

**Glenochil Visiting Committee
HM Prison Glenochil**

**ANNUAL REPORT
2012 – 2013**

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

Contents		Page(s)
Section 1	Statutory Role of the Visiting Committee	2
Section 2	Contents	3
Section 3	Description of the Prison	4
Section 4	Executive Summary	5-6
Section 5	Areas that must be reported within the Prison	
5.1.	Healthcare and Mental Health	7
5.2.	Psychology	7
5.3.	Social Work	8
5.4.	Residential Accommodation	9
5.5.	Link Centre	10
5.6.	Education and Training	11
5.7.	Prison Estate and Administration	13
5.8.	Food	13
5.9.	Equality and Diversity	15
5.10.	Works / Industries	16
5.11.	Reception	17
5.12.	Visits	17
5.13.	Fitness Centre	18
Section 6	Other areas reported	
6.1.	Segregation Unit	20
6.2.	Orderly Room	20
6.3.	SPS Complaints Statistics	20
Section 7	The Work of the Visiting Committee	
7.1.	Visiting Committee Membership	21
7.2.	Applications / Complaints Statistics	22
7.3.	The Committee	22
7.4.	Training	22
7.5.	Visiting Committee Training Records	23

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 300 both long and short term mainstream prisoners together with 350 sex offenders. 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, which with a capacity of 316, houses mainstream prisoners and Abercrombie, whose capacity is 354, houses sex offenders. Both of these populations have to be kept separate from each other at all times. Devon Hall (2007) is the segregation unit which can hold 14 prisoners

During 2012-2013 Glenochil had an average capacity of 650. The split between Long Term Prisoners (LTP) and Short Term Prisoners (STP) has changed from c. 60/40 respectively to 75/25 since the arrival of the sex offender population who tend to receive longer sentences. The percentage of local prisoners, i.e. FK/KY postcodes, is around 30%.

Education is contracted to Motherwell College and some of the Worksheds and the Kitchen offer the opportunity for vocational qualifications.

Healthcare is 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 another very unsettled year for the Visiting Committee (VC). Having apparently decided to abolish the VC in December 2011, the Justice Minister delayed making a final decision and appointed Professor Andrew Coyle to prepare an independent report on the system. Professor Coyle reported in January 2013 and to date the Minister has still not implemented any changes and none are likely in the foreseeable future. This indecision is very demoralising for the Committee and as a result the Local Authorities have not recruited new members for a considerable time. This puts a greater burden on those remaining who should be commended, as volunteers, for their sense of duty and unfailing public service. Training for the VC has been considerably disrupted, particularly the National Training, as a result of the Minister's indecision.

This has also been a year of great change in the prison with a new Governor together with the secondment to Headquarters of the recently appointed Deputy Governor. This has meant many changes to the senior management team resulting in considerable changes in management style.

Glenochil has a larger than average number of elderly and infirm prisoners who have special needs resulting in an increased pharmacy bill. The prison is not equipped to deal with the infirm or terminally ill. The few disabled cells available cannot accommodate hospital beds and there are no facilities for palliative care. This means prisoners are admitted to hospital, stabilised and returned to prison and this process continues until death.

There were 3 deaths in custody during the reporting year, 1 prisoner hanged himself and 2 prisoners were terminally ill. There was also another terminally ill prisoner who was given compassionate release 2 days before he died. The issue of compassionate release for such prisoners is a serious problem but this decision is entirely in the hands of the Justice Minister who seems reluctant to grant it in many cases.

Both Psychology and Social Work Departments have greatly increased staffing levels as a result of the increased numbers of sex offenders within the establishment. There has also been a huge increase in the number of Order of Lifelong Restriction Orders from 11 to 44 within the year which adds a considerable workload.

During the review year the three residential Halls, have re-established a workable level of routine following the influx of sex offender prisoners and the switch of populations in Abercrombie and Harvieston. These changes placed significant additional workload on Staff and were possibly the largest single movement of prisoners in the recent history of the SPS. It is commendable, looking back, that the planning and execution of the moves occurred without any untoward disturbance and with virtually zero damage to property.

In education attendance on courses run at 81% (8 months), compared to 79% in the previous year. Sex offenders generally have very good attendance, the 42 places are nearly always full and there are long waiting lists for places. In contrast, the Mainstream population have poor attendance with about 20 places taken up out of 42 available this is an issue which must be addressed. The number of prisoners on Open University (OU) courses is an ongoing

problem. Currently, five sex offenders and two Mainstream prisoners are registered on OU courses. It is expected that a quite a number of sex offenders will apply for OU courses at the next application stage. The amount of staff time required to support this number of prisoners reduces the amount of time left to the rest of the population.

The main issues in Equality and Diversity continue to be around the introduction to, and segregation of, sex offenders in the general population. While both sets of prisoners maintain that the others are receiving preferential treatment, data from the prison staff would clearly indicate that this is not the case and that both sets of prisoners are treated equitably and with respect.

The Prison continues to offer varied employment opportunities to inmates in the workshops and other areas of the prison. Despite best efforts on the part of Staff numbers in employment remain unacceptably low. A check in October 2012 revealed 460 prisoners in employment and no less than 210 deemed unemployed. Some unemployed prisoners will be genuinely ill, disabled or infirm however none of those unemployed are currently on wage activity Status 6. Being placed on Status 6 means no pay, confined to cell, no TV and possible loss of access to PPC. This overall situation suggests that the spirit of Rule 82, Prisons & YOI [Scotland] Rules 2011 which state that “every prisoner shall be required to work” needs to be reaffirmed.

As a result of a report by Families Outside work has been on-going on a ‘Visits Project’. This project has short, medium and long term goals and is in some ways aspirational. The prison is working with the Scottish Prison Service College to provide an SVQ in Customer Care with the view to making the operation more professional. It is planned to periodically survey visitors and monitor complaints. Additionally the FCO (Family Contact Officer) service is being reviewed to make it more customer-facing and accessible to visitors.

This year has been one which has shown many forward strides by the staff led by the Health and Wellbeing Manager to which the prisoners have responded in a positive fashion. There have been four new members of staff who have integrated well within the system. Many and varied activities have been successfully organised with the gym being a very popular centre for prisoners. The majority of the classes being oversubscribed is a good sign of a well organised unit.

Robert Freebairn
Chairