excluding respondents on remand (14% of valid responses)*

Among the population of long-term prisoners (LTPs), only 4% said they had had an opportunity to go on temporary release.

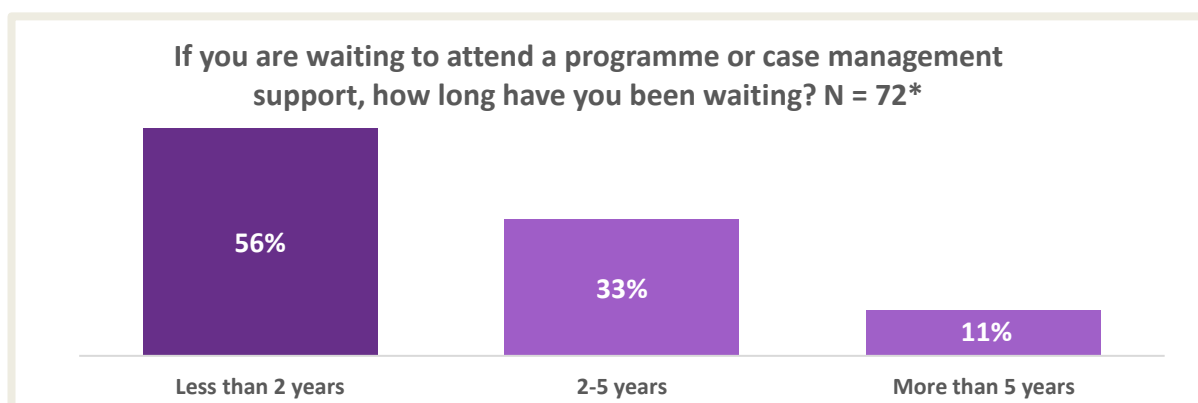


**Excluding remand and short-term prisoners (14% of valid responses)*

Respondents were asked whether they were waiting to attend programmes or case-management support. More than half of all respondents (53%) said they were currently waiting.



Of those who said they were waiting, the majority had been waiting less than two years. More than one in ten (11%) said they had been waiting longer than five years.



**Excluding "I'm not waiting for this" (47% of valid responses)*

Standard 7: Transitions into the Community

Fifteen respondents (10% of all respondents) said that they were due to be released in the next six weeks.

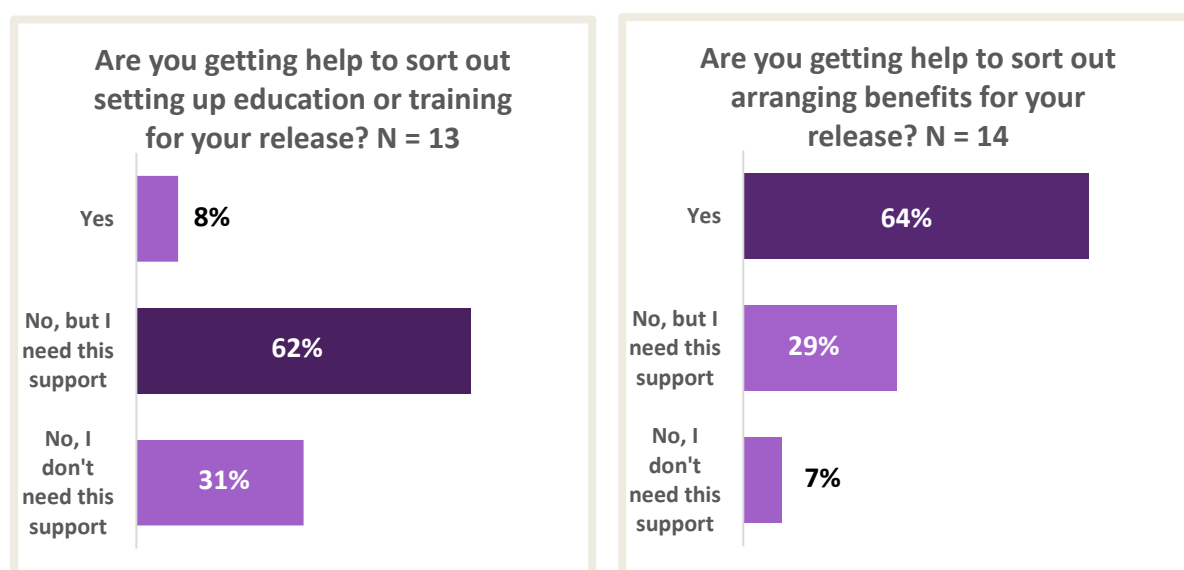
Of these, almost half (47%) said they were getting the support they needed for sorting out accommodation for their release. More than half (53%) said that they needed this support but were not receiving it.

Just under a quarter (25%) said they were receiving support for getting employment for after their release, but 62% said they needed this support and were not receiving it.

