

**Glenochil Visiting Committee
HM Prison Glenochil**

**ANNUAL REPORT
2011 – 2012**

SECTION 1

STATUTORY ROLE OF THE VISITING COMMITTEE

The statutory responsibilities of Visiting Committees and of their members are set out in Part 17 of The Prisons and Young Offenders Institutions (Scotland) Rules 2006 made under Section 8(2) of the Prisons (Scotland) Act 1989 (c.45). That states: “Rules made under section 39 of this Act shall prescribe the functions of visiting committees and shall among other things require the members to pay frequent visits to the prison and hear any complaints which may be made by the prisoners and report to [Scottish Ministers] any matter which they consider it expedient to report; any member of a visiting committee may at any time enter the prison and shall have free access to every part thereof and to every prisoner”.

A Visiting Committee is specifically charged to

- co-operate with Scottish Ministers and the Governor in promoting the efficiency of the prison;
- inquire into and report to Scottish Ministers upon any matter into which they may ask them to inquire;
- immediately bring to the attention of the Governor any circumstances pertaining to the administration of the prison or the condition of a prisoner when they consider this necessary; if the Governor has not remedied matters within a reasonable period of time, they shall bring the matter to the notice of Scottish Ministers;
- from time to time, inquire into the state of the prison premises and inspect the food and drink provided to the prisoners and if at any time they find these unsatisfactory, record any deficiencies in their minute book and send a copy to Scottish Ministers and the Governor;
- hear and investigate any applications or complaints which prisoners may make to them and report their findings to the Governor and Scottish Ministers;
- visit the prison fortnightly by not fewer than two of its members
- at its discretion inspect prison records other than personal records, prisoners’ records and security manuals or other papers which have implications for security and make a note of their inspection in their minutes;
- Make an annual report for the period of 12 months ending on 31 March each year to Scottish Ministers about the state of the establishment and its administration and include any advice and suggestions they consider appropriate.

SECTION 2

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SECTION 3

DESCRIPTION OF THE PRISON

HMP Glenochil is a high security prison which in recent years completed a multi-million pound rebuilding programme transforming it into a 21st century establishment.

It is the local prison for FK/ KY postcodes and accommodates both long and short term prisoners together with 150 sex offenders transferred at the end of 2010 from HMP Peterhead. Prisoners are not committed directly from the courts but are transferred after conviction from other establishments, mainly Barlinnie and Edinburgh.

The design capacity is 670 which is made up of two new purpose-built halls, Harvieston (2004) and Abercrombie (2007), with a capacity of 316 and 354 respectively. Devon Hall (2007) is the segregation unit which can hold 14 prisoners.

During 2011-2012 Glenochil had an average capacity of 734. The split between Long Term Prisoners (LTP) and Short Term Prisoners (STP) remained c. 60/40 respectively and the percentage of local prisoners, i.e. FK/KY postcodes, remained around 25%.

On the 1st August 2011, the education contract changed from Carnegie College to Motherwell College and some of the Worksheds and the Kitchen offer the opportunity for vocational qualifications.

Healthcare was provided by SPS nursing staff together with contracted medical specialists until November 2011 when this service was contracted to the NHS.

The Social Work Team is employed by Clackmannanshire Council and is part of the Council's Criminal Justice Service.

Various voluntary, charitable and Christian organisations come into the prison including: - Samaritans, Alcoholics Anonymous, Narcotics Anonymous, Christian Fellowship, The Iona Community, Mothers Union and CRUISE.

SECTION 4

EXECUTIVE SUMMARY

This has been a very unsettled year for the Visiting Committee (VC). A Scottish Executive Consultation was undertaken in January 2011 to look at the future of VCs throughout Scotland, the results of which were 97% for, 3% against, overwhelmingly in favour of retaining this very valuable democratic, volunteer and community based resource. However, in December 2011 the Justice Minister announced that he was abolishing VCs and replacing them with a mentoring service for prisoners, incidentally at a much greater cost, which would be put out to tender and operated by an appointment system. Due to Political and Public pressure the Minister has now acknowledged that independent monitoring of prisons is essential in a civilised country. He is proposing to replace 230 volunteers with 3 monitors to cover all 14 prisons in Scotland which alone will increase the annual cost by an estimated £55,500 over and above the cost of the mentoring service. In the meantime members of the VC continue to carry out their Voluntary Statutory Duties in a professional manner.

There have been many changes to the Senior Management Team throughout this year as well as the transfer of a large number of very experienced officers to the new Low Moss Prison. Staff have commented adversely about the consequent loss of continuity and experience at the same time as major changes in establishment.

Like all other prisons Glenochil is overcrowded. It has a design capacity of 670 but the average for the year was 734 which resulted in many complaints.

