

HMIPS Pre-Inspection Survey Findings

**HMP Glenochil
January 2025**

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Executive Summary

Background

This document reports on the findings of the HMIPS pre-inspection survey conducted in HMP Glenochil on 22-23 January 2025. The questionnaire was distributed to a random sample of 230 prisoners held in HMP Glenochil on the first day of data collection, with a response rate of 84% (193 responses).

The data is presented according to the HMIPS inspection standards. Standard 7 is omitted as there were not enough prisoners due for release to be able to publish anonymous data on their responses. Standard 8 (Organisational effectiveness) is omitted as this is not addressed in the prisoner survey.

Standard 1: Lawful and transparent custody

- Fewer than half (44%) of respondents said they were offered an induction when they arrived at HMP Glenochil.
- Just under half (49%) reported being well treated in reception on arrival at HMP Glenochil.

Standard 2: Decency

- The majority of respondents rated the quality of food negatively (84%), and just over a quarter said they always or usually got enough to eat at mealtimes (27%).
- Most respondents said they were able to have a shower every day (87%) and the majority were able to have their clothes washed at least once a week (92%).

Standard 3: Personal safety

- Just over two-thirds (68%) of respondents reported feeling safe all or most of the time in HMP Glenochil.
- Just over half of respondents (52%) said they had witnessed staff abusing, bullying, threatening or assaulting other prisoners, and almost two-in-five (39%) said staff had done this to them.
- Over a third (36%) reported having been abused, bullied, threatened or assaulted by other prisoners in HMP Glenochil.

Standard 4: Effective, courteous and humane use of authority

- Under a third of respondents (31%) felt they were given a reasonable explanation every time or most times they or their cell was searched.
- Most respondents felt that the system for accessing personal property worked badly (72%).

Standard 5: Respect, autonomy and protection against mistreatment

- Just over half of respondents (55%) said they were treated with respect all or most of the time by staff in HMP Glenochil.
- Most (59%) reported that prisoners were not consulted about issues affecting them.
- Most respondents (85%) said that the complaints system worked badly.
- Around three-quarters (72%) of respondents said they had a personal officer. Of these, just over half (54%) said that their personal officer was helpful.

Standard 6: Purposeful activity

- Around half of respondents (51%) said that it was easy to access education; just under half (48%) said it was easy to access prison jobs; and fewer than one third (30%) said it was easy to access skills training.
- Most respondents (83%) said they could access their entitlement to one hour outdoors in the fresh air every day.
- Most respondents (84%) said that they were able to go to the gym or play sports at least once a week if they wanted to, and over half said they could visit the library at least once a week (58%).
- The majority (81%) of respondents said that they were able to spend more than two hours outside their cells on the previous weekday, and on the previous Saturday (79%).
- Two thirds (66%) said they could access weekly in-person visits, while around half (53%) said they could access weekly video visits.
- Of those who were convicted, 41% said they did not know what courses or programmes they needed to complete to progress through their sentences.
- Of those who knew what courses or programmes they needed to complete, most (86%) said the programmes they needed to complete were difficult to access or unavailable at HMP Glenochil.

Standard 9: Health and wellbeing

- Eighty-three per cent (83%) said they were assessed by a medical practitioner within 24 hours of arrival at HMP Glenochil.
- Almost all (96%) respondents said they knew how to access health services in HMP Glenochil.
- More than half of respondents reported that it was easy to access an appointment with a nurse/nurse practitioner (69%); easy to access addictions services (62%); and easy to access a pharmacist (55%).
- However more than half reported that it was difficult to access a doctor (68%); difficult to access dental services (74%); difficult to access mental health services (64%); difficult to access prison-based social work (68%); and difficult to access medical appointments outside the prison (71%).
- Most medical services were rated as providing a good quality service by most respondents. These were: doctor (52% rated positively); nurse/nurse practitioners (68%); dental services (55%); addictions services (64%); and pharmacy (62%).
- However, more than half rated the following services negatively: Prison-based social work (61% rated negatively) and mental health services (57%).
- Of those who said they had a disability or long-term health condition, around one-third said they were well-supported to manage this (34%).
- Of those who said they needed support for alcohol use, 34% reported receiving support that had been helpful.
- Of those who said they had needed support for drug use, 48% reported receiving support that had been helpful.
- Of those who said they had needed support for their mental health, 33% had received support that they found helpful.

Introduction

This document reports on the findings of the HMIPS pre-inspection questionnaire conducted in HMP Glenochil on 22-23 January 2025.

A random sample of 230 prisoners held in HMP Glenochil on the first day of data collection were asked to complete the survey, of whom 193 completed and returned the questionnaire, providing a 84% response rate.

The data is presented according to the HMIPS inspection standards. There are no results for Standard (Transitions into the Community) as too few respondents were due for release to enable the publication of these results. There are no results for Standard 8 as there are no questions relating to this standard in the prisoner survey.

Method and limitations

The survey was managed by the HMIPS senior researcher and conducted by HMIPS staff. The day before the survey took place, HMIPS requested a full list of prisoners held in HMP Glenochil, including their cell location and primary language. This was used to select the simple random sample, distribute and collect the surveys, and provide translated versions where necessary. Anyone who did not speak English was provided with a copy of the survey translated into their own language.

The random sample was generated by using the random number generator function in Microsoft Excel to assign a random number to every prisoner in the list. The prisoner list was then ordered from the lowest to highest random number, and the first 230 names on the list were selected to take part in the survey. This method ensures that the selection of participants is entirely randomised, with every prisoner having an equal chance of being selected in the sample. The sample size was calculated to achieve a minimum 95% confidence level with a 7% margin of error to ensure that the sample is sufficiently representative of the whole population of the establishment.

Anonymous data on the characteristics of the prisoner population (including age group, ethnicity, sentence type, citizenship and gender) was requested from the prison to understand how closely the sample of survey respondents matched those of the overall prison population (see "Participant Profile").

HMIPS staff sought to speak 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 a privacy notice, a pen and an envelope. They were asked if they would need assistance to complete the questionnaire and provided with this assistance by HMIPS staff 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, 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 over the next 24 hours to collect the 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 and the findings have been published.

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

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 answer they had selected. 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.

Participant Profile

Demographic information and Sample Representativeness

The survey asked a series of demographic questions, the results of which are summarised below, excluding those who did not disclose their demographic information. The table below shows how the characteristics of whole population of HMP Glenochil (from data provided by the SPS the day before the survey) compares with the sample of prisoners who responded to the survey.

As the table shows, the sample closely matches the overall population. Regarding age group, the sample closely matches the overall establishment population, although those aged 41-50 were slightly under-represented while those aged 51 or over were marginally over-represented. Regarding both prisoner type, ethnicity and citizenship, the sample population very closely matched the overall population of the prison.

Characteristics of sample population compared to characteristics of whole population of HMP Glenochil (%)¹

	Sample population ²	Whole population
Age group		
21-30	40 (21%)	134 (19%)
31-40	59 (31%)	214 (31%)
41-50	36 (19%)	167 (24%)
51 or over	55 (29%)	184 (26%)
Total	190 (100%)	699 (100%)
Ethnicity		
White	169 (95%)	666 & (95%)
Non-white	9 (5%)	33 & (5%)
Total	178 (100%)	699 (100%)
Citizenship		
UK	172 (96%)	667 (95%)
Non-UK	7 (4%)	32 & (5%)
Total	179 (100%)	100%
Prisoner type		
Remand	0 (0%)	0 (0%)
Short-term	39 (21%)	141 (20%)
Long-term/life/life recall/OLR	150 (80%)	558 (80%)
Total	189 (100%)	699 (100%)

¹ Due to rounding, totals do not always sum precisely to 100%

² Excluding those who did not disclose their demographic information in the questionnaire.

Standard 1: Lawful and Transparent Custody

Induction

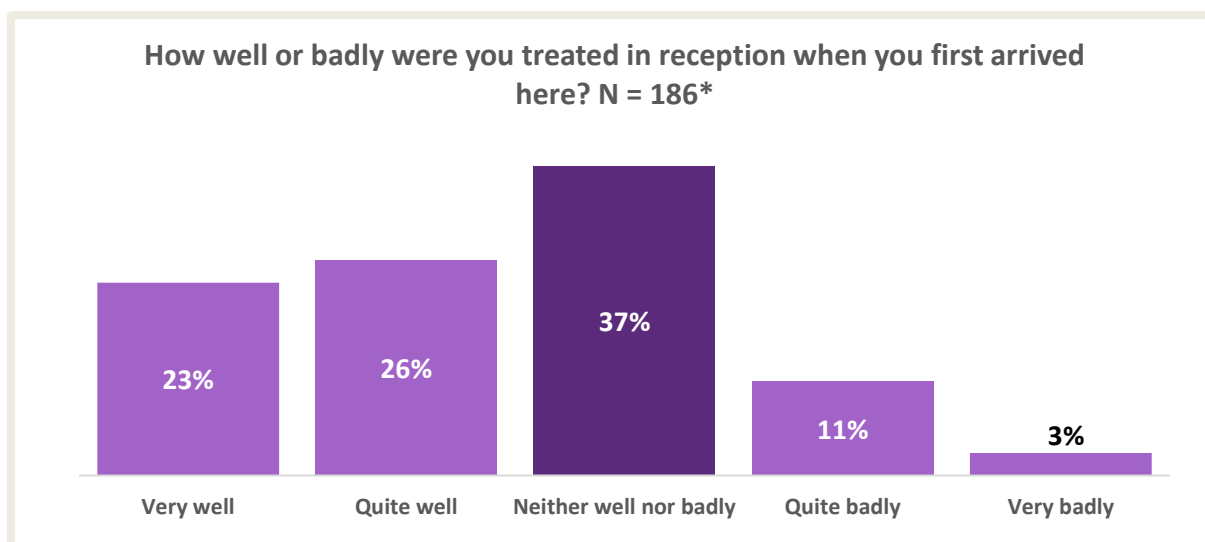
Of those who could remember their arrival into the prison, the majority (56%) said they were not offered an induction when they arrived at HMP Glenochil.



*Excluding "Don't remember"

Treatment in reception

Just under half (49%) reported being well treated in reception on arrival at HMP Glenochil, while a further 37% reported they were treated "neither well nor badly". Fourteen per cent (14%) reported being treated badly in reception.

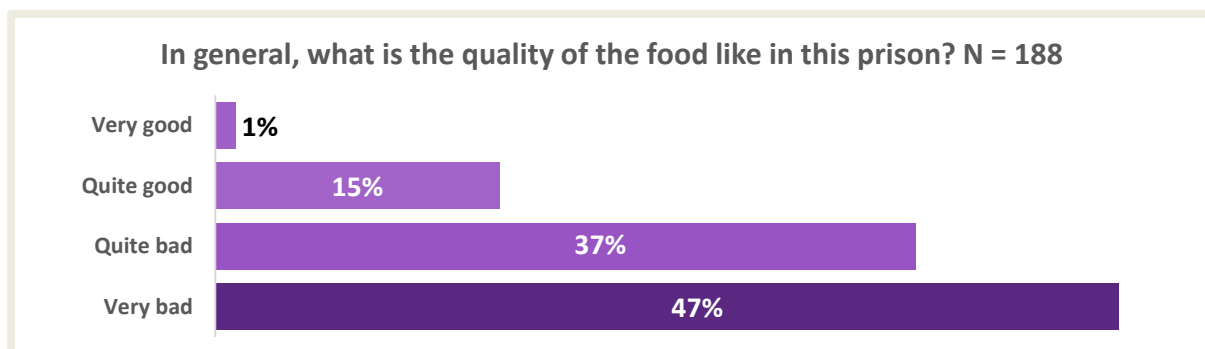


*Excluding "Don't remember"

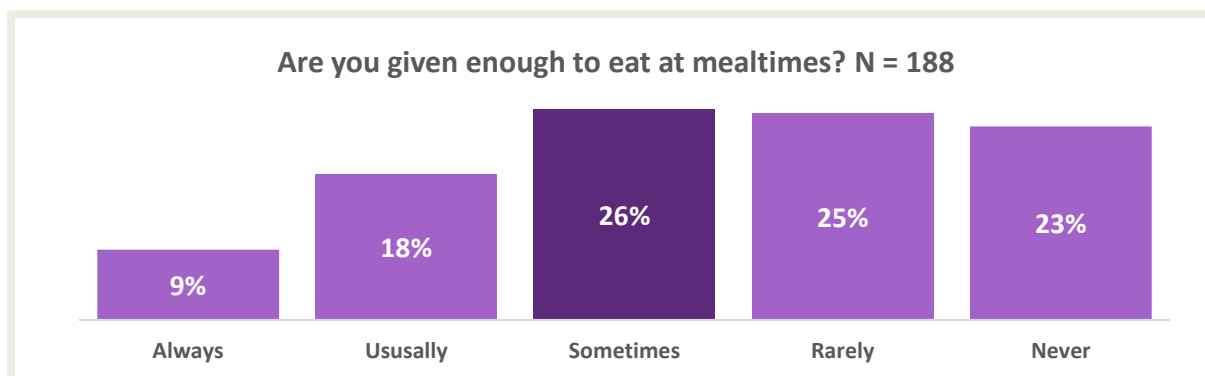
Standard 2: Decency

Food

The majority of respondents rated the quality of food negatively, with 84% reporting the food was generally of poor quality.