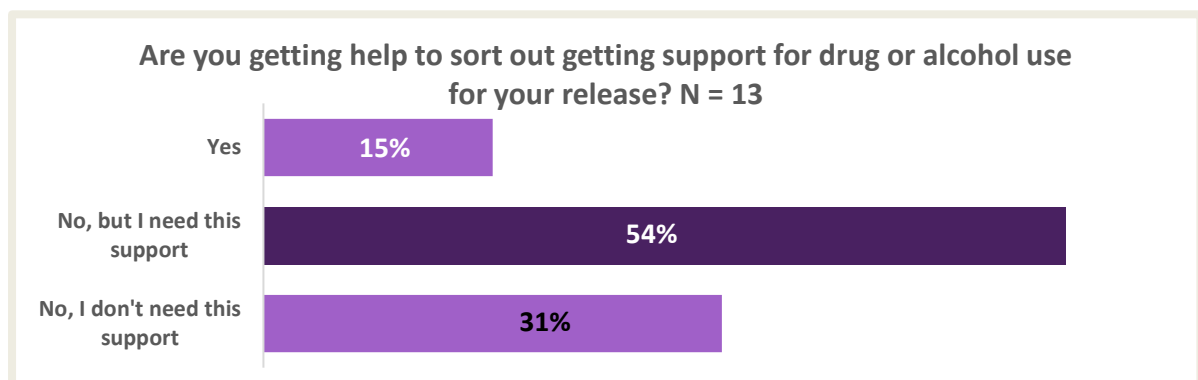


Only 8% said they were getting support to help set up education and training for their release, while 62% said they needed this support but were not receiving it.

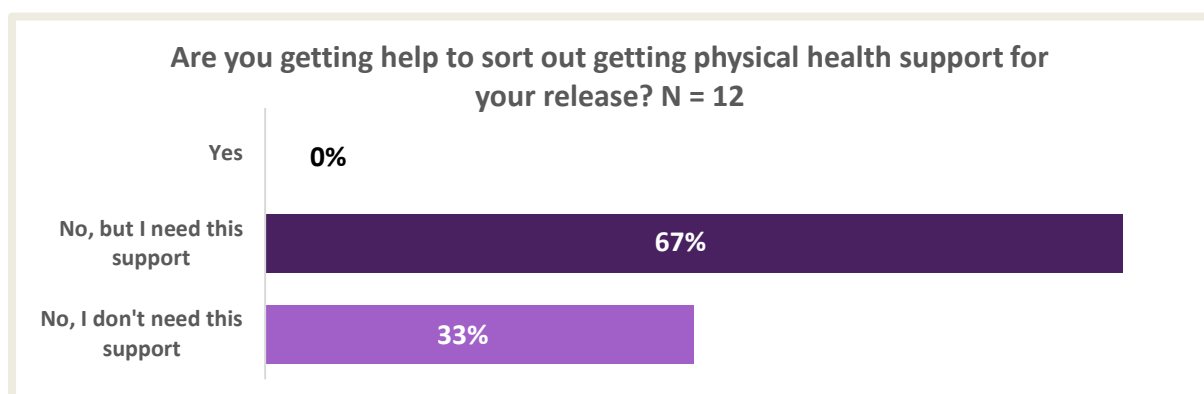
Almost one third (64%) said they were receiving support to arrange benefits, while just under one third (29%) said they needed this support but were not receiving it.



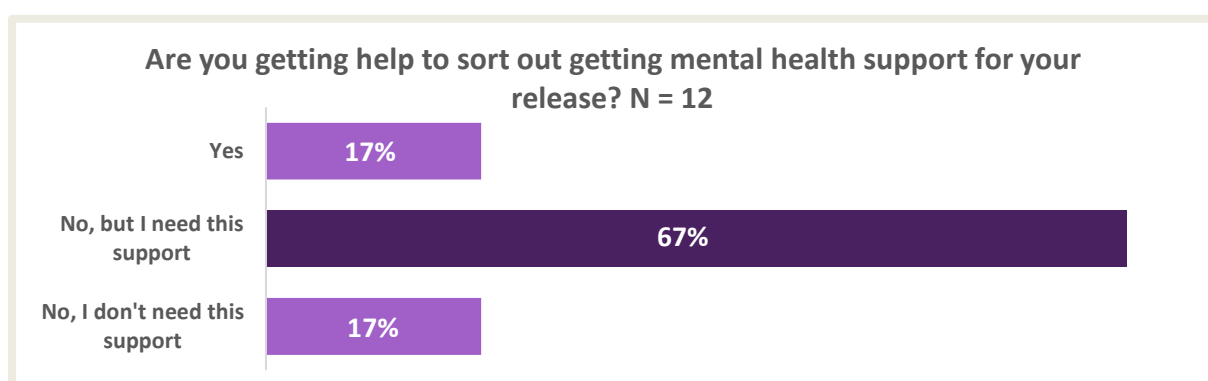
Of those due to be released in the next six weeks, 15% said that they were receiving help to sort out setting up drug or alcohol support, while 54% said they needed this help but were not receiving it.



Of those due to be released in the next six weeks, 67% said that they needed help with sorting out getting physical health support for their release, but were not receiving it. No one said that they were getting support with this.



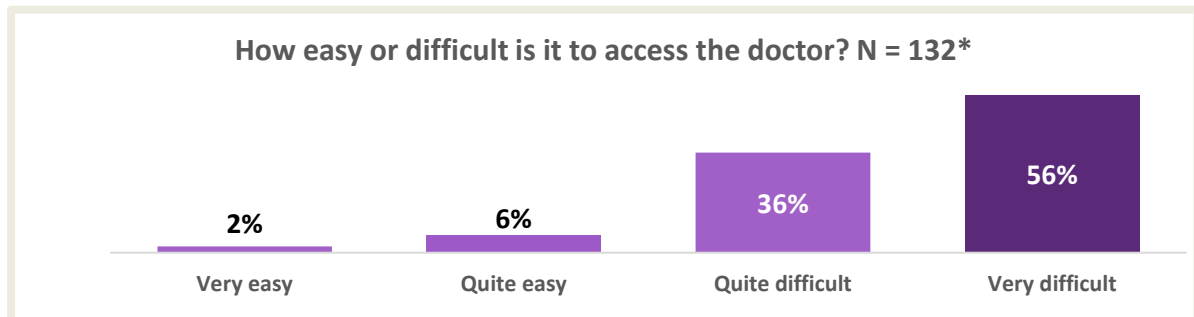
Of those due for release in the next six weeks, 67% said they needed help to sort out getting mental health support for their release, but were not receiving this. Just under one in five (17%), said that they were receiving this support.