The Prison has adjusted well to the introduction of the sex offender population and is preparing for a further intake of this group from Peterhead in May 2012. This will mean that 50% of Glenochil's population will be in this category which will simplify the allocation of resources. This group of prisoners make more complaints and Freedom of Information requests than mainstream prisoners and responding to them has been very time consuming for staff and management

There were major changes in the Health Centre with the service provider changing for the first time from SPS to NHS in November 2011. This involved negotiating new terms and conditions for staff, including pensions, job descriptions and banding. Staff have also had to retrain in NHS systems and some security issues were encountered.

4 prisoners died in the review year, 2 while on compassionate release, 1 in custody while in hospital and 1 in his cell. Compassionate release has become increasingly difficult and there have been some distressing situations when prisoners have been sent back to the prison from hospital for palliative care which is necessarily limited. This will be exacerbated by the overall increase in the age of the prison population.

Both Psychology and Social work are having to increase their staffing levels to cater for the increased work load expected on the arrival of more sex offenders

There was a serious disturbance by mainstream prisoners in September 2011 which was effectively suppressed with minimal injuries and damage. Although the cause remains uncertain the incident did show that the Prison has a capable incident management team.

In August 2011 the education contract changed from Carnegie College to Motherwell College, all equipment and records being removed by Carnegie. This avoidable problem should have been considered in the contractual conditions. It is expected that approximately 15 prisoners will be signed up for the Open University (OU) in the near future with the planned change of population. This demands a lot of staff time and reduces time available for the remainder of prisoners.

This year has been very busy for the Estates Department with the completion of snagging works and the new perimeter wall together with the construction of additional office accommodation. The hot water and heating systems have been altered and the biomass project is working well and should prove cost effective.

Glenochil Kitchen recently received the Gold Healthy Working Life award and the training kitchen offers 2 SQA courses at Intermediate level. Prison food is always a contentious issue for some prisoners. Despite the authenticity of halal meat being accepted by other Imams some Muslims and two local Imams questioned this but have refused to meet with catering staff.

The Prison is able to offer meaningful work to prisoners in modern well lit and ventilated premises. There is a wide variety of work placements totalling 446 work places carrying out service industry, fabrication [metal, wood and laminates] and engineering related repair activities.

The prisoners' Visits Room is spacious and well set out and Family Visits are offered to encourage and maintain contact between prisoners and their children

Prisoners took part in several sporting competitions and raised £150 pounds for Strathcarron Hospice. The Army also visited to observe the Kettleball training programme with a view to introducing it in the rehabilitation of injured soldiers

For the first time Glenochil took part in the Clackmannanshire Open Doors day. It hosted the Inter Prison Painting and Decorating Competition and took First Prize. Two highly successful Burns Suppers were held to accommodate each prisoner group.

Robert Freebairn
Chairman

Isabel Foster
Vice Chairman

SECTION 5

5.1. HEALTH CARE AND MENTAL HEALTH

There have been major changes in the Health Centre with the service provider changing from SPS to NHS in November 2011. This involved negotiating new terms and conditions for staff including pensions, job descriptions and banding. Staff have also had to retrain in NHS systems.

Problems encountered in the change:-

- All prisoners' medical records had to be transferred to the NHS computer system.
- NHS / SPS computer systems are not linked.
- SPS email addresses were withdrawn from NHS medical staff meaning they have no access to updates on prisoners and possible security risks.
- The rooms used to administer medication in the Halls failed NHS infection control standards.
- All medical complaints made by prisoners are now dealt with by the NHS.
- There remains ongoing controversy about what prisoner medical information can be shared with SPS intelligence. This could have security implications.
- The new GPs appointed had no experience of the prison environment, culture or drug dependency.
- Discussions are ongoing to agree a list of medications to be made available to SPS Estate Health Centres
- At the moment there is no dentist available to prisoners

Advantages of the change:-

- No change of service to prisoners.
- Accessing NHS external services is much easier.
- Good contact with Occupational Therapists and access to specialised equipment.
- Prison nurses now work with outside Nurse Specialists particularly for cancer patients.
- Aim is to mirror the NHS services provided in the community.

The demand on services has increased hugely since the sex offender population arrived. They tend to be considerably older and have more chronic health and mobility problems. This has resulted in an increased pharmacy bill which could have an impact on the local Health Board. This bill will continue to increase as the sex offender population is about to increase from 25% to more than 50% of Glenochil's population

There is a shortage of disabled cells and for some medical conditions they are not fit for purpose. They are too small to accommodate the large medical equipment which is needed in some cases.

Difficulties arose with several prisoners who were terminally ill and in some cases have since died. There have been some distressing situations when prisoners have been sent back to the prison from hospital for palliative care. Compassionate release is increasingly difficult to achieve but the prison does not have the facilities to administer the care needed by these men particularly in the final stages of their illnesses. It is not possible to use pain

control drips as this could pose a security problem and there is no overnight nursing staff. This very serious situation has to be addressed and a solution found to give the level of care needed by these terminally ill men.

Mainstream prisoners are not allowed to be in the same area as sex offenders which results in increased waiting times to access treatment. This has been addressed and mixed clinics will start in April 2012.

The Health Centre staff must be commended for continuing to provide very high quality care during this very difficult period.

5.2. PSYCHOLOGY

The Psychology Department has continued to work closely with the Programmes Department providing key input into the selection for and delivery of supervision and treatment management of a range of prisoner programmes.

It delivers individual interventions to prisoners in a range of areas such as violence related risk, problem solving, emotions management and relationships either, following or in place of group based intervention work. There are also 14 prisoners with Orders of Lifelong Restriction who have to be managed.

Awareness sessions have been delivered to staff involved in the assessment of prisoners for programmes following introduction, across the Estate, of the Generic Assessment file review and interview process. This new assessment process will provide an overview of all offence-focussed and related needs, and eliminate the need to carry out individual assessments linked to each programme delivered.

A Psychological Manipulation package has been delivered to the Education Staff and it is anticipated that this will be provided to other groups in the future.

The Department operated for 8 months with 1 vacancy and the Team Manager left in December. Four new posts have been created in anticipation of the increased workload associated with the planned increase in the sex offender population in May 2012.

5.3. SOCIAL WORK

The Social Work Team is employed by Clackmannanshire Council and is part of the Council's Criminal Justice Service. The Council is committed to ensuring that all staff working with sex offenders are adequately trained and supported.

Staffing levels of the team were reviewed in light of the additional statutory work in relation to the upcoming increase in the sex offender population in May. All of these prisoners will fall under the remit of statutory cases and Social Work resources will be targeted accordingly. This increase in the sex offender population will mean that more Social Workers will undertake work with this group of prisoners.

The Local Authority costing returns for the Service Level Agreement (SLA) took into account the upcoming changes to the statutory population and were completed and returned to the SPS at the end of November 2011 in anticipation of implementation on 1 April 2012.

5.4 RESIDENTIAL ACCOMMODATION

The prison has three residential blocks, Harvieston, Abercrombie and the segregation facility known as Devon Hall. All are modern structures with in-cell sanitation and gym facilities; Harvieston and Abercrombie additionally have their own servery and dining areas. In the main all three facilities are functionally efficient; however, a subsequent requirement to admit Protection Prisoners has fundamentally altered the dynamics and culture of the Prison. During the second half of the review year this situation eased with the possibility that further improvements will follow as Glenochil refines its expertise in dealing with Protection Prisoners and Abercrombie switches to being dedicated to this group. The following issues are highlighted:-

- Overcrowding – the design capacity of 670 prisoners, split 316 Harvieston and 354 Abercrombie, is frequently exceeded, placing significant accommodation pressures on both facilities. This is handled by double occupancy of single cells; a necessary practice which is alone responsible, directly or indirectly, for a great deal of the tension between prisoners and the Establishment. This situation is not unique but is handled by Staff with a great deal of patience and ingenuity even though it remains a huge source of additional workload.
- Security – the security atmosphere in Devon is quite different to the other two Halls. Devon Staff are well accustomed to handling disturbed prisoners with complex behavioural issues. Dirty protests occur from time to time and Staff have requested that hatches be fitted to some cell doors to allow food to be passed to the prisoner without having to open the door. Glenochil has instigated a system using the services of Rentokil who are available on short notice to keep affected areas serviceable. The staff area is however exposed and remains vulnerable without a screen or similar. Abercrombie experienced a serious disturbance which was suppressed effectively with minimal injuries although there was some damage. The cause remains uncertain however the incident did show that the Prison has a capable incident management team.
- Food – in terms of quality, balance and diversity the food served is probably far better than prisoners might enjoy outside. Food nevertheless remains an easy issue for prisoners with the most common current complaint being the small size of portions. In Devon the confinement regime complicates portion control and better arrangements for keeping food warm would assist.
- Deaths in Custody – 4 prisoners died in the review year, 2 while on compassionate release, 1 in custody while in hospital and 1 in his cell. The in-cell death was first reported by a fellow prisoner in circumstances which raise some issues with regard to procedures. HMP Glenochil lacks a prison hospital and the opportunities for proper palliative care are necessarily limited unless prisoners are removed to NHS Hospitals. The age demographics of the Protection Prisoners will exacerbate this situation.

Staff Morale in the Halls – apart from issues regarding pensions it is evident that levels of staff satisfaction appear to depend upon which prisoner group they are responsible for.

Some feel that there is too much emphasis on the sex offenders and exhibit a sense of loss regarding the position which the mainstream prisoners occupied. This same division might also exist among the prisoners, some of whom anticipate a reduction in privileges, opportunities and jobs as the sex offender community builds. This situation is understood by the Senior Team and the manner in which change is announced is managed as carefully as possible. In Devon there is a sense among the staff that their efforts go unnoticed despite all the excellent work returning troubled prisoners to the Halls. Generally and in all the Halls staff comment adversely about increasingly rapid changes among the Senior Management Team leading to a loss of continuity and experience.

Health and Safety – there has been the usual incidence of self-harming particularly among the sex offender community but otherwise there were no reportable health and safety cases during the review year.

5.5. LINK CENTRE

The Link Centre facilitates prisoner induction and delivery of programmes. Due to the two different populations, sex offender prisoners were about 20% of the population, hence they were allocated two afternoons each week in which to undertake their programmes. With the forthcoming increase in the number of sex offenders to 50% this will change.

Initially all prisoners are interviewed through the Generic Assessment Process and their file reviewed in order to bring the information to the Prisoner Case Management Board who then decide which course/s a prisoner will be recommended to attend to address their offending behaviour.

Five different programmes are delivered at Glenochil: Construct, Substance Related Offender Behaviour Programme (SROBP), Controlling Anger and Regulating Emotions (CARE), Core Sex Offender Treatment Programme (Core SOTP) and Alcohol awareness.

The Construct Courses are designed to be offence focused and are split into four modules: motivation, problem solving, skills acquisition and relapse prevention.

SROBP is a rolling programme with participants being at different stages. When one completes another prisoner takes his place. Some modules are core and other tailored to individual prisoner needs.

CARE aims to develop competency in reducing emotional arousal which is linked to aggression. Participants learn pro-social skills and use them to resolve conflict situations.

The Core SOTP programme aim is to reduce sexual and violent offending. It addresses a range of offending behaviour and looks at thinking patterns, victims, understanding risk and using strategies to stop offending.

The Alcohol Awareness programme aims to address the needs of those being identified as having alcohol misuse problems by providing awareness and education on alcohol related issues.

This year the programmes met or exceeded set targets.

Programme	Target	Completed
Construct	35	43
CARE	7	7
Core SOTP	8	9
Substance Misuse	14	15
Alcohol Awareness	24	26

Additionally the Link Centre has strong links with external partners and allows prisoners to meet with outside agencies such as housing, addictions, employment and education, when making the transition from prison life to the community.

The new Compass Centre did not fulfil the requirement in terms of allocation of space for delivery of programmes so recently a new area has been completed that enables space for breakout groups and role playing. Furthermore, the library has now been moved to the Link Centre which provides improved access for prisoners.

5.6. EDUCATION

On the 1st August 2011, the education contract changed from Carnegie College to Motherwell College. The change of education provider meant that some Carnegie staff left before the handover date, that all equipment was removed and that no records were available for Motherwell staff, e.g. which prisoners were undertaking which courses. This should have been addressed in the contractual conditions. Some staff were TUPE'd over from Carnegie College and vacancies had to be advertised and filled.

By end of March 2012 there were 12 members of staff in the education unit of which four were full time. During the eight months Motherwell College has been operating in Glenochil, 22,378 hours of education has taken place against an annual target of 33,000 (22,000 for eight months). The team should be congratulated for achieving the target given the difficulties with the handover.

Attendance on courses run at 79% and the main reasons for non-attendance is due to, other prison activities, medical issues or working. The issue of non-attendance due to missing bonus payments in the worksheds is still an issue. In the future it would be beneficial if the staff in the worksheds and education could co-ordinate schedules, i.e. that prisoners were not allocated to attend education courses and worksheds at the same time.

Literacy and numeracy skills are not only taught within the learning centre by staff but they also use the Shannon Trust Toe by Toe peer tutor course to train prisoners to be peer tutors. These peer tutors help students with low literacy levels in the halls in the evenings. Peer tutors spend 20 minutes each day with a prisoner to work through the exercises. A way of

developing this further would be to use prison forms such as the canteen sheet or the complaints forms etc. to improve literacy.

The issue of the number of prisoners on Open University (OU) courses is going to be an increasing problem with the change in population. It is expected that about 15 prisoners will be signed up for OU with a new application stage coming up soon. The amount of staff time required to support this number of prisoners reduces the amount of time left to the rest of the population. Furthermore, OU software cannot be accessed within the prison so Motherwell staff have to encourage OU tutors to send in hard copies of work to be undertaken by prisoners. Motherwell staff do not have the time to search for information or a budget to print the large amount of required reading for the OU courses.

The music lessons have been very successful and used to take place in Harviestoun 3 but with the transfer of the sex offender population to Abercrombie a space for music lessons has not yet been identified and classes have had to be cancelled.

The success of the education team can be verified through the high number of prisoners achieving qualifications in the kitchen by attending the 10 weeks cookery course which culminate with a Masterclass Competition; the number of music classes and the Live Literacy events - all new opportunities created by the education staff.