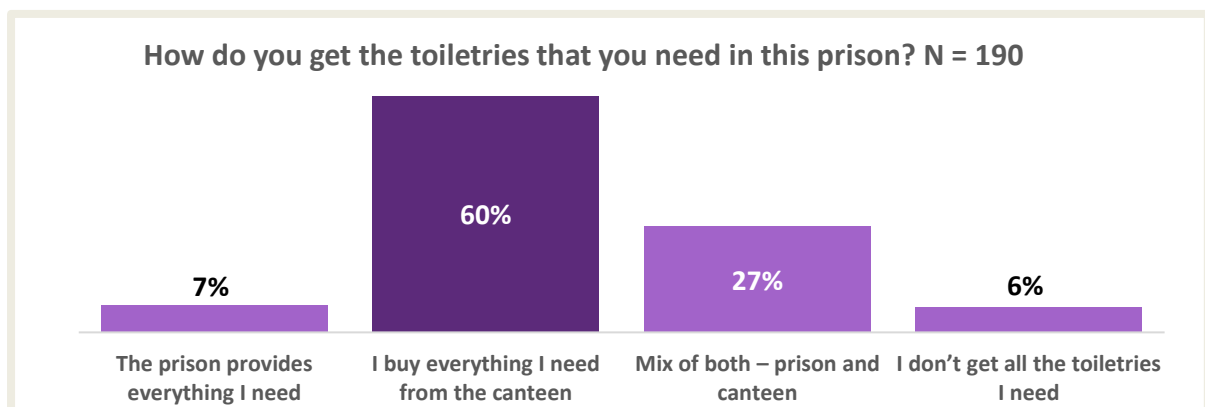


Almost half of respondents (48%) said they rarely or never get enough food to eat at mealtimes, while just over a quarter (27%) said they always or usually get enough food to eat.



Toiletries, showering and laundry

Most respondents said they got all the toiletries they needed from the canteen (60%), while a further 27% said they rely on both the prison and the canteen to access them. Six per cent (6%) said they cannot access all the toiletries they need.



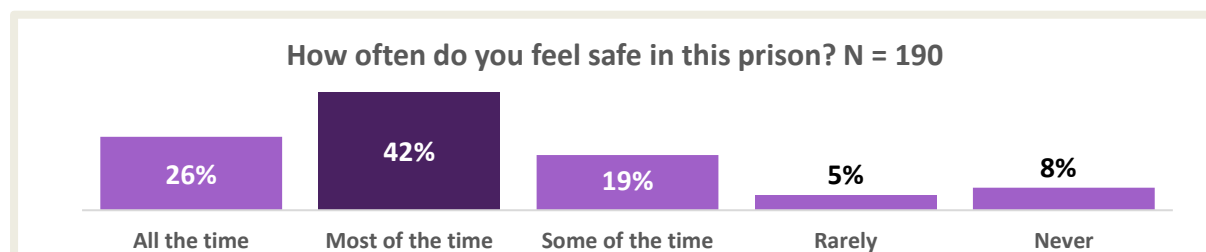
Most respondents said that they were able to have a shower every day (87%) and that they were able to have their clothes washed at least once a week (92%).



Standard 3: Personal Safety

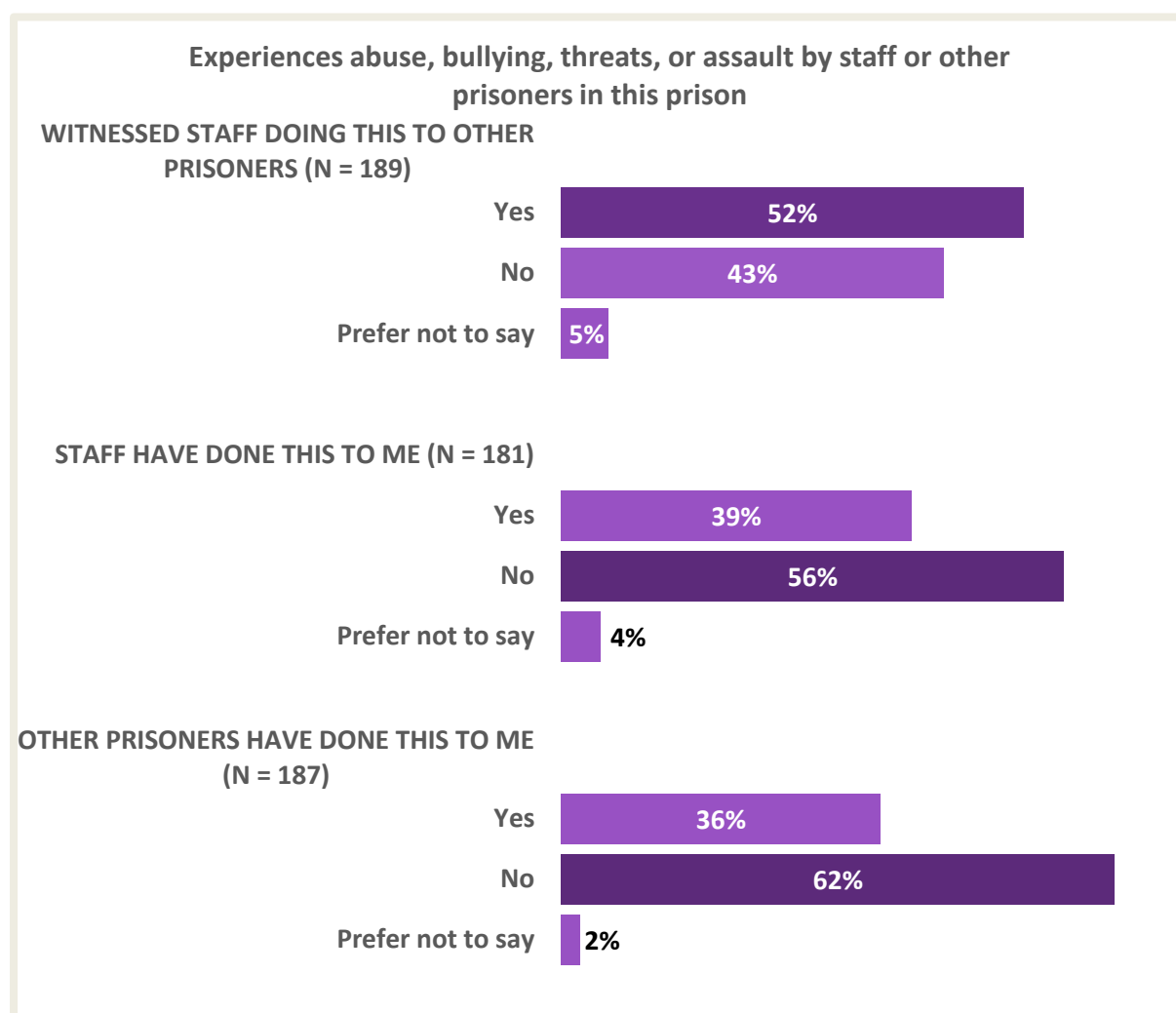
Perception of Safety

Just over two thirds of respondents (68%) reported that they felt safe all or most of the time in HMP Glenochil. A further 19% said they felt safe some of the time, while more than one in ten (13%) said they rarely or never felt safe.



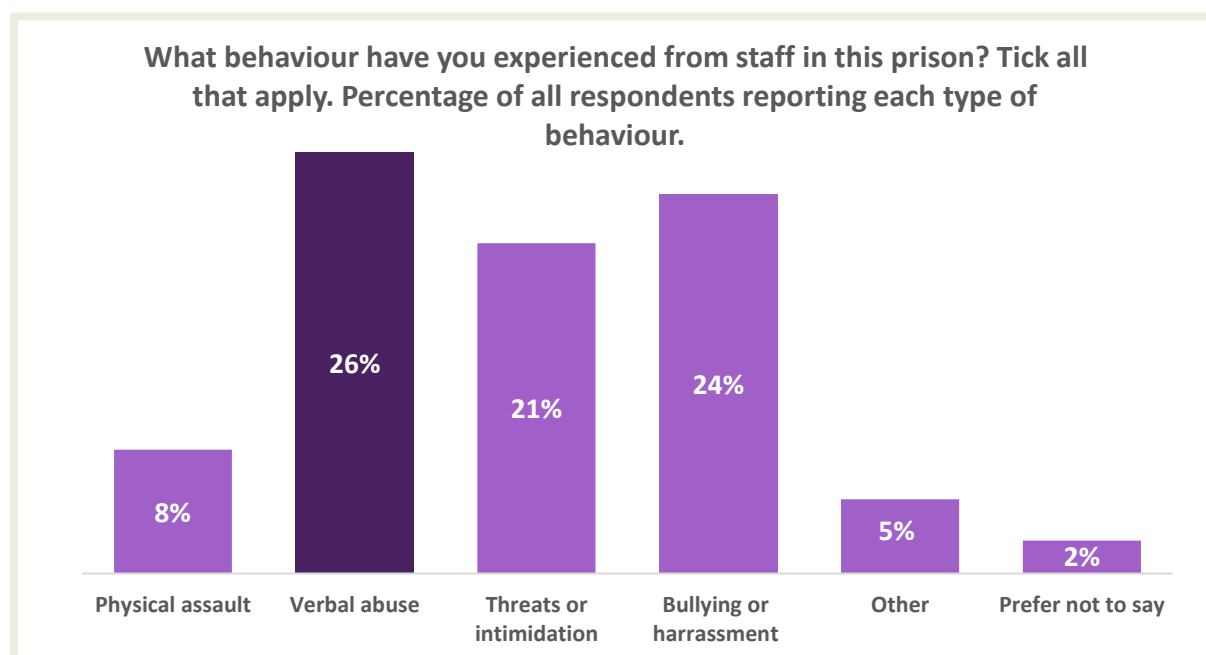
Abuse, threats, bullying or assault by staff or other prisoners

More than half of respondents (52%) said they had witnessed prison staff abusing, bullying, threatening or assaulting another prisoner in HMP Glenochil, while a further 5% said they would prefer not to say whether they had witnessed this.

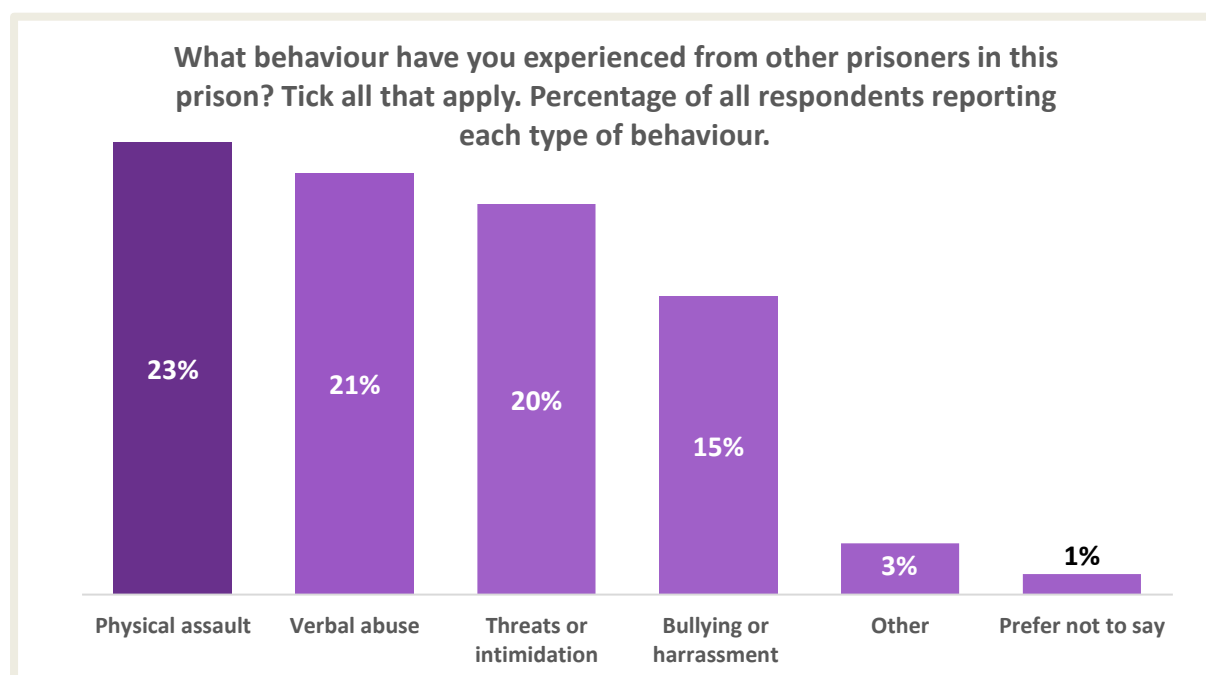


Almost two in five (39%) said they had been abused, bullied, threatened or assaulted by a staff member in HMP Glenochil, while 36% said they had been abused, bullied, threatened or assaulted by a fellow prisoner.

When asked what type of negative behaviour they themselves had experienced from staff, the most common responses were: verbal abuse (26%), bullying or harassment (24%) and threats or intimidation (21%). A further 8% reported having been physically assaulted by staff.

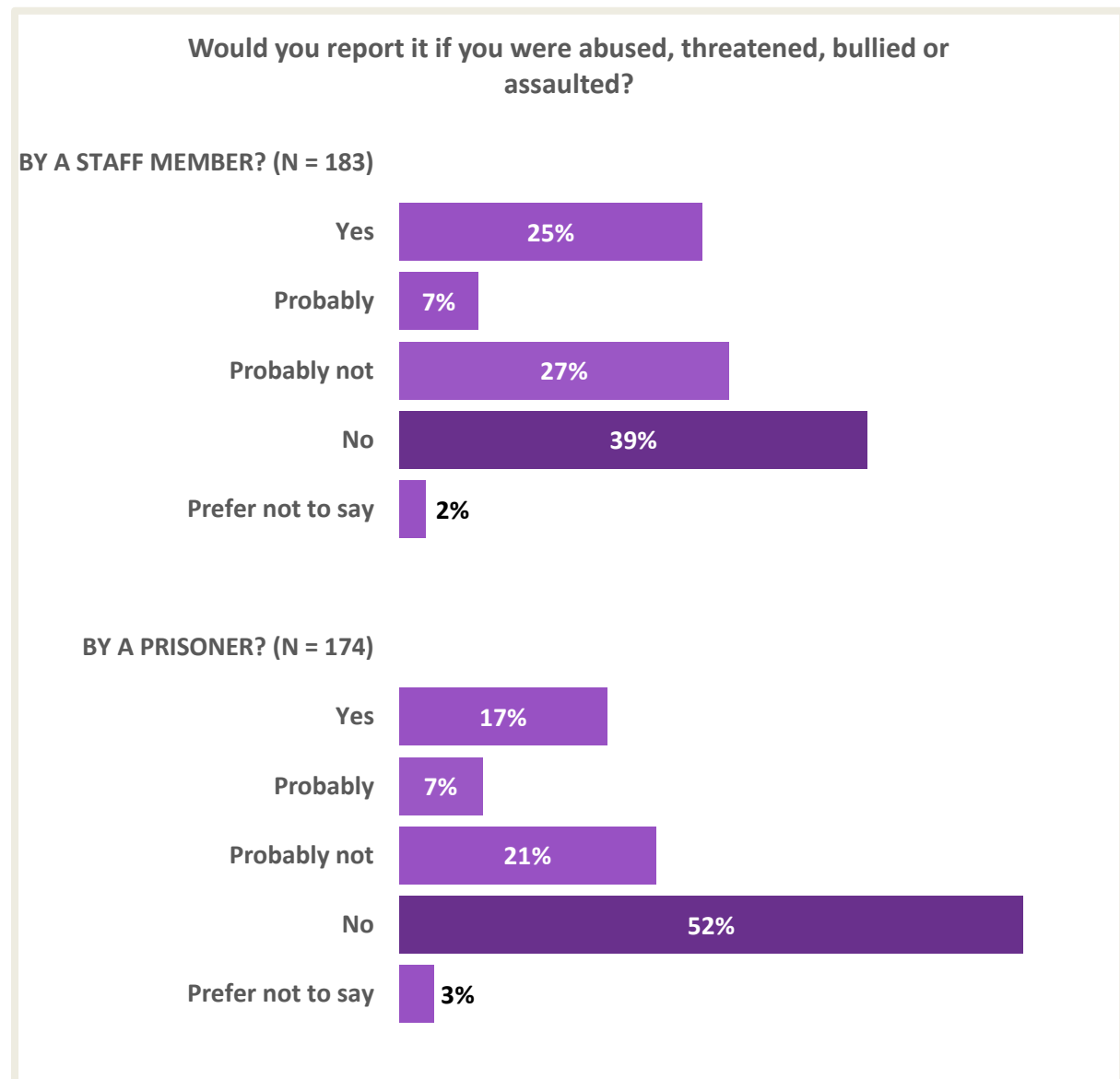


When asked about the types of negative behaviour experienced from other prisoners, the most common responses were: physical assault (23%); verbal abuse (21%); threats or intimidation (20%); and bullying or harassment (15%).



Reporting abuse, threats, bullying or assault

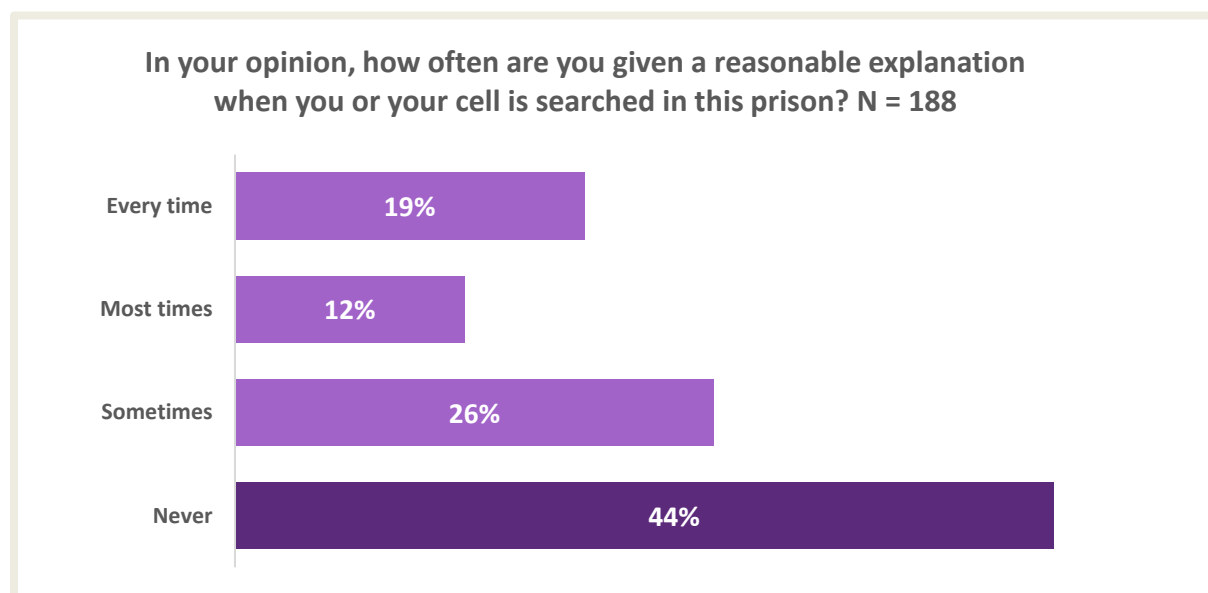
The majority of respondents (66%) said they would not or probably would not report it if they were abused, threatened, bullied, or assaulted by a staff member. Most (73%) also said that they would not report abuse, threats, bullying, or assault by other prisoners.



Standard 4: Effective, Courteous and Humane Use of Authority

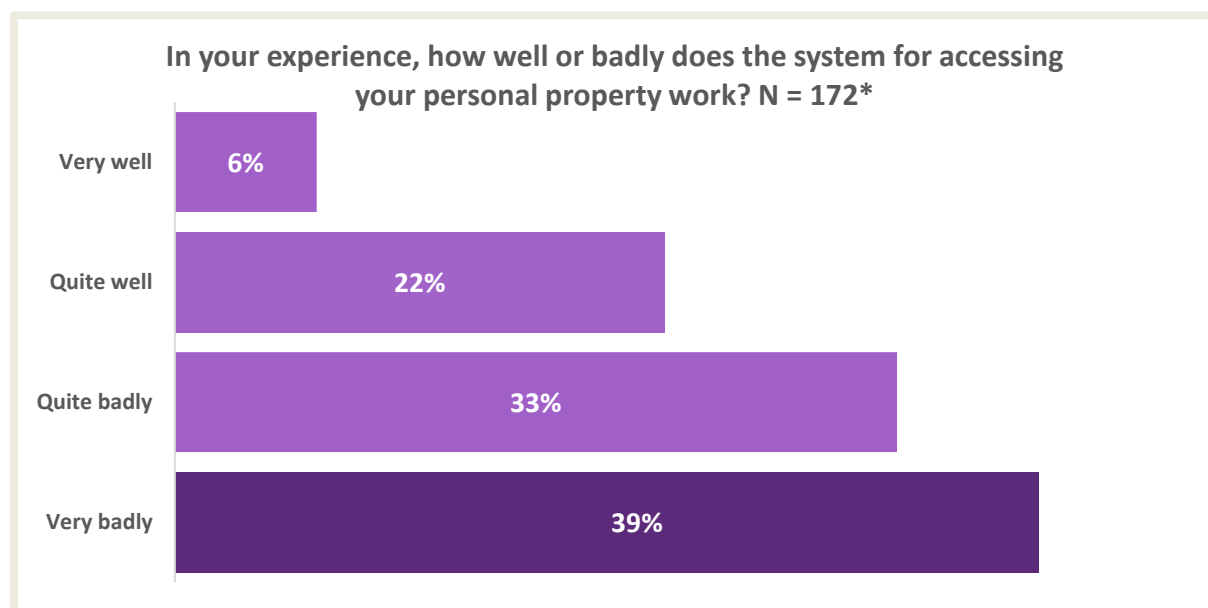
Searching

Under a third of respondents (31%) felt they were given a reasonable explanation every time or most times they or their cell was searched. A further quarter (26%) said they were sometimes given a reasonable explanation, while almost half (44%) said they were never given a reasonable explanation.



Accessing personal property

The majority of respondents (72%) reported that the system for accessing their personal property worked poorly, with 39% saying it worked very badly, and 33% saying it worked quite badly.

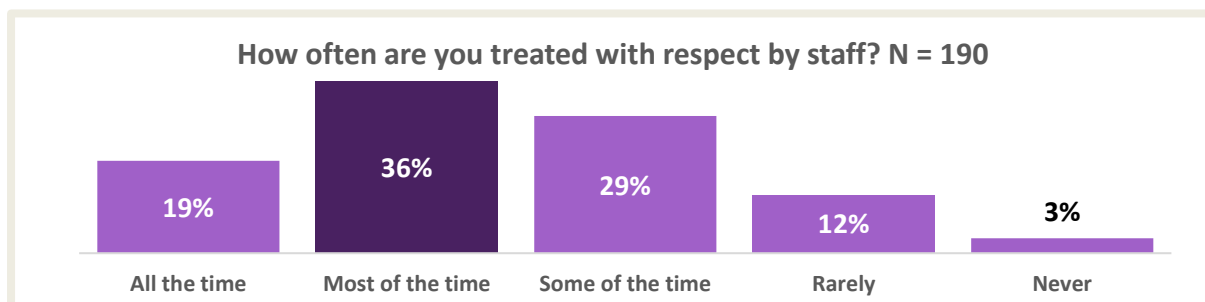


*Excluding "Don't know"

Standard 5: Respect, Autonomy and Protection against Mistreatment

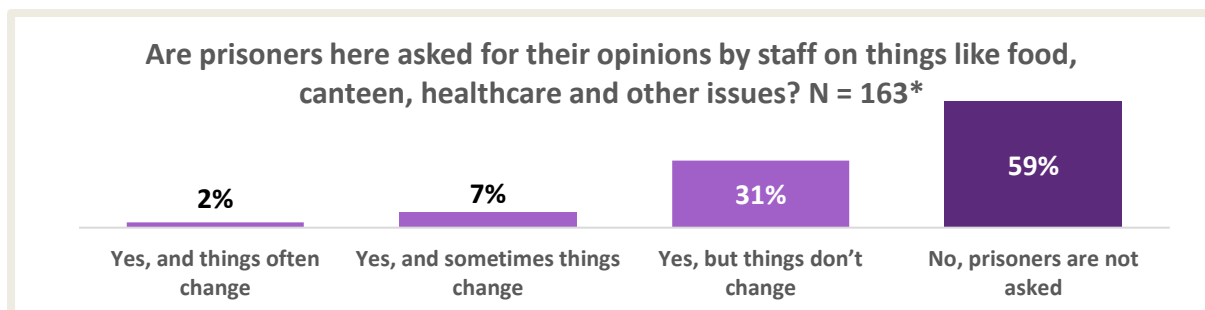
Respect

Just over half of respondents (55%) reported feeling that they were treated with respect all or most of the time by staff in HMP Glenochil. Almost one third (29%) said they were treated with respect “some of the time”, while 15% said they were rarely or never treated with respect by staff.



Consultation with prisoners

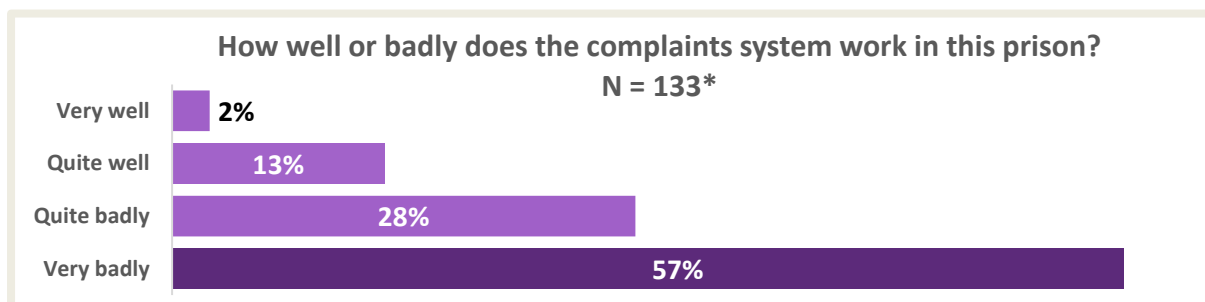
The majority of respondents (59%) said that the prison does not consult prisoners to ask their opinions on issues that affect them such as food, canteen and healthcare. Fewer than one in ten (9%) said that they are consulted and that things often or sometimes change as a result.



*Excludes "Don't know"

Complaints

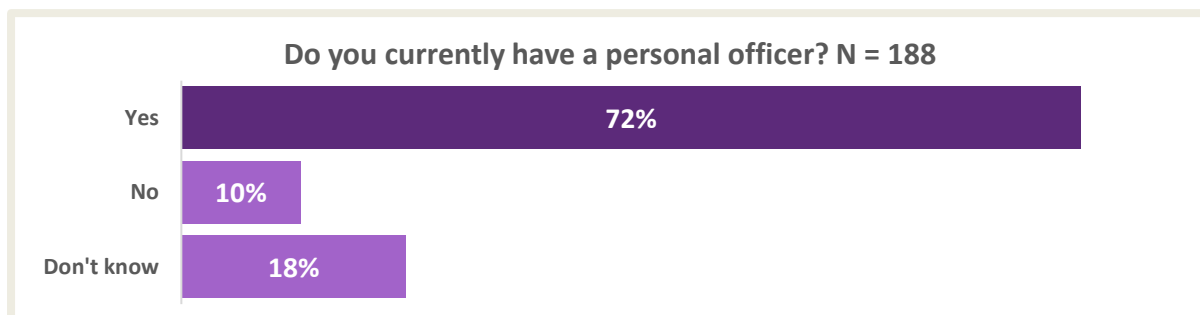
Most respondents reported that the complaints system worked badly (85%), including 57% who said it worked “very badly”.



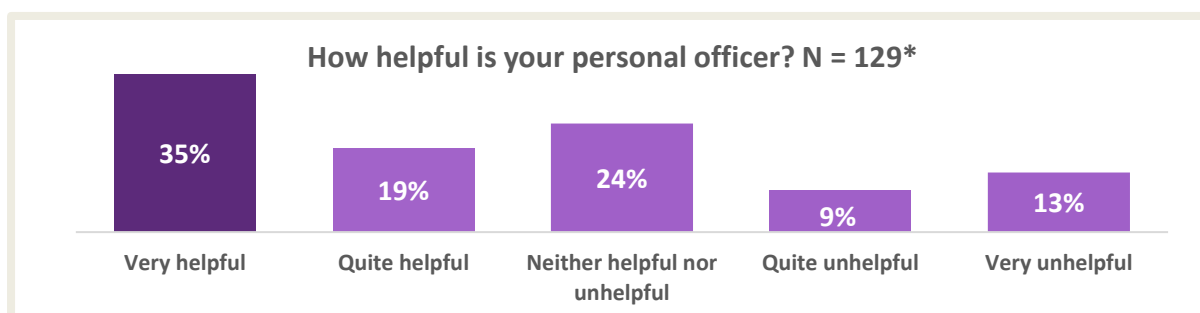
*Excludes "Don't know"

Personal officers

Almost three quarters (72%) of respondents said they had a personal officer, while 10% said they did not, and 18% did not know.



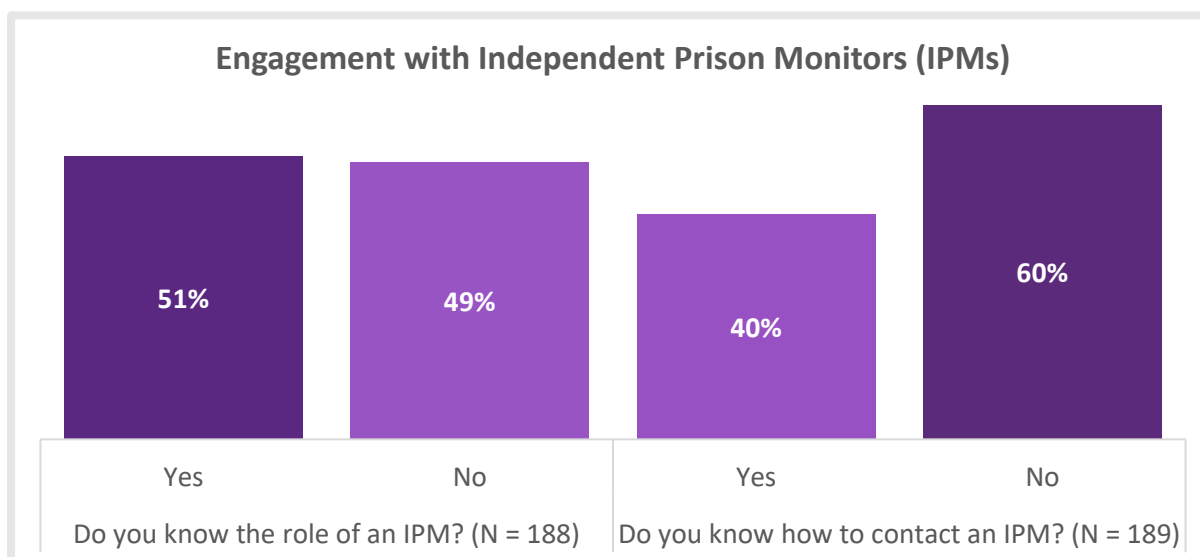
Those who said they had a personal officer were asked how helpful their personal officer was. Just over half said that their personal officer was helpful (54%), including 35% who reported that they were “very helpful”. A further quarter (25%) described their personal officer as “neither helpful nor unhelpful”, and 22% described them as unhelpful.



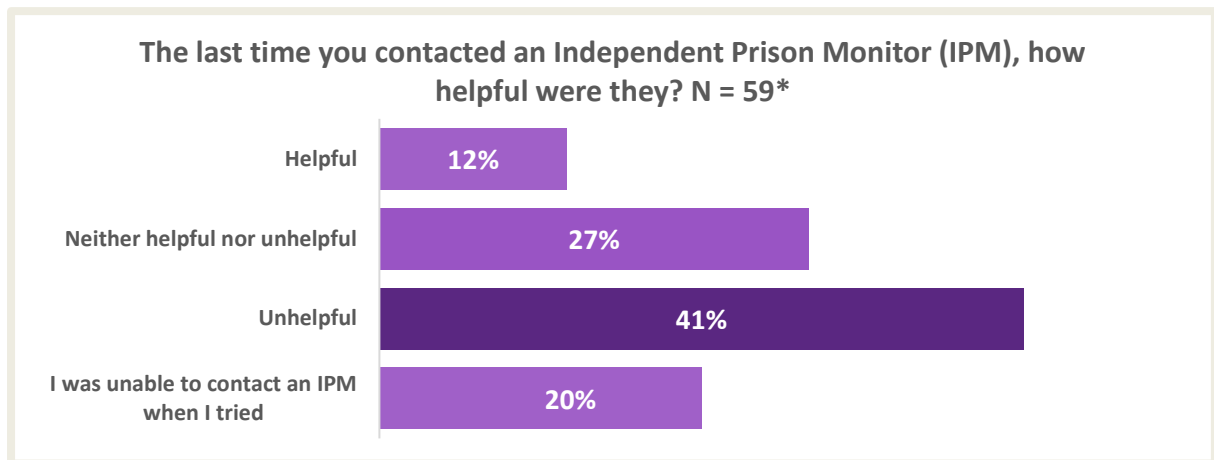
**Only those who said they had a personal officer*

Engagement with Independent Prison Monitors (IPMs)

Around half of respondents (51%) said they knew what the role of an Independent Prison Monitor (IPM) was, and 40% said they knew how to contact an IPM.



The majority (68%) said they had never attempted to contact the IPM service. Of those who had (59 respondents), the majority (61%) reported that they had either not been able to make contact with an IPM, or that the service had been unhelpful.

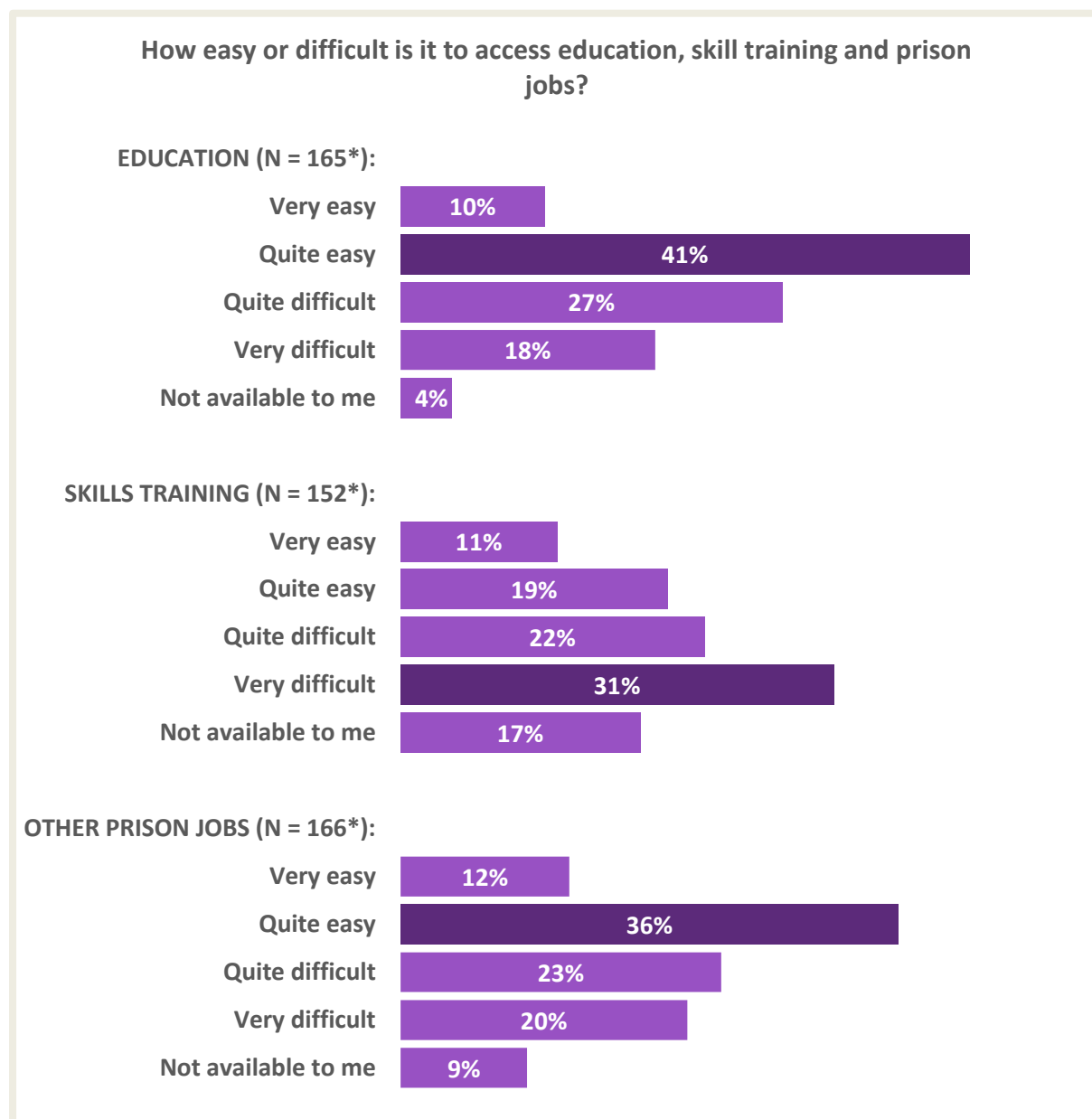


**Excludes those who have never tried to contact an IPM.*

Standard 6: Purposeful Activity

Access to education, training and work

Around half of respondents (51%) said that it was easy to access education; fewer than one third (30%) said it was easy to access skills training; and just under half (48%) said it was easy to access other prison jobs.



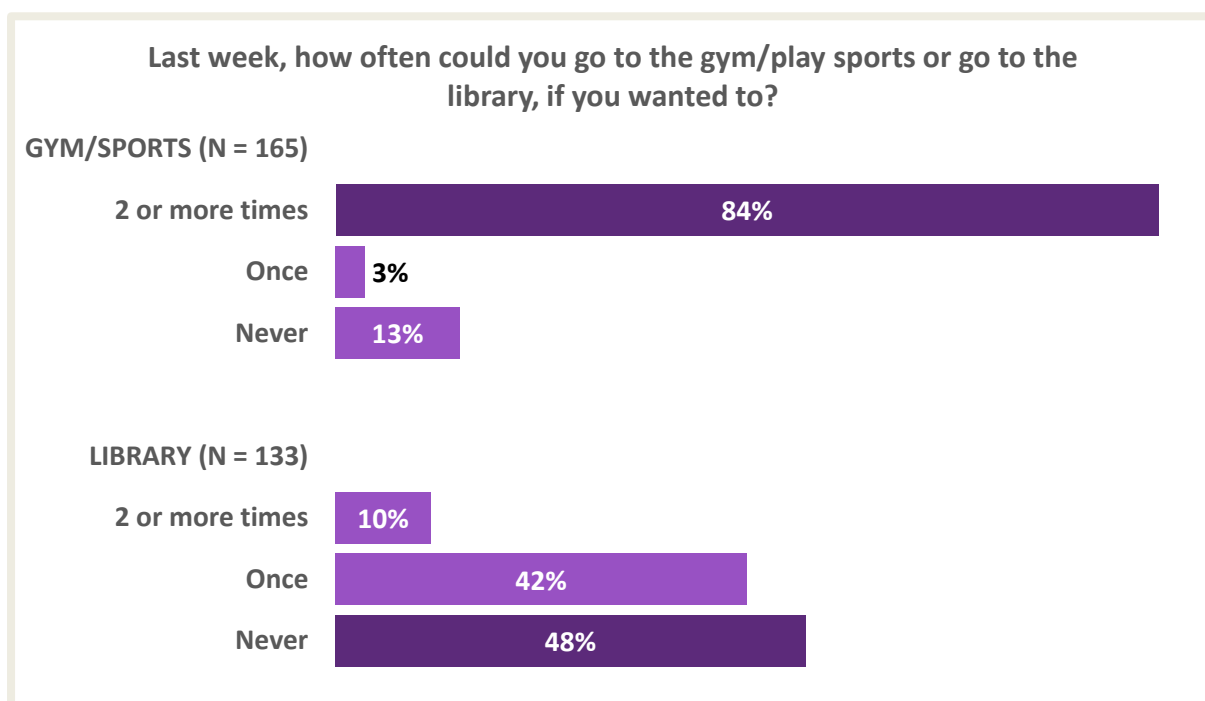
*Excluding "Don't know".

Fresh air, gym/sports and library access

The majority of respondents (83%) said that they were given the opportunity to spend at least one hour outdoors in the fresh air if they wanted to do so. However, 15% said they could only do this on some or most days, and 3% said they were never given this opportunity.



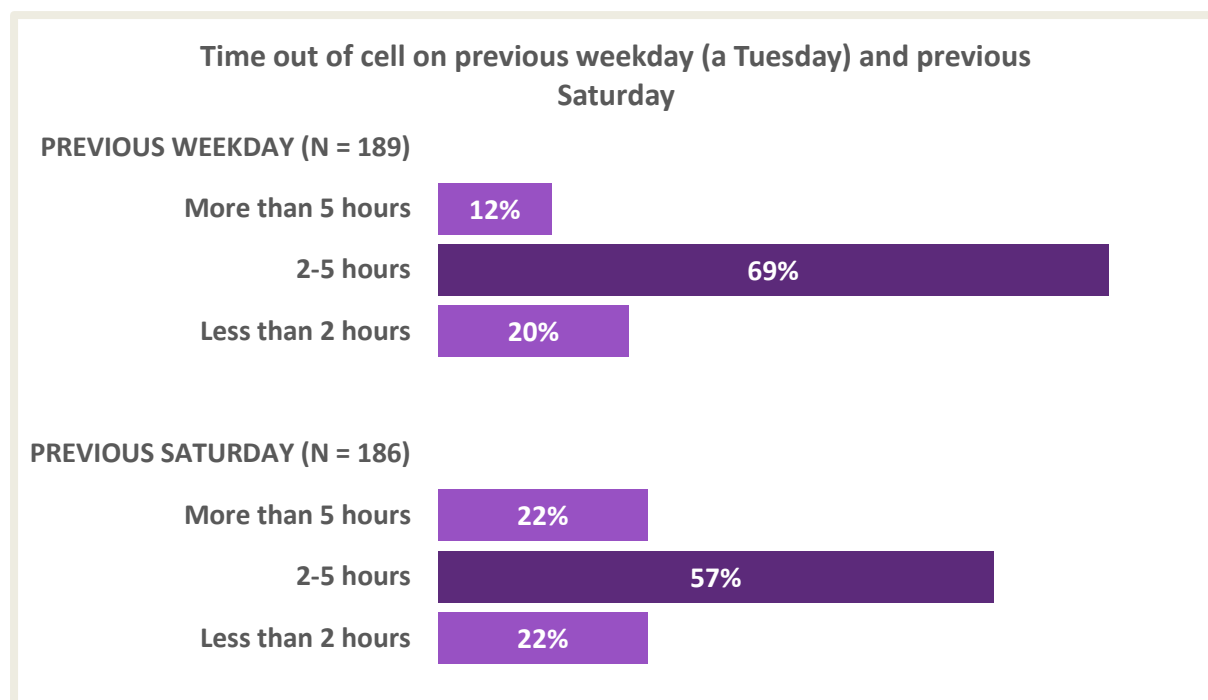
The majority of respondents (87%) said they were able to go to the gym and/or play sports at least once during the previous week. However, a much lower percentage (52%) said they were able to visit the library at least once in the last week.



Time out of cell

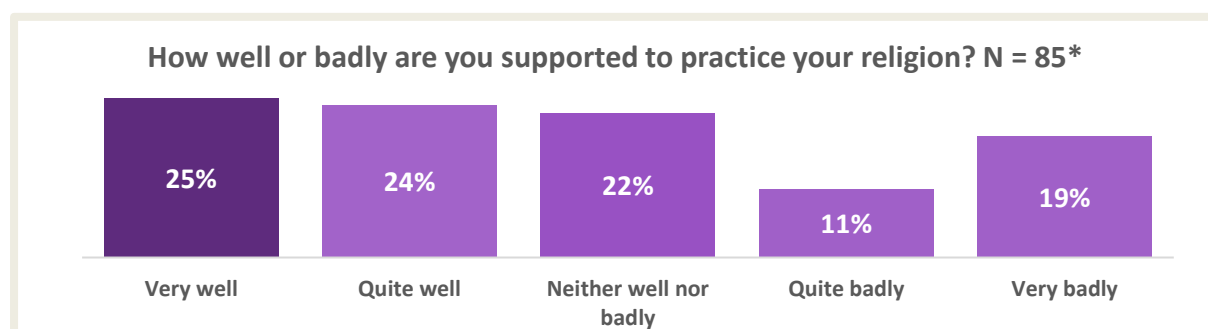
The majority (81%) of respondents said that they were able to spend more than two hours outside their cells on the previous weekday, including 12% who said they were able to spend more than five hours out of their cells.

Similarly, 79% said they were able to spend more than two hours out of their cells during the previous Saturday.



Religious practice

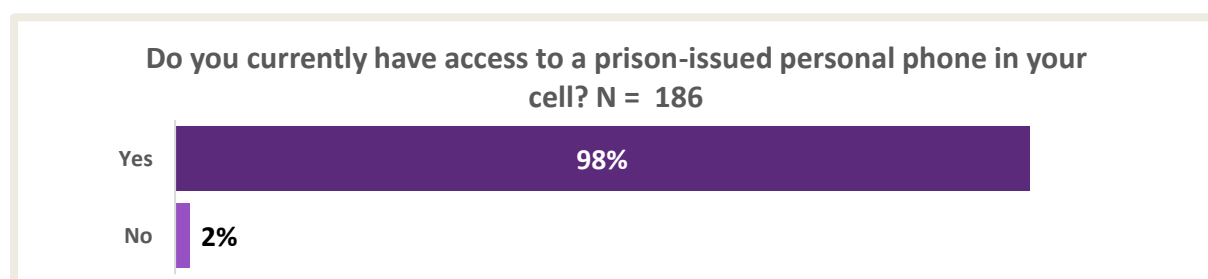
Just under half of respondents said that they practised a religion (46%). Of these, almost half (49%) said that they were well supported to do so, while 30% said they were poorly supported. A further 22% said they were “neither well nor badly supported”.



**Excludes "I don't practice a religion".*

Phones

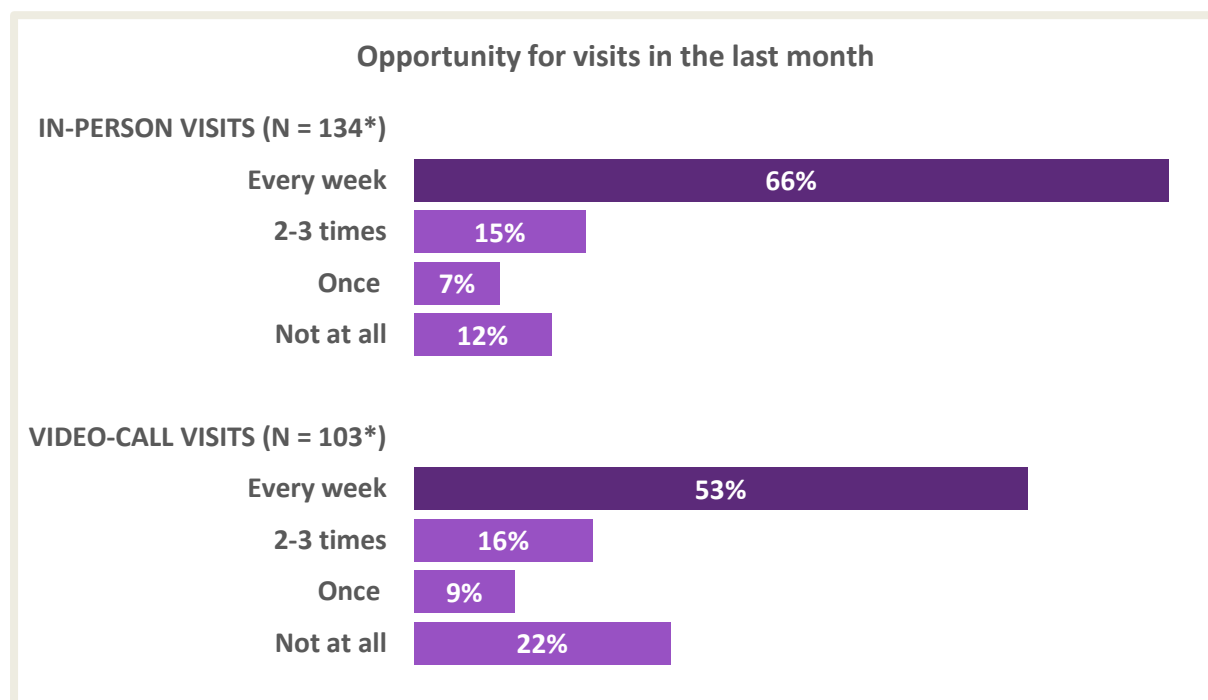
Almost all respondents (98%) said they currently had access to a prison-issued personal phone in their cell.



Visits

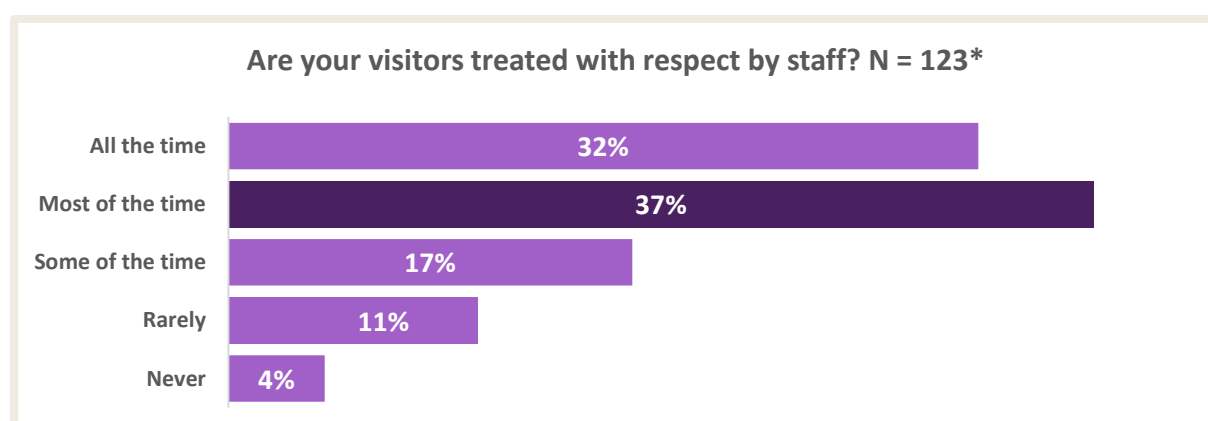
Of those who said they were aware of the availability of visits, two thirds said they were given the opportunity for in-person visits every week (66%). A further 22% said they had a chance to have a visit at least once a month, while 12% said they never got an opportunity for in-person visits.

Just over half said they could access video-call visits every week (53%), although 22% said they did not have an opportunity to access these at all.



**Excluding "don't know"*

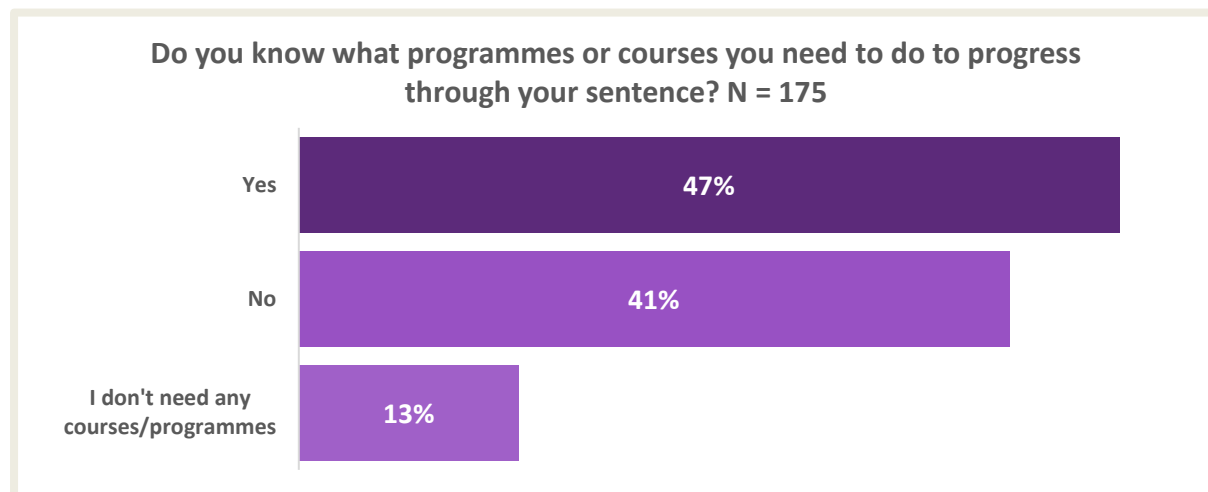
Of those who received in-person visits, the majority said that their visitors were treated with respect by prison staff all or most of the time (69%), although less than one third (32%) said this happened "all the time".



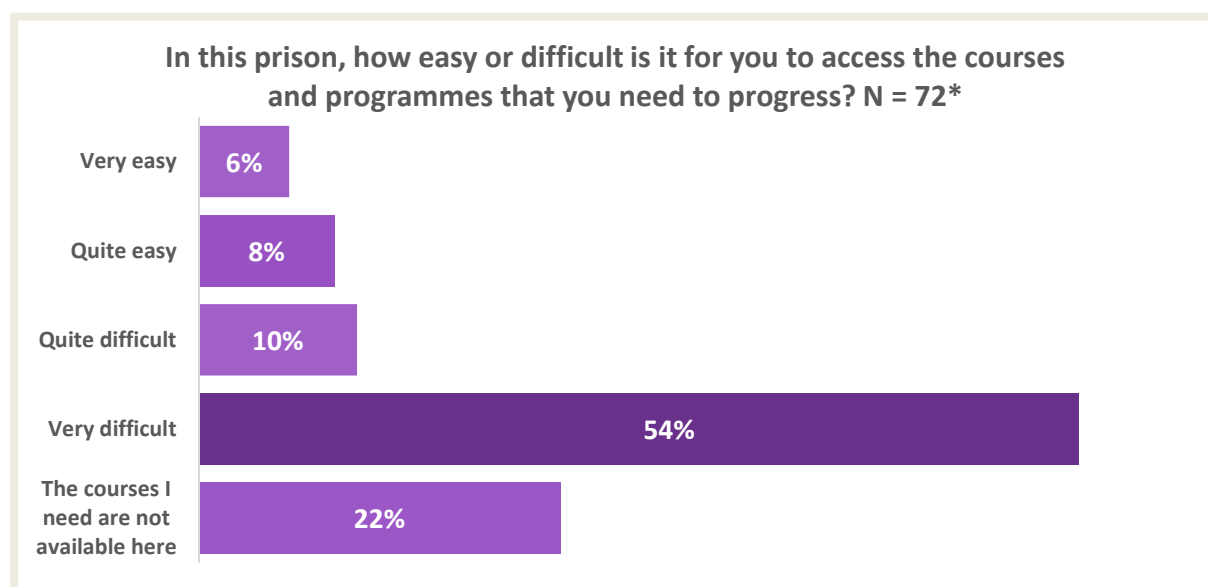
**Excludes "Not applicable - I don't have visits".*

Progression and case management support

All those serving a sentence were asked whether they knew what courses or programmes they needed to undertake to progress through their sentences. Of these, almost half (47%) said they did and a further 13% said they did not need to undertake any programmes. Around two in five (41%) said they did not know what programmes they needed to undertake.



Of those who knew what courses they needed to undertake to progress through their sentences (82 respondents), the majority (86%) either said that it was difficult to access the programmes they needed, or that the programmes were not available for them to do in HMP Glenochil.

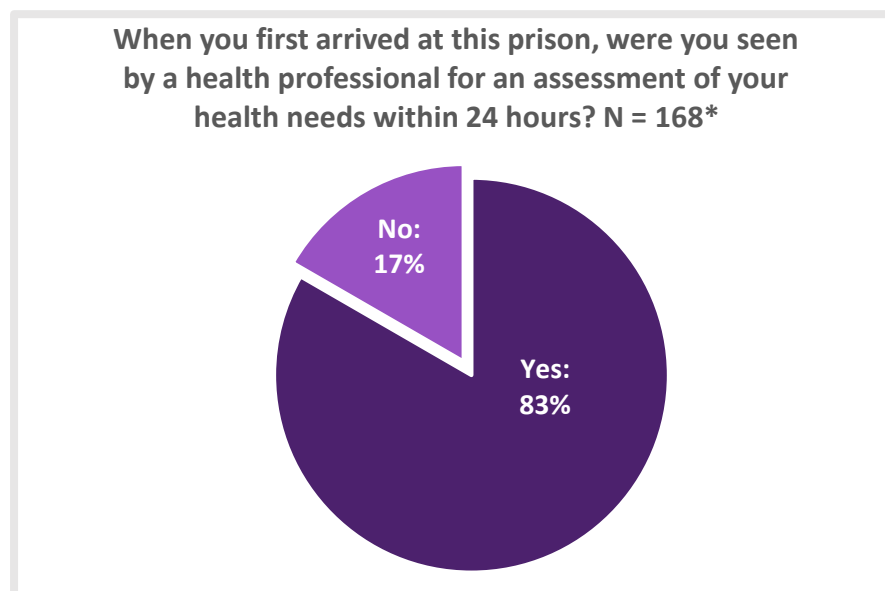


**Excluding those who said they did not need to undertake any programmes.*

Standard 9: Health and Wellbeing

Health assessment on arrival

Most respondents (83%) reported that they were seen by a health professional within 24 hours of arriving at HMP Glenochil for an assessment of their health needs, although more than one in 10 (17%) said this did not happen.



*Excluding "Don't remember"

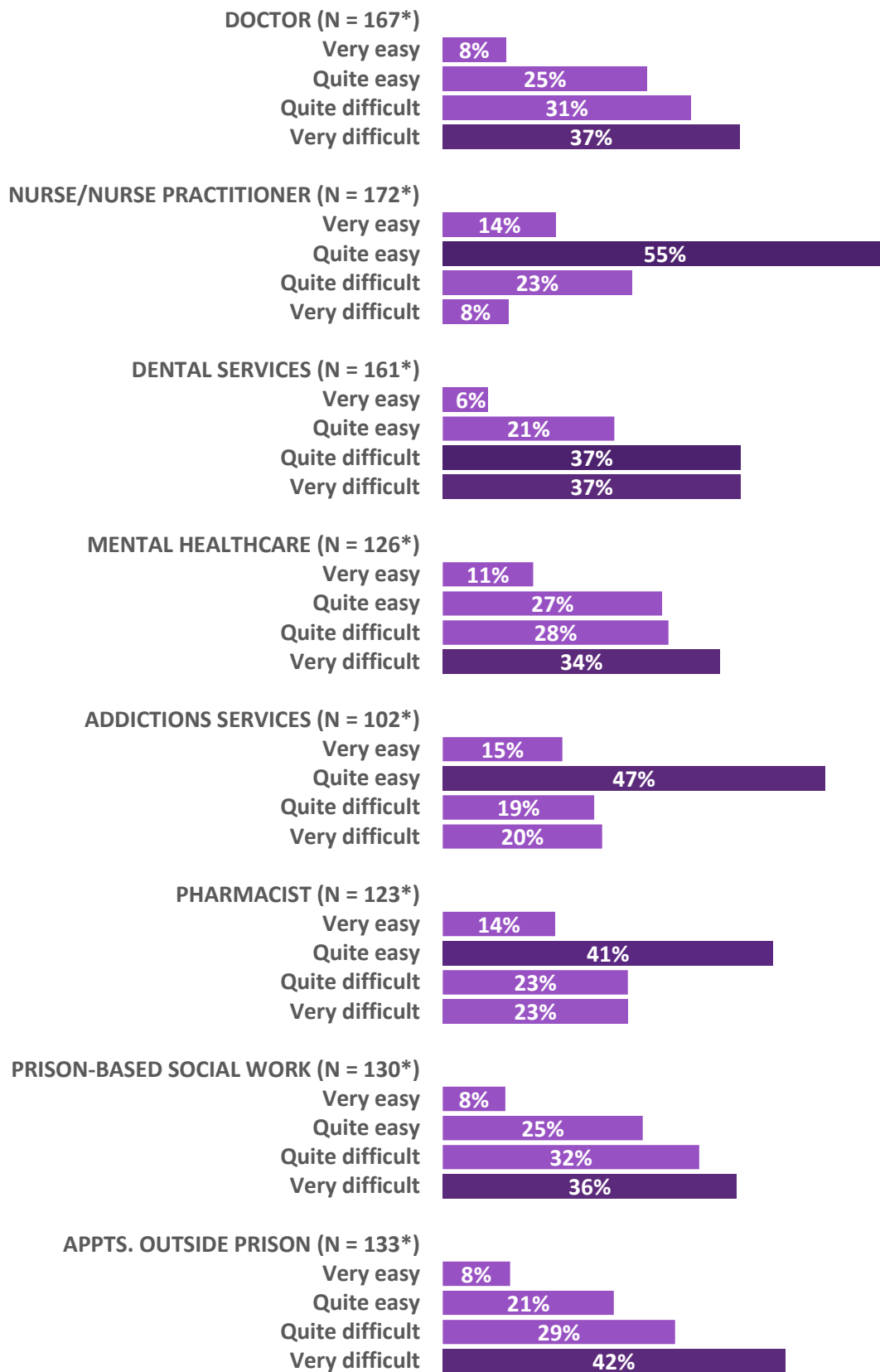
Access to health services

Almost all respondents (96%) said they knew how to access health services in HMP Glenochil.