Standard 9: Health and Wellbeing

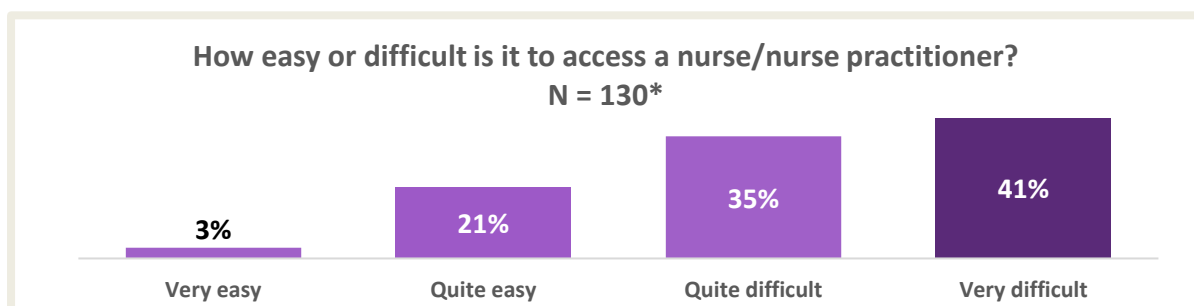
Access to health services

When asked about how easy or difficult it is to access a doctor, 4% of respondents said they did not know. Excluding these, the majority (92%) said that it was either quite difficult or very difficult, including over half (56%) who said it was very difficult.



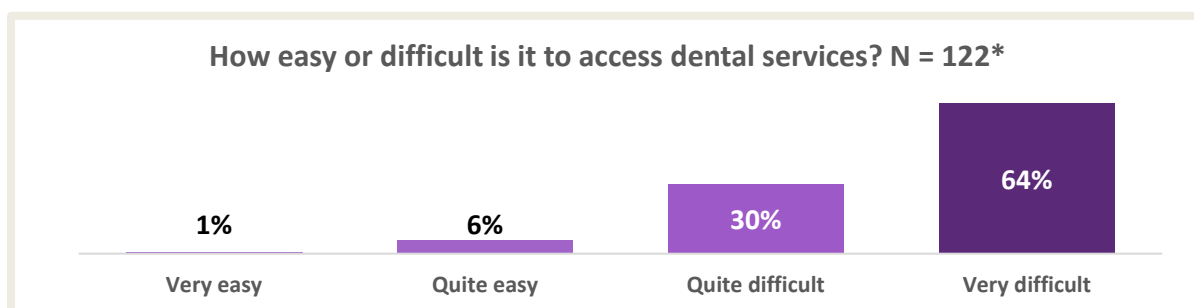
**Excluding "don't know" (4% of valid responses)*

When asked how easy or difficult it is to access a nurse or nurse practitioner, 5% of respondents said they did not know. Excluding these, over three quarters (76%) said that it was quite difficult or very difficult.



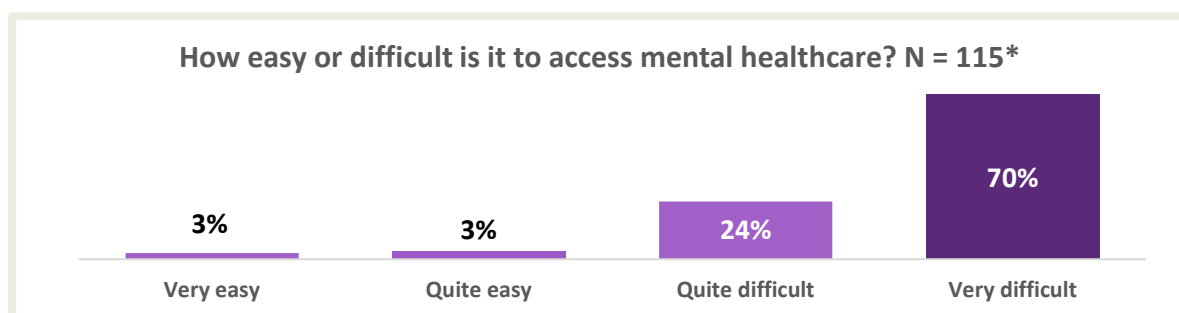
**Excluding "don't know" (5% of valid responses)*

When asked how easy or difficult it is to access dental services, 11% of respondents said they did not know. Excluding these, almost all respondents (94%) said it was very difficult or quite difficult, including almost two thirds (64%) who said it was very difficult.



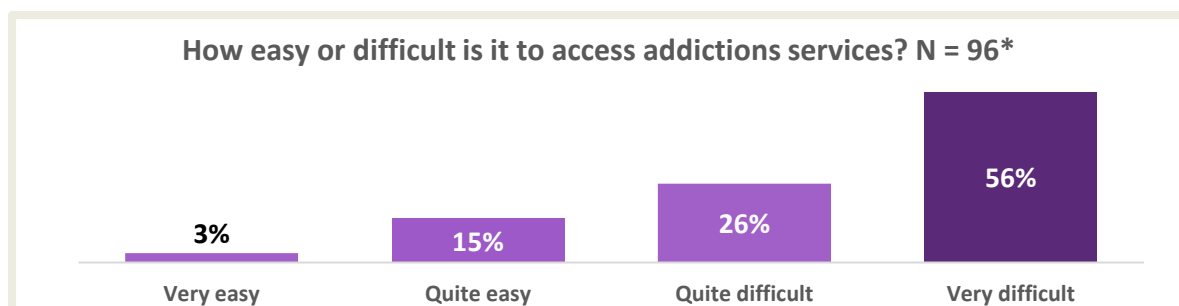
**Excluding "don't know" (11% of valid responses)*

When asked how easy or difficult it is to access mental healthcare, 14% of respondents said they did not know. Excluding these, almost all respondents (94%) said it was quite difficult or very difficult, including 70% who said it was very difficult.



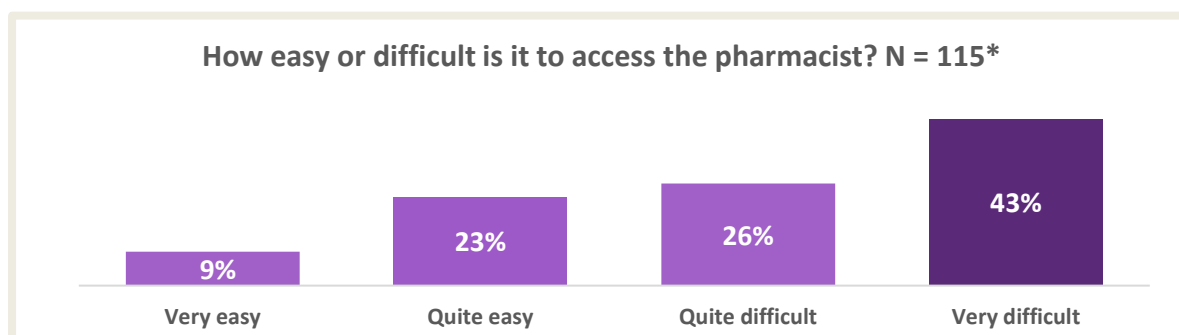
**Excluding "don't know" (14% of valid responses)*

When asked about how easy or difficult it is to access addictions services, 26% of respondents said they did not know. Excluding these, 82% said it was quite difficult or very difficult, including over half (56%) who said it was very difficult.



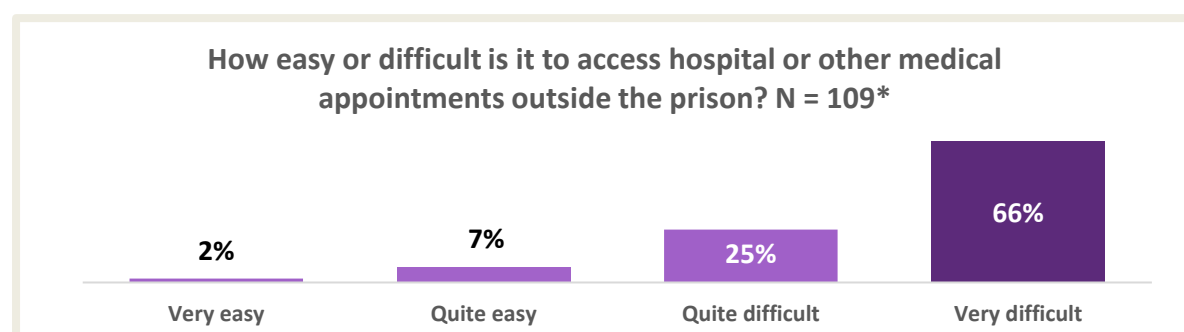
**Excluding "don't know" (26% of valid responses)*

When asked about how easy or difficult it is to access the pharmacist, 13% of respondents said they did not know. Excluding these, most respondents (69%) said it was quite difficult or very difficult.



**Excluding "don't know" (13% of valid responses)*

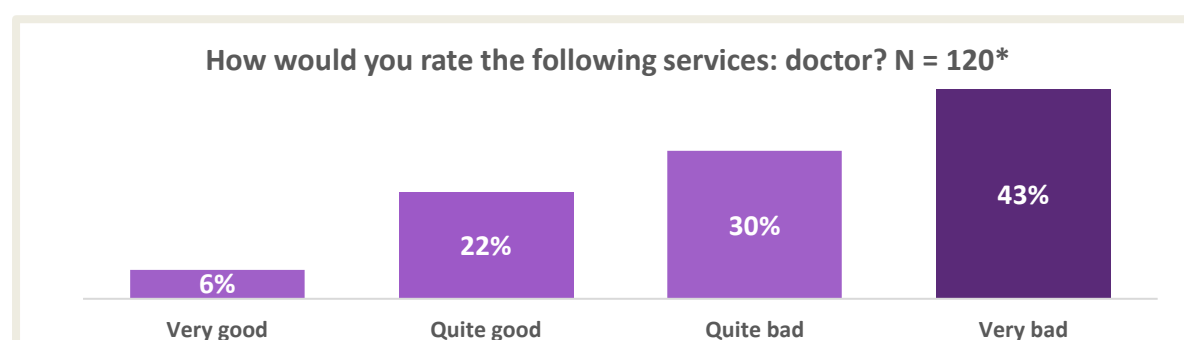
When asked about how easy or difficult it is to access hospital or other medical appointments outside the prison, 16% said they did not know. Excluding these, 91% said that it was quite difficult or very difficult, including two thirds (66%) who said it was very difficult.



*Excluding "don't know" (16% of valid responses)

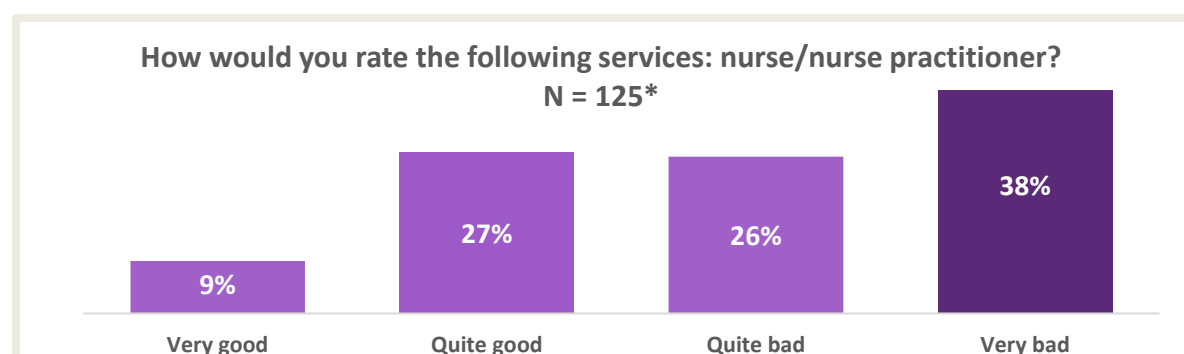
Quality of medical services

Excluding those who said they did not know (12% of valid responses), almost two thirds (73%) of respondents rated the services provided by prison doctors as quite bad or very bad.



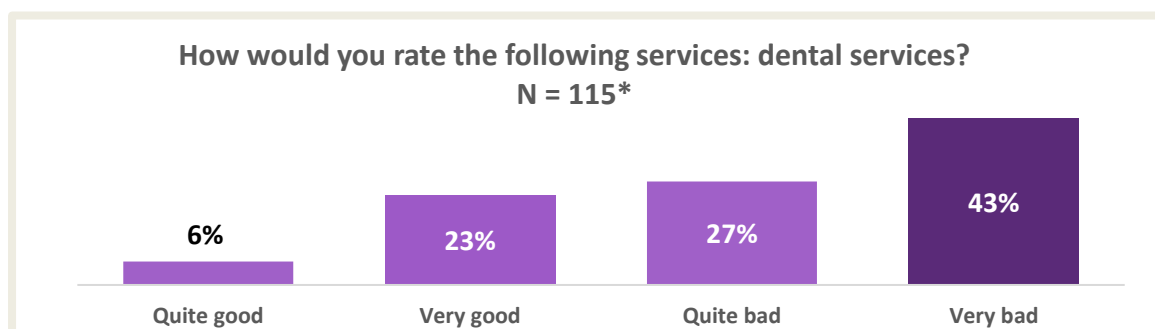
*Excluding "don't know" (12% of valid responses)

Excluding those who did not know (7% of valid responses), almost two thirds (64%) rated the service from prison nurses and nurse practitioners as quite bad or very bad. Just over a quarter (27%) rated it as quite good.



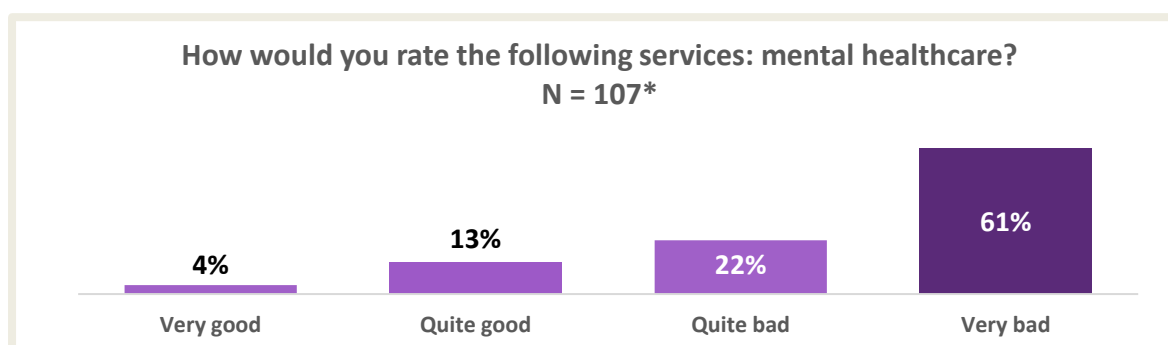
*Excluding "don't know" (7% of valid responses)

Excluding those who did not know (15% of valid responses), the majority of respondents (70%) rated the quality of dental services as quite bad or very bad.