In the future they hope to be able to set up a recording studio which will provide prisoners with skills and experience not only in making music, but in working with recording equipment, administration, communication and business operations. Furthermore, there is an opportunity to integrate learning with work and practical experience by education staff having access to the worksheds and giving prisoners on the job numeracy skills, e.g. teaching them how to calculate how much paint or wall paper is required when decorating a room. This would also give prisoners an opportunity to meet with education staff outwith the classroom and might improve the number of prisoners willing to undertake literacy and numeracy courses.

5.7. PRISON ESTATES AND ADMINISTRATION

This Year has been very busy for the Estates Department with many important major installations together with the upgrading of several areas within the prison.

Phase 4 of the major renovation work is now complete with construction of the new perimeter wall. Throughout the year snagging works have been ongoing for various projects that are in the last throws of completion. These works include the Kitchen, Administration Unit, Compass Centre and the Workshed corridor. Other minor works include road widening across the establishment, floor repairs in accommodation halls, Electronic Control Room integration and staff training. Additional offices have been established in the worksheds and worktops have been replaced in the Compass Centre.

There has been a major alteration in part of the hot water and heating systems. The main plant has been decentralised with the installation of low temperature hot water boilers for some of the accommodation blocks. This alteration applies to some 80% of change which

should prove cost effective. Savings will be made as there are fewer parts to break down and being low pressure will assist in the systems longevity.

The biomass project is working well and should prove cost effective. Hot water for the Links Centre is from the biomass boiler and photo voltaic panels have been installed. The boiler is fuelled by pellets which are created from off cuts and sawdust from the timber work which was previously wasted residue.

The anticipated influx of sex offenders from Peterhead has necessitated an increase in staff. This required an increase in office accommodation which has now been constructed.

Additional projects included flooring repairs to shower areas, installation of external cameras, lift repairs, new dog kennels, road repairs and widening.

It is good to see that the prison is embracing modern technology for the benefit of prisoners, staff and effective cost savings along with improving the prisons carbon footprint. Staff in the Estates Department are well aware of the needs and wishes of today's requirements and are to be commended for their attitude.

5.8. FOOD

The prison kitchen consists of a main cooking area, a small training kitchen, a number of large storage rooms, cool room and deep freeze. This allows a good stock rotation. The kitchen and store rooms are clean and well ventilated. A deep clean is carried out twice a year by a contractor. The equipment installed in recent years is working well.

Because the prisoners select their meals from the menu 3 weeks in advance, the procurement system makes it difficult to take advantage of special offers. In addition, new admissions with special dietary needs can present challenges to stock levels. The deliveries to the kitchen are submitted to X-ray and dog checks on arrival at the prison.

As stated above the prisoners are given a choice of menus 3 weeks in advance. These include vegetarian and special diets for both medical and cultural reasons. Within a prison population of 650 special provision is made at the time of writing for 3 vegan, 3 gluten-free, 25 halal, 1 kosher and a variety of medical diets. Special days e.g. Christmas and Burns night, are marked with a special menu and provision is made for Muslim prisoners during Ramadan.

Each prisoner is also provided with a 'tea pack', together with 4 pints and 3 half pints of milk a week.

Meals are served on trays and individuals choose to eat in their cell (most watch TV as they eat) or at tables in the common room.

Prison food is a contentious issue for some individuals. Some Muslims and two local Imams question the authenticity of the halal meat. These Imams have refused an invitation to meet with Glenochil catering staff to view the certificates provided by other Imams who have monitored the slaughtering procedures.

The food is tasted on a regular basis and is pleasant to the palate. With a budget of £2.00 per head, Glenochil kitchen provides a very acceptable product that recently received the Gold Healthy Working Life award. Food waste is recycled with only a small proportion going to landfill.

The kitchen is staffed by a Kitchen Manager and 6 'sous chefs' who can act in his absence. Normally a prisoner pool party of 25-30 assist in the mornings and 15 in the afternoon. At the moment, these teams are depleted due to the number of Food Hygiene trained men who were recently transferred to Low Moss prison. Replacements have been difficult to find because the maximum pay was reduced from £18 to £14 per week.

Any prisoner can apply for cookery training. In Ochil Valley, the training kitchen attached to the main prison kitchen, prisoners are trained for 2 SQA qualifications at Intermediate level in subjects including food hygiene, food preparation, budgeting etc. Two prisoners have applied and been accepted for a continuation of their catering studies at Motherwell College on their release. Another three have competed for and gained their Master Chef award. The prisoner's family is invited in and he cooks a meal and eats it with them. Master Chefs' names are on a plaque in the training room.

5.9. EQUALITY AND DIVERSITY

The main issues arising in this area concern the segregation of the mainstream and sex offender populations. Both populations feel that the other is given preferential treatment in the allocation of resources. This is not the case; both are given proportional allocations of time in Education, Gymnasium, Worksheds, Visits etc. and the Christmas Carol Concert and the Burns Supper were duplicated to cater for both groups.