More than half of respondents reported that it was easy to access an appointment with a nurse/nurse practitioner (69%); easy to access addictions services (62%); and easy to access the pharmacist (55%).

However more than half reported that it was difficult to access a doctor (68%); difficult to access dental services (74%); difficult to access mental health services (64%); difficult to access prison-based social work (68%); and difficult to access medical appointments outside the prison (71%).

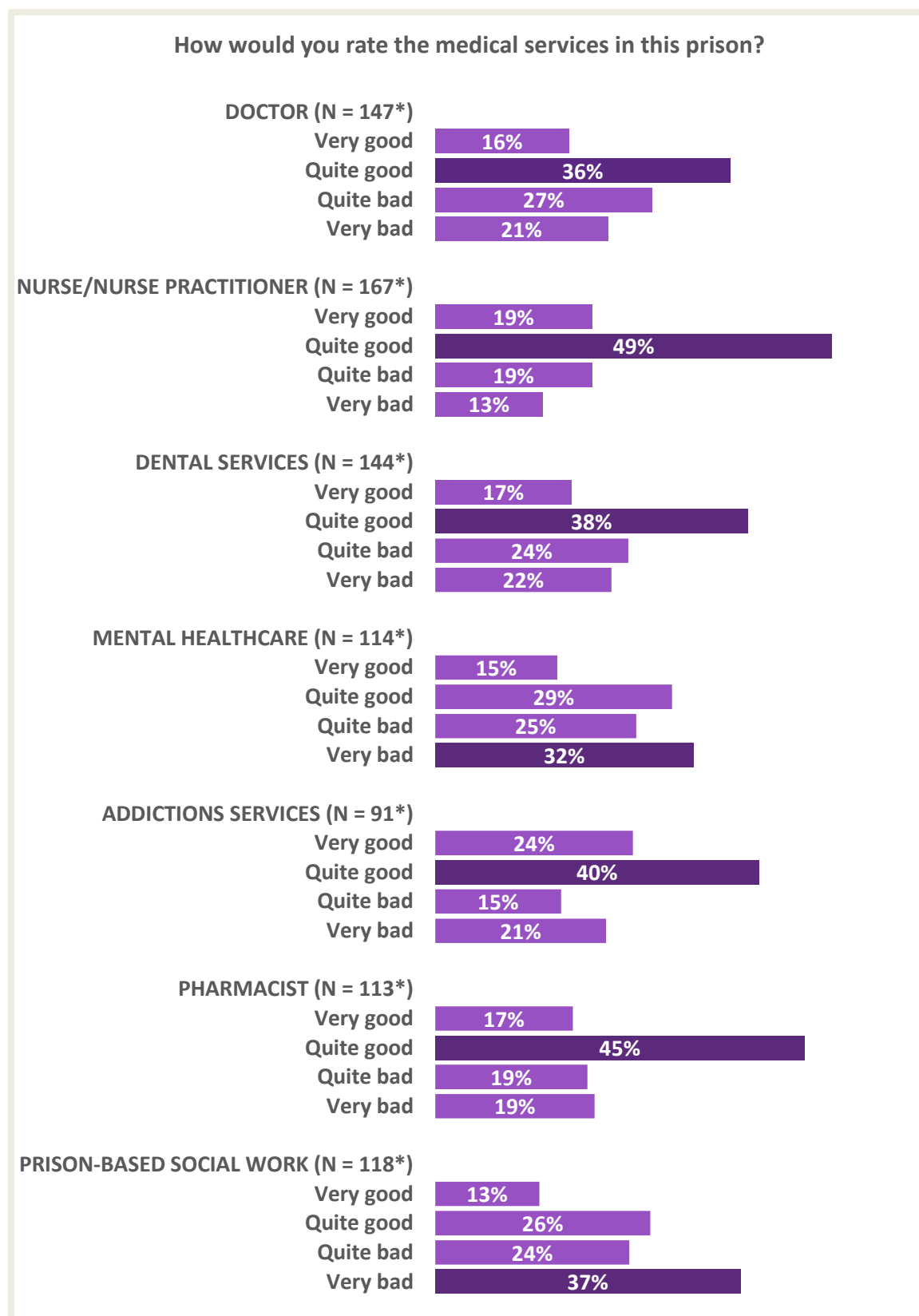
How easy or difficult is it to access health services in this prison?



*Excluding "Don't know"

Quality of medical services

The chart below shows the responses to the questions about the quality of medical services available at HMP Glenochil.



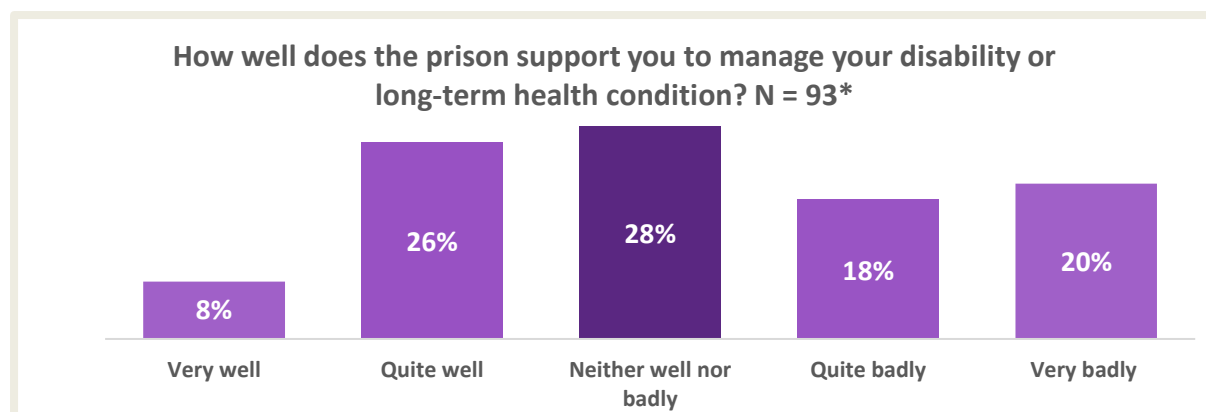
*Excluding "Don't know"

Most medical services were rated as providing a good quality service by more than half of respondents. These were: doctor (52% rated positively); nurse/nurse practitioners (68%); dental services (55%); addictions services (64%); and pharmacy (62%).

However, more than half rated the following services negatively: Prison-based social work (61% rated negatively) and mental health services (57%).

Support for disabilities and long-term health conditions

In total, 95 (51%) of those who answered the question said that they had a disability or long-term health condition. When asked about the support provided to manage their conditions, just over one third (34%) said they were well supported. A further 38% said they were poorly supported, while 28% said they said they were “neither well nor badly” supported.



**Only those who disclosed a disability and/or long-term health condition*

Support for issues relating to alcohol, drugs and mental health

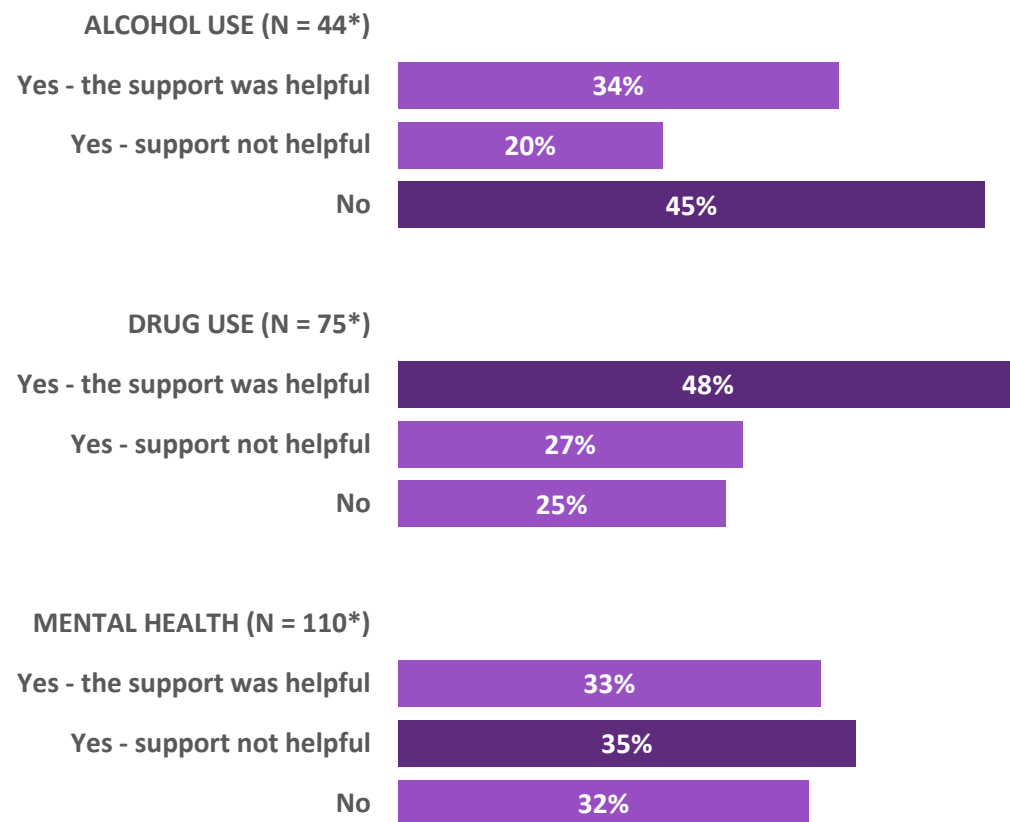
The survey asked about the support provided to those who needed help with alcohol use, drug use, and mental health issues.

Of those who said they needed support for alcohol use (44 respondents), 54% said they had been offered support, although only 34% said that this support had been helpful. Almost half (45%) said they had not been offered support.

Of those who said they needed support for drug used (75 respondents), 75% said they had been offered support, including 48% who said that this support had been helpful. A quarter (25%) said they had not been offered support.

Of those who said they needed support for their mental health (110 respondents), 69% said they had been offered support, including 33% who said this support had been helpful. Around one third (32%) said they had not been offered support, and over a third (35%) said the support they had been offered was not helpful.

If needed, have you received support for issues relating to alcohol use, drug use and/or mental health?



**Excluding "I have not needed this support"*

Open Question (General Comments): Thematic Analysis

In total, 100 respondents (52%) left comments at the end of the questionnaire. The most common themes were healthcare; food; relationships with staff; regime and purposeful activity; and progression.

Healthcare

Around half of the comments referred to health and health care. While people were generally relatively positive about the treatment received if they saw members of the medical team, one of the most common issues reported was difficulty accessing healthcare services when they were needed. Some respondents described situations in which they had needed immediate medical attention and had not received it because of a lack of responsiveness from either hall staff and/or the prison medical team. Others gave examples of having missed hospital appointments because of a failure to access transport provided by GeoAmey. As one respondent wrote:

“Medical appointments outside prison are reliant on whether transport to and from hospital bothers to turn up. It has become the norm for serious cases of illness to be left on the landings and no reason given for not being taken to hospital appointments!”