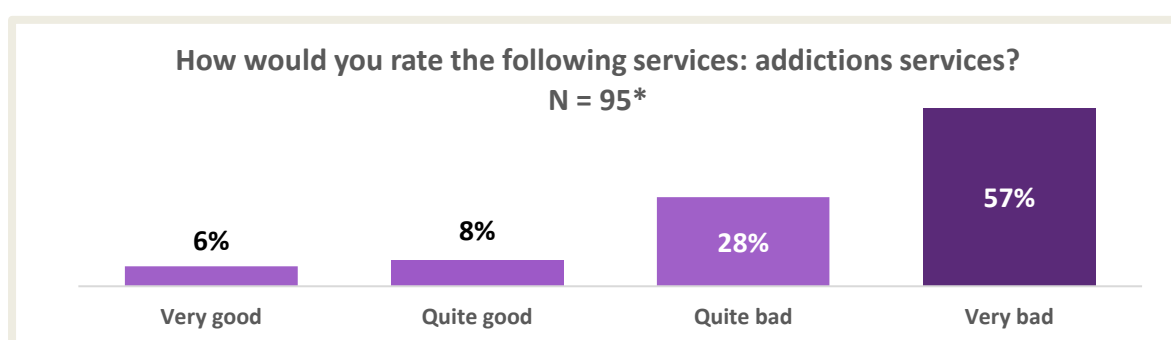
*Excluding "don't know" (15% of valid responses)

Excluding those who did not know (20% of valid responses), the majority (83%) of respondents rated the quality of mental health care as quite bad or very bad, including over half who said it was very bad (61%).



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

Excluding those who did not know (28% of valid responses), the majority of respondents (85%) rated the quality of addictions services as quite bad or very bad, including over half (57%) who said it was very bad.



*Excluding "don't know" (28% of valid responses)

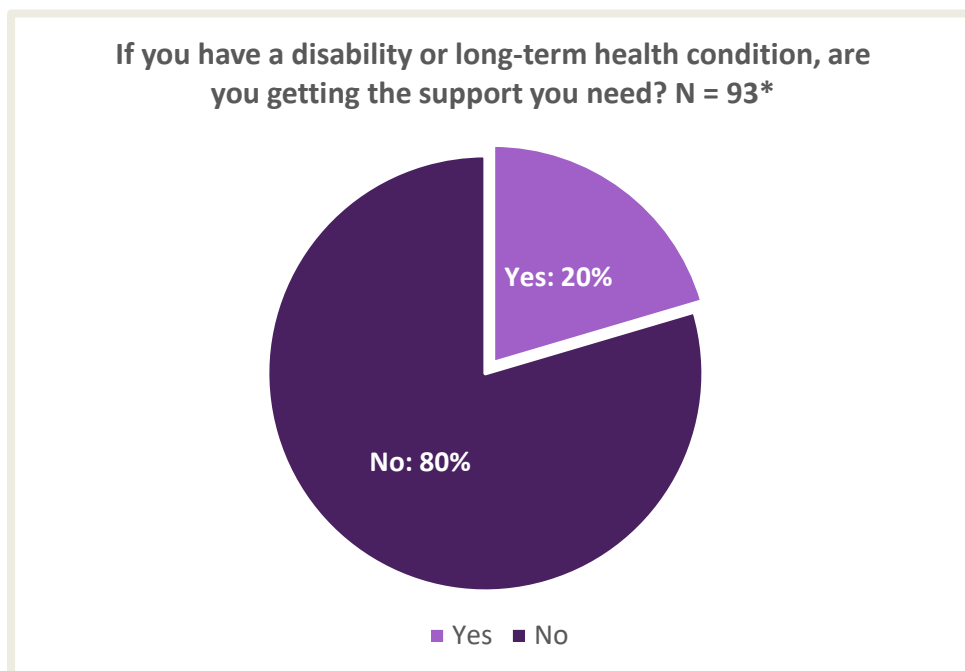
Excluding those who said they did not know (15% of valid responses), more than half of respondents (58%) rated the quality of service from the pharmacist as quite bad or very bad.



*Excluding "don't know" (15% of valid responses)

Support for disabilities and long term health conditions

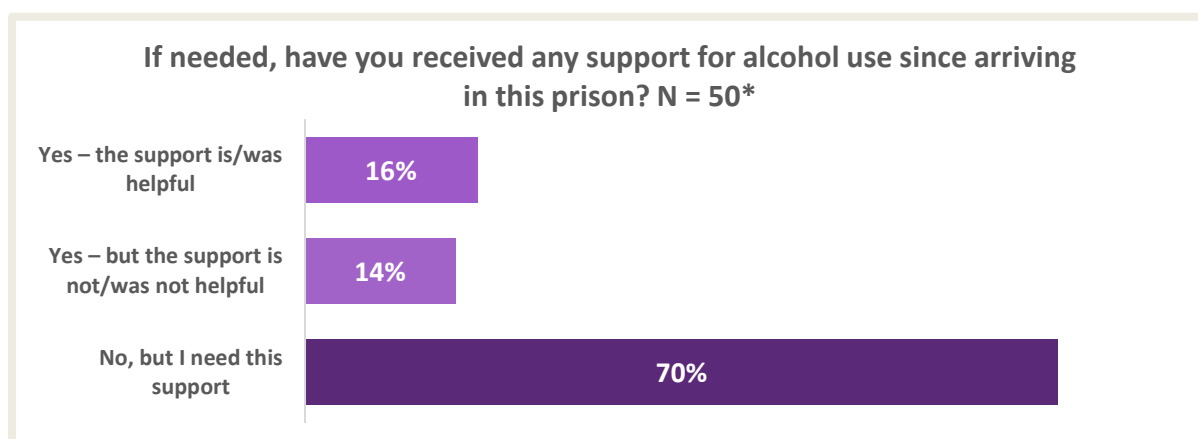
In total, 65% of respondents said that they have a disability or long-term health condition. Of these, 20% said that they got the support they needed to manage their condition, while 80% said they did not.