SPS employ 3 Christian Clergymen who hold regular services and offer pastoral care to Christian prisoners. The Imam visits the Muslim population on a regular basis but the authenticity of halal food is an ongoing issue (Section 5.2.).

NHS now has the contract for Healthcare in the prison and aims to provide prisoners with the same level of care offered to the community outside. This has not always been possible particularly in the case of terminally ill prisoners (Section 5.1.)

5.10. WORK / INDUSTRIES

The Prison is able to offer meaningful work to prisoners in modern well lit and ventilated premises. There is a wide variety of work placements totalling 446 work places carrying out service industry, fabrication [metal, wood and laminates] and engineering related repair activities. All prisoners are paid for their work on a sliding scale that reflects their ability and experience in the job. In addition certain activities attract bonus payments. This can depend on the level of demand and achievable turnover however these placements are sought after and valued opportunities which most prisoners are keen to secure.

Work Areas:

• Laundry	• VT Painters & Decorators
• Timber Assembly	• VT Industrial Cleaners
• Engineering	• VT Hairdressers
• Speedy Hire repair & servicing	• Laminating work surfaces
• Passmen	

Some of the work involves exposure to rotating machinery and tools, sharp implements and potentially hazardous substances. Some work is also necessarily repetitive in nature. Safety training is mandatory so, for example, all those engaged with VT Industrial Cleaning are fully COSHH trained and everyone exposed to lifting undergoes a manual lifting course. In addition all workplaces are fully equipped with face masks, ear defenders, work boots and other personal safety equipment. Prisoners are sometimes reluctant to use this equipment and supervisory staff present should consider making full compliance a pre-requisite to work. 12 minor accidents were recorded in 2011 in the above areas none of which were serious. There were no reportable HSE incidents in the workshops during the year. For health and safety reasons all production workshops operate a drug free policy. If any prisoner has a positive drug test he is excluded from the workshop for 3 months.

Products manufactured are of high quality. The equipment provided is modern and ensures that reasonable output figures can be maintained to a standard which is acceptable to wholesalers. Speedy Hire has established a repair and maintenance depot within the Prison run on a fully commercial basis with the same quality standards as insisted upon at all their other depots. The work is popular and can lead to the offer of permanent employment although no ex-prisoners were taken on in 2011. The laminating work is also well up to external professional standards and is largely able to service internal SPS demand. The timber assembly workshop manufactures outside garden type furniture to third party specifications and is generally fully occupied on this work. All timber waste is compacted and burnt in the biomass furnace which provides heating for the Prison.

Security in areas where sharp implements and other materials are available might be thought an issue but Staff in the workshops confirmed that these risks were well understood and properly managed.

Glenochil is one of the best equipped prisons in Scotland for prison workshops and the facilities provided represent a very considerable investment by SPS. Payback on that investment is most apparent in the income earned from the service fees and sale of products. There are significant other benefits which range, at their lowest, to keeping inmates occupied through to providing invaluable training preparatory to release. For many the regime in the work places offers them their very first exposure to meeting commitments, accepting and achieving exacting standards and working under and accepting supervision. In the best situations experienced workers can be seen offering training, help and advice to newer entrants.

To date a total of 1569 Vocational Qualifications were awarded in 2011 with an expectation of a further 120-140 to come. This is a significant improvement on the 2010 figure of 1049.

5.11. RECEPTION

Glenochil does not receive prisoners directly from the Courts, only from other establishments, and all prisoners enter and leave through Reception. On arrival, prisoners are interviewed in this area and their possessions which are transferred with them in sealed bags are put directly into their cells. This bag is opened in the prisoner's presence and only the items he is allowed to keep remain with him. The remainder are stored in Reception until he is released or transferred to another establishment. There are over 700 prisoners so there are restrictions on how much can be stored.

The Deployment Manager's office has been moved to the main Reception area as a result of Glenochil's population increasing from 450 to 760 in recent years. The number of prisoners passing through the area varies from week to week but the volume has increased with the introduction of short term prisoners and sex offenders who have more Court appearances and hospital visits.

An additional member of staff has been allocated to deal with the extra workload associated with the planned increases in the sex offender population to 50% in April 2012, the numbers of short term prisoners and the rising average age of prisoners.

5.12. VISITS AREA

All visits must be pre booked by the prisoner. The Rules allow a minimum 2 hours of visits per month although in Glenochil prisoners do request more as not all prisoners use their allocation.

On entry to Glenochil all visitors must provide photographic identification and all persons and items entering the establishment are scanned by x ray machines for security purposes. Visitors entering the prison may also be searched in accordance with Visit Rules. Parking places and a lift are available for disabled visitors.