Several people commented that it could take a long time to access medical appointments within the prison. For example:

“I understand that the NHS is under pressure but some services waiting times are far too long. For example it could be almost a year just to get a dental filling.”

“You put out a referral [for medical appointments], wait days to hear back and nothing comes. You do your referral, same thing happens then weeks later a nurse will come to the hall to see you but they have no idea what it is they are there to see you for. But once you tell them they can be really good with you.”

“I have been waiting 6 months to see a psychiatrist. I was suicidal and I keep getting mugged off.”

Access to medication was raised by several respondents, with some reporting that they were struggling after being taken off medication that they had been prescribed in the community or in other prisons.

Around 15% of respondents wrote about mental health issues and care. One of the most common themes was the lack of activity available to prisoners leading to mental health deterioration and substance-use. As one person described:

“No access to purposeful activities, zero rehabilitation. Would help if given a skill to gain a job upon release instead of just being locked up constantly. Then when open all that happens is people taking drugs or depressed.”

“Constant lock up staff don’t care about anything other than locking doors. Self-harm, drug abuse, mental health is at a all time high. It’s like were still in a COVID regime.”

Others reported that it took a long time to access mental health support (including access to therapy, medication and single-cell markers), with some describing situations in which they had harmed themselves or others in the prison as a result of not having access to the support they needed to cope with their mental health issues.

Some reported difficulties stemming from a lack of support for disabilities, neurodiversity and/or long-term health conditions. For example, some felt that their neurodiversity was “punished” rather than supported or managed and others reported not having access to the correct equipment or adaptations to help them cope with physical disabilities.

Food

Over 40% respondents who left comments mentioned the food, with the most common concern being reports of poor hygiene in the kitchens, and food tampering and contamination of meals. This was a particular concern among protection prisoners, a number of whom reported finding various items in their food. A number of commenters reported that they tried to avoid eating the food provided by the prison as a result. Others commented more generally on the quality of the food, reporting meals to be poor quality, undercooked, and served cold.

In line with the statistical data, several reported that they did not get enough to eat at mealtimes, with several referring to the amount of food served as being like “children’s portions”. And it was noted by some that they went long periods overnight without food, as the regime dictated that their final meal of the day was served before lock-up at 4 pm, with no further opportunity to eat until breakfast was provided after 8 am.

Relationships with staff

Over 40% of those who left comments referred to relationships with staff. Some of these were positive, praising staff for their helpfulness and for treating prisoners with respect. For example:

“I found the staff to be very helpful and have always treated me with respect.”

“The staff treat me with respect and I do treat them with same respect. My personal officer is helpful and I feel confident that if I had an issue to be dealt with that it would get done.”

However the majority of comments about staff were negative. A common issue was respondents reporting being treated with a lack of respect by officers, with reports of officers swearing at them; threatening them; shouting down the halls to get prisoners’ attention; talking openly about prisoners’ private matters; making homophobic remarks; and referring to protection prisoners as “beasts”.

Several respondents also reported that it took a long time for staff to help, even with minor issues. Some felt that this was down to poor systems of communication, while others felt it was due to poor attitudes and a lack of willingness to help from staff.

Regime, Time out of Cell and Purposeful Activity

Over 30% of those who left comments wrote about the regime and purposeful activity in HMP Glenochil. Some were positive about the regime, particularly those who had transferred from other prisons, with several people noting that they got good access to recreation time and time out of cell. As one person noted:

“Recreation and times out of my cell are very good. I always have a lot of time.”

However, others reported that the regime was unpredictable and constantly changing, with comments including:

“Nothing works. Nothing runs on time. The regime is unpredictable.”

“My biggest complaint is about the prison regime. It is never the same from week to week. We received a letter, setting out the regime, based on the staff 35 hour week, this lasted for about 3 days.”

“Why are there so [many] regime changes? Four in the last three months. All this changing regime is upsetting prisoners and staff alike. This is having a negative effect on everyone’s mental health.”

Several also mentioned spending too much time locked in their cells, with reports that evening activities were usually cancelled, and that prisoners spent long periods locked up at the weekends as a result of understaffing.

Progression

Over 30% of those who left comments wrote about difficulties with the progression system. They reported that it took a long time to have their Generic Programme Assessment (GPA) completed, meaning that they could not begin the progression process. It was also reported, in line with the overall survey responses, that it was very difficult to access the courses needed to progress through their sentences. As a result, people reported lacking hope that they would be eligible for release before serving their full sentence:

“My biggest concern is my rehabilitation programmes. I have very little hope of completing this before my parole date and believe I will have to serve my full sentence in prison because of this, regardless of how my conduct and attitude has been in prison.”

“During my time in this prison I have moved up and down the programmes list to start programmes. As I have got close to my parole date I've moved closer to start and after parole I have been moved further away from the start. Parole board always stating I cannot get parole because I have not done

programmes, and they don't know the risk I pose to public. In April 2018 I was identified for courses, I am out of prison this year, and now there is not enough time to do courses.”

“I have tried since coming to prison to get my GPA and progression the general way works is they purposely leave it until after your first parole date, then put you on waiting lists that extend longer than your sentence. Making progression pointless and having to do your whole sentence, this frustrates and lowers mood and mental health.”

Canteen, wages and cost of living

Around 25% of comments referred to issues regarding the canteen, wages and the cost of living. A particular concern was that canteen prices had been steadily rising, meanwhile wages had not risen, and the weekly canteen spending limit remained capped at £20 per week for convicted prisoners, despite the rise in prices. As two people explained:

“We get low wages but products on the canteen sheet are getting dearer so makes it difficult to purchase items needed.”

“Canteen prices keep rising but wages have not been increased for the last 10 years. Most prisoners have no jobs or money sent in. So only have £5 total wages... The canteen is full of brand names but there are cheaper options. Why can't they change to cheaper brands?”

Similar to the second comment, a number of respondents commented on the nature of products available on the canteen, with the main issues being: a lack of choice; the options being more expensive than necessary; and a lack of healthy food options.

A further comment raised a number of times was that the phones were too expensive, especially for those with family living abroad.

Personal property

Around 15% of comments referred to personal property, with the main issues being: staff and prisoners not being aware of what personal items prisoners are allowed; personal items going missing; and people struggling to access their personal property stored in reception.

Complaints

Around 10% of comments referred to the complaints process, with respondents reporting that complaints forms were often not processed by prison staff and the complainant does not hear back. Several respondents commented that they feel dissuaded from making complaints and punished if they do so. Comments included:

“There has been times when you had to go to the desk to ask for a PCF [Prison Complaint Form] form or complaint form. And with a supervisor sat behind the desk the staff used pure intimidation towards me.”

“The PCF systems is ineffective, when prisoners complain about staff they are then targeted and eventually moved off the flat.”

“The prisoner guards refer to us as beasts if we complain or put any PCFs in.”

“All issues get swept under the carpet and if you try do something about it you’re the problem and they just punish you by moving hall etcetera.”

Physical environment

Around 10% of those who left comments referred to issues concerning the physical environment within the prison. The issues raised were: dirt and mould in cells and bathrooms; a lack of sufficient cleaning products; cells being too cold in the winter and too hot in the summer; lack of access to clean bedding, towels and toilet paper; and poor-quality mattresses not being replaced.

Annex: HMP Glenochil in Comparison with All Other Closed Prison Establishments

This table shows a comparison between HMP Glenochil (January 2025) and all other closed establishments in Scotland surveyed since 2022 (eleven establishments*). Where results are shown as statistically significant, this means that it is unlikely that the difference between HMP Glenochil and the comparator group is down to chance.

A chi-square test of independence was used to test for statistical significance in each result. Please note that due to the large number of measures tested, there is an increased risk of false positives within the results, meaning that some results may appear significant by chance when in reality there is no real difference.

The responses from all prisons in the comparator group were weighted by size to give a representative reflection of the responses from the group of prisons included in this group. In total, there were 193 respondents in the HMP Glenochil group, and 1645 respondents in the comparator group.

Colour coding:

No colour: No statistically significant difference between the two groups

Orange: HMP Glenochil significantly more negative than the comparator group

Green: HMP Glenochil significantly more positive than the comparator group

Question	HMP Glenochil		Comparator Group	
	Number	% of valid responses	Number	% of valid responses
Was offered an induction	78	44%	912	68%
Was treated well/neutrally in reception	160	86%	1410	90%
Able to shower every day	165	87%	1252	76%
Quality of food is good/very good	30	16%	556	35%
Always get enough to eat at mealtimes	16	9%	195	12%
Can have clothes washed at least once a week	173	92%	1460	92%
Feel safe all/most of the time	128	67%	996	62%
Have witnessed staff abusing, threatening, bullying or assaulting another prisoner in this prison	98	55%	832	57%
Have been abused, threatened, bullied or assaulted by staff member	71	41%	563	38%
Would/probably would report abuse etc. by staff	58	32%	524	35%
Have been abused, threatened, bullied or assaulted by another prisoner	67	37%	585	38%
Would/probably would report abuse etc. by other prisoners	42	25%	346	24%

Given a reasonable explanation every time/most times you or your cell is searched	58	31%	486	31%
System for accessing personal property works well	49	29%	423	30%
Treated with respect by staff all/most of the time	106	56%	983	61%
Complaints system works well	20	15%	234	20%
Have a Personal Officer	136	72%	907	57%
Personal officer is helpful	69	54%	556	64%
Prisoners are consulted about canteen etc. and things can change as a result	16	10%	230	17%
Know the role of an IPM	95	51%	756	47%
Know how to contact an IPM	76	40%	613	38%
Last time contacted IPM it was helpful/neutral	23	39%	239	57%
Easy to access education	84	51%	767	54%
Easy to access skills training	46	30%	383	29%
Easy to access other prison jobs	79	48%	501	36%
Able to go to the gym/play sports at least once last week	144	87%	1298	89%
Able to go to the library at least once last week	69	52%	869	65%
Able to spend at least one hour every day exercising in the fresh air last week	156	83%	1135	71%
Able to spend more than 2 hours out of cell on previous weekday	152	80%	929	59%
Able to spend more than 2 hours out of cell on previous Saturday	146	79%	824	52%
Well/neutrally supported to practice religion	60	71%	618	78%
Able to have an in-person visit every week in last month	88	66%	848	65%
Visitors treated with respect by staff all/most of the time	84	68%	780	62%
Able to have video visit every week in last month	55	53%	480	47%
Access to a prison-issued phone in cell	183	98%	1243	88%
Know what courses need to undertake for progression (convicted only)	82	54%	351	43%
Easy to access the courses I need	10	14%	68	22%
Seen by a health professional within 24 hours of arrival	140	83%	1165	89%
Know how to access healthcare	177	96%	1266	93%
Easy to access a doctor	55	33%	409	28%
Easy to access a nurse/nurse practitioner	118	69%	710	49%
Easy to access a dentist	43	27%	322	24%
Easy to access mental healthcare	48	38%	355	29%
Easy to access addictions services	63	62%	461	47%
Easy to access pharmacist	67	55%	413	38%

Easy to access prison-based social work	42	32%	362	38%
Easy to access medical appointments outside the prison	39	29%	237	23%
Good quality service from doctors	77	52%	551	41%
Good quality service from nurses/nurse practitioners	113	68%	808	57%
Good quality dental services	79	55%	463	40%
Good quality mental health services	50	44%	408	37%
Good quality addictions services	58	64%	459	52%
Good quality pharmacy services	70	62%	457	45%
Good quality PBSW service	46	39%	364	41%
Good/neutral support for managing disabilities/long-term health conditions	57	61%	353	49%
Received helpful support for alcohol use (only those who said they needed it)	29	66%	311	68%
Received helpful support for drug use (only those who said they needed it)	39	52%	360	55%
Received helpful support for mental health (only those who said they needed it)	74	67%	757	72%

***Establishments included in the comparator group:**

HMP Shotts (2022)
 HM Inverness (2022)
 HMP Greenock (2023)
 HMP Perth (2023)
 HMP & YOI Polmont (2023)
 HMP Edinburgh (2023)
 HMP & YOI Stirling (2024)
 HMP Grampian (2024)
 HMP Addiewell (2024)
 HMP Dumfries (2024)
 HMP Barlinnie (2024)