*Excluding "I don't have a disability or long-term health condition"

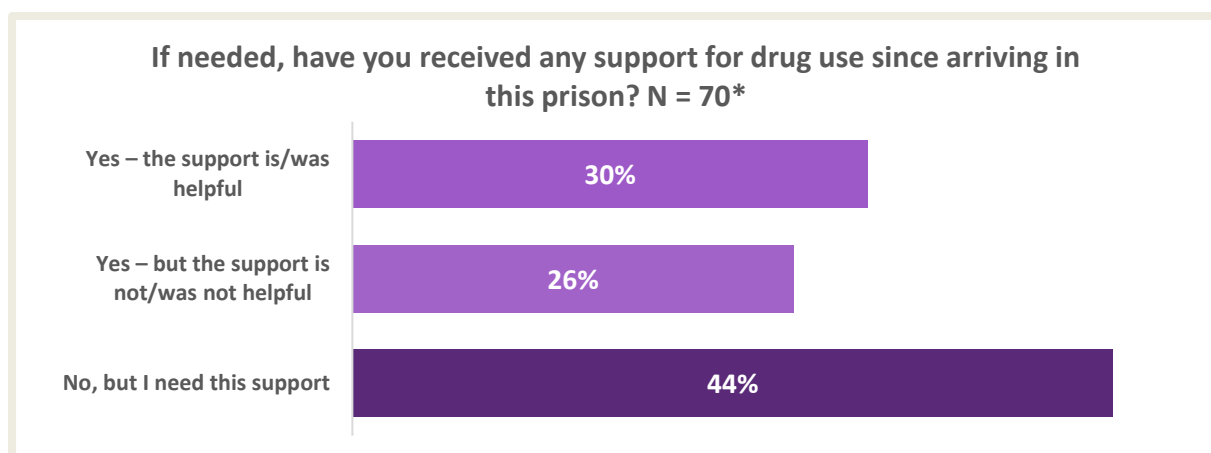
Support for issues relating to alcohol, drugs and mental health

The majority of respondents (64%) said that they had not needed support for alcohol use since arriving in HMP Addiewell. Of those who said they had needed support for this, the most (70%) said that they had not received it. A small percentage (16%) said they had received support and that it had been helpful.



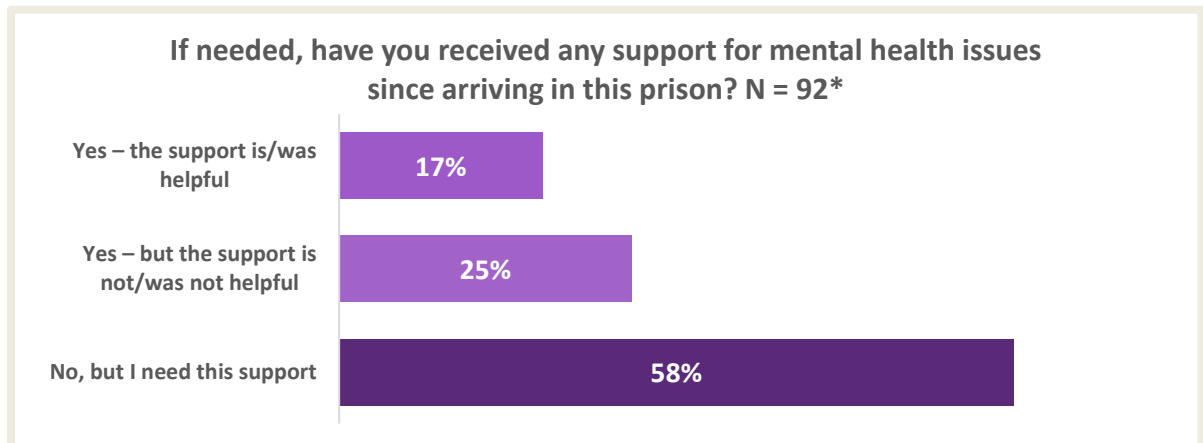
**Excluding "No - I haven't needed this support" (64% of valid responses)*

Just under half of respondents (49%) said that they had not needed support for drug use since arriving in HMP Addiewell. Of those who said they had needed support for this, 44% said they had not received any support, 26% said they had received support which had not been helpful, and just under a third (30%) said they had received support which had been useful.



**Excluding "No - I haven't needed this support" (49% of valid responses)*

A third of respondents (33%) said that they had not needed support for their mental health since arriving in HMP Addiewell. Of those who said they had needed support for this, more than half (58%) said they not received any support, and a further quarter (35%) said they had received support but it had not been helpful. A small proportion (17%) said they had received mental health support which had been helpful.



**Excluding "No - I haven't needed this support" (33% of valid responses)*

Open question (general comments): Thematic analysis of responses

In total, 82 (57%) respondents provided open comments at the end of the survey on their experiences in HMP Addiewell. These covered a wide range of aspects of prison life. The most common themes are summarised below.

Relationships with staff

The most common comments concerned relationships between prisoners and prison staff. Many respondents provided negative feedback about their experiences with staff at HMP Addiewell. Several highlighted a perception that a large proportion of staff are new and very young and inexperienced. Respondents noted that this means that many staff members are not helpful because of their inexperience and lack of knowledge of how the prison operates. Others also expressed concerns that rules are sometimes not enforced, either because staff are not sure of the rules, or because they are “scared” of some prisoners.

Some respondents commented on the lack of engagement with their personal officers, with some saying they knew who their PO was but had never met them, and others saying they did not know if they had one. Some said they had requested a PO, or requested contact with their PO, without success.