The prisoners' Visits Room is spacious and well set out. It is clean and bright with a beautiful view of the Ochils. There are 30 tables with 4 chairs at each table and visits last between 45minutes and 2hours. A cafeteria service is available which is staffed by volunteers and serves a limited but varied range of popular drinks and snacks at reasonable prices although some prisoners and families still find them expensive.

Family Visits are offered as an extra to encourage and maintain contact between prisoners and their children and consist of one 2 hour session per month. These visits are classed as privileges which can be withdrawn if they are abused by prisoners or their families. The Mothers' Union attends on Wednesdays and Fridays and there is also a small selection of toys and games available for younger children.

Wednesdays and Thursdays are popular days for visits as DHSS payments are usually made on a Wednesday. Many visitors fail to turn up which may be for financial reasons or the problem of accessing Glenochil by public transport. Rather than waste these "no show"

sessions staff may allow other prisoners to have double visits. This privilege is much appreciated by prisoners and their families and in exceptional circumstances it is possible for a prisoner to have 5 or 6 standard visit sessions in a week.

5. 13 FITNESS CENTRE FOR HEALTH AND WELLBEING

The gym has had a successful year with prisoners and staff benefiting from the excellent facilities and the enthusiasm of the staff. Glenochil is at the forefront of the Gym Instructor Course and some 200 -250 prisoners attend the Gym every day.

Certification in the Heartstart UK Resuscitation Training and Manuel Handling is delivered by the PE Department. These are weekly courses which last a morning and are given to inducted prisoners.

Staff have also introduced the Kettleball training programme which has proved to be very popular with both prisoners and outside agencies. The Army expressed an interest and have visited Glenochil to observe this programme with a view to introducing it to the Army training course to be used during injury rehabilitation. They were also very impressed by the staff and the facilities of the fitness centre.

Various innovative programmes and ideas have been started during the year. They included Glenochil Iron Man fitness competitions, Manual Handling Awareness and Andy Goram, the ex Scotland goalkeeper, visited the prison as part of an anti bigotry initiative. A charity football game raised £150 for Strathcarron Hospice. Other sports include badminton, short tennis and volleyball. There have been several six aside football games against local teams and those who attend the soccer academy were entitled to play.

The gym equipment is modern and well laid out for many levels of fitness. An Alter Gravity Treadmill was lent to the gym which proved very popular. Glenochil is the first prison in the UK to have such an installation as usually these machines are only installed in major sporting clubs.

Overall the fitness centre is working very well with excellent staff and equipment. The circuit classes are very busy and most of all the football sessions are popular and well supported resulting in increased levels of fitness and health.

SECTION 6

6.1. SEGREGATION UNIT

The Segregation Unit which can hold up to 14 prisoners is a stand alone modern (2007) purpose built facility. During the reporting year a total of 299 prisoners were housed in the unit compared to 262 in the previous year, an increase of 14%.

6.2. ORDERLY ROOM

During the reporting period 1220 prisoners were processed through the Orderly Room compared to 969 the previous year, an increase of 26%.

6.3. SPS INTERNAL CP COMPLAINTS PROCEDURE STATISTICS

Internal Complaints	2011/2012
CP1 General Complaint (1 st April 2011 – 31 st Oct 2011)	546
CP2 Direct to Governor (1 st April 2011 – 31 st Oct 2011)	252
CP3 Direct to Health Centre (1 st April 2011 – 31 st Oct 2011)	255
CP4 Against Orderly Room Decision (1 st April 2011 – 31 st Oct 2011)	25
PCF1 Direct to First Line Manager (1 st Nov 2011 – 31 st Mar 2012)	156
PCF2 Direct to Governor (1 st Nov 2011 – 31 st Mar 2012)	184
Total Complaints	1418

There were 116 Freedom of Information requests during the year responding to which was very time consuming for senior staff.

SECTION 7

7.1. THE WORK OF THE VISITING COMMITTEE

VISITING COMMITTEE MEMBERSHIP AND STATISTICS

Members	Rota visits 2010-2011	Rota Visits 2011-2012
Mr Robert Freebairn (chairman)	6	8
Mrs Isabel Foster (vice chairman)	9	17
Councillor Willie Clarke	0	0
Mrs Gina Alexander (resigned July 2011)	1	1
Councillor John Biggam	4	7
Mrs Grete Birtwistle	5	7
Councillor Kenny Earle	2	3
Mr Robyn Murray	11	19
Councillor Paul Owens	3	2
Mrs Anne Shankland (resigned Feb 2012)	7	6
Ms Pat Havlin Gibson (appointed July 2011)	0	5
Mr Robin Morris (appointed June 2011)	0	6
Mr Anthony Stewart (appointed Aug 2011)	0	5
Mr Garry Waddell (appointed Aug 2011) (resigned Oct 2011)	0	0
Rota visits made in 10/11 by members who resigned during that year.	9	0
Total	57	87

Visiting Committee Statistics	2010-2011	2011-2012
Recommended complement of VC Members (per Rule 155)	14	14
Number of Members at start of the reporting period	11	10
Number of Members at end of the reporting period	10	11
Number of Members joining within the reporting period	4	4
Number of Members leaving within the reporting period	5	3
Total number of Committee Meetings during reporting period	6	7
Average number of attendances at Board Meetings during reporting period	7.5	8.3
Total number of applications/complaints received	105	102
Total number of Rota Visits to prison	57	87

7.2. APPLICATIONS/COMPLAINTS

Applications/Complaints Statistics	2009-2010	2010-2011	2011-2012
Accommodation	0	2	10
Diversity related	0	1	1
Education /training /work	7	9	3
Estates issues (conditions)	4	6	0
Family / visits	10	6	6
Food	5	3	10
Health related	14	19	26
Inter-establishment transfers	12	22	17
Personal property	5	5	4
Staff /prisoner related	9	11	4
Miscellaneous	8	21	11
Total	74	105	102

7.3. THE COMMITTEE

The Committee continues to operate below full complement. Four new members joined during the reporting period. Three members resigned, two of them due to work commitments.

7.4. TRAINING

The committee is fully committed to ongoing in-service local and national training, both of which are of a high standard and are planned up to a year in advance. New members must undergo an Association of Visiting Committees' (AVC) standard induction training which is delivered by the Chairman.

Local training consisted of 2 full day and 1 half day sessions. Speakers were also invited to address the Committee at four of its business meetings. Thanks must be given to the Governor, Training Officer and Staff for their support and help. All national training is organised by the Association of Visiting Committees (AVC). Details of all trainings are shown in the tables below:-

7.5. VISITING COMMITTEE TRAINING RECORDS 2011 -2012 HMP GLENOCHIL

(Annex A)

VC TRAINING DELIVERED LOCALLY									NATIONAL TRAINING (AVC)			
MEMBER'S NAME	Induction (date)	Tour (date)	Expenses	Rotas	Interviews	Requests/ Complaints	Minute Book	Other (State)	FC/1	CD/1	Chair/ Vice Ch.	Annual Conference
R Freebairn (Chair)	**								**	X	None held	X
I Foster (Vice Chair)	**								**	X	None held	X
G Alexander	**								**			
J Biggam	**								**	X		
G Birtwistle	**								**	X		X
W Clarke	**								**			
K Earle	**								**			
R Murray	**								**	X		X
P Owens	**								**			
A Shankland	**								**	X		
P Havlin Gibson	Aug 11	Aug 11	X	X	X	X	X					
R Morris	Aug 11	Aug 11	X	X	X	X	X		X			
A Stewart	Sept 11	Sept 11	X	X	X	X	X		X			X
Garry Waddell												

****** Members who have undertaken this training in previous years

X Member attended

FC/1 Foundation course

CD/1 Continuing development

VISITING COMMITTEE TRAINING RECORDS 2011 -2012 HMP GLENOCHIL
(Annex A))

SPS TRAINING DELIVERED LOCALLY				
DATE	April 2011	June 2011	August 2011	October 2011
MEMBER'S NAME	Prior to the Committee Meeting – Presentation by Prison Chaplains	Prior to the Committee Meeting – Presentation by Catering Manager	Prior to the Committee Meeting – Presentation by Senior Psychologist	Prior to the Committee Meeting – Presentation By Link Centre Manager
R Freebairn (Chair)	X	X	X	X
I Foster (Vice Chair)	X	X	X	X
G Alexander				
J Biggam	X	X	X	
G Birtwistle	X		X	X
W Clarke				
K Earle		X	X	X
R Murray	X	X	X	X
P Owens	X	X	X	
A Shankland		X	X	X
P Havlin Gibson			X	X
R Morris		X	X	X
A Stewart				X
Garry Waddell				

X Member attended

VISITING COMMITTEE TRAINING RECORDS 2011 -2012 HMP GLENOCHIL
(Annex A))

SPS TRAINING DELIVERED LOCALLY				
DATE	August 2011	November 2011	March 2012	
MEMBER'S NAME	All Day Training. Act to Care Refresher. Equality and Diversity.	Half Day Training. Breakaway, Key, Fire and Health and Safety.	All Day Training. Sex Offender Awareness. Freedom of Information. Sex Offenders within Glenochil.	
R Freebairn (Chair)	X	X	X	
I Foster (Vice Chair)	X	X	X	
G Alexander				
J Biggam	X	X	X	
G Birtwistle	X	X	X	
W Clarke				
K Earle	X	X		
R Murray	X	X	X	
P Owens	X	X		
A Shankland	X	X		
P Havlin Gibson	X	X	X	
R Morris		X	X	
A Stewart	X	X	X	
Garry Waddell	X			

X Member attended