Many comments highlighted a perception among prisoners that some staff are unprofessional, with complaints of staff being “lazy”, “rude”, “shouting and swearing” at prisoners, lacking urgency, and failing to run the regime on time, meaning that prisoners are late for visits, classes, medication rounds and other activities. More seriously, a substantial number of comments alleged serious misconduct by some staff, with accusations including bringing drugs into the prison, physical assaults, making threats, bullying, and verbal and psychological abuse.

Healthcare

The second most common issue raised was healthcare. Some respondents said that it is difficult to access medical appointments and treatment, because of a poorly organised system and long waiting times. For example, one respondent said he had waited eight months for a mental health appointment and still had not been seen; another reported not having seen a doctor in several years despite multiple requests; others said it can take months or years to see a dentist. Several respondents complained that when they ask to see a doctor, they are seen instead by a nurse who cannot give them the medical advice that they need.

In line with the overall survey responses, some respondents commented that the service from healthcare providers in the prison is poor and that they are not treated with respect regarding their medical issues. For example, one respondent said that certain medical staff: “are extremely unprofessional and rude and don’t seem to want to be here, [they are] unhelpful when you tell them you have a medical problem”. Another commented that: “I live in pain every day and I’ve asked virtually everyone for help and they treat it like a joke”.

Some respondents highlighted problems with medication. For example, there were complaints about being taken off long-term medication when arriving at HMP

Addiewell, and some reported missing their medication when arriving in prison and while in the separation and care unit.

Several comments highlighted a lack of mental health support, and long waiting times to access this. Some commented that their mental health had seriously deteriorated while in HMP Addiewell, but that they were given little support, and the attitudes of some staff had exacerbated their mental health issues.

A lack of support for long-term health conditions and disabilities was also highlighted, with some respondents indicating a significant lack of support to help manage their conditions.

Food

Several respondents complained about the quality of food, including reports of food having been “tampered with”, being poorly cooked, and containing out-of-date ingredients. Some also noted that there is very limited availability of fruit and vegetables, and that options for those with restricted diets (e.g. for religious reasons) are limited.

Some respondents also commented on the quantity of food provided, particularly on the protection halls.

Education, training and jobs

Many of those on protection and remand halls reported that there are currently no opportunities for them to attend education classes, with education reserved for mainstream prisoners. As one stated: “protection [prisoners] have had zero education in months despite numerous complaints”. Some also noted that there are limited opportunities for protection and remand prisoners to work or access workshops.

Regime and routine

Several respondents highlighted issues with the schedule and regime of the prison, with one noting, for example, that the “time management is often terrible and the route is always late”. They noted that this has the knock-on effect of medication being late, meaning that prisoners are then late for visits, programmes, classes and other activities.

Many commented that many aspects of the regime such as gym sessions and religious services are often cancelled, apparently due to officer shortages.

Others highlighted that the organisation of the regime means that certain prisoners miss out on aspects of the regime they are entitled to. For example, some noted that exercise for their hall clashes with dinner time, so those serving food cannot exercise, and prisoners must choose between eating a hot meal or exercising. Others said that their gym and library sessions clash so they cannot attend both, and some protection prisoners highlighted that their regime is much more limited than that of mainstream prisoners.

Complaints

There was an overall feeling among respondents that complaints are often not taken seriously, and are often not acted upon.

Several respondents noted that complaints forms “go missing”, “get lost” or “do not get a response”, with one commenting that “every time I put out a complaint, if it is a serious matter it always goes missing”. Another commented that “I have made a number of complaints and not one has been acknowledged and I had no reply”.

One respondent said that when complaints are made about the behaviour of other prisoners, staff sometimes tell the accused prisoner, rather than dealing with the matter following correct procedure.

Safety

Several respondents commented that they do not feel safe in HMP Addiewell. Some commented on feeling physically unsafe. Some reported feeling unsafe because of the alleged violent behaviour of some staff members and staff “turning a blind eye” to prisoner violence. Others reported feeling unsafe because they had been put in mainstream halls when they felt should have been in protection. One respondent commented that he hoped to move to another prison as he felt that HMP Addiewell “is as bad as it gets”.

Others commented that they do not feel safe because of their own poor mental health and the lack of support or treatment. One prisoner described feeling “pushed to the edge” by a combination of lack of support for his mental health needs and the environment within the prison.

Mail and personal property

Several respondents commented that their personal property sent in from friends or family had gone missing, while others said that they have had to wait a long time – sometimes months – to receive mail and personal property.

Progression and case management

Issues with progression and case management were raised, with some respondents stating that they had extremely minimal contact with their case managers, while others said that there was little communication with prisoners to update them on progression.

Complaints were raised about the way the progression system worked. For example, some respondents needed to do courses that are not available in HMP Addiewell, while others were concerned that they would not be eligible for parole because the courses they needed to undertake had not been made available to them.

Visits and family contact.

Comments regarding visits and family contact included complaints that those on remand could only have three visits per month, and complaints that prisoners often missed their full visit time because they were escorted to their visits late. Some also suggested that family members should be treated with greater respect, and that it should be easier to set up contact with family members who live abroad.

Hygiene

Several respondents highlighted issues relating to hygiene. For example, one said that often the necessary equipment to clean his cell is not available. Others commented on the unhygienic condition of some toilets, mould in their cells, and bad smells coming from vents and drains.

Wages and canteen

Some commented that options on the canteen were limited, and that there is a lack of healthy food options available to buy from the canteen.

Several respondents also noted that canteen prices have been going up, but wages have not risen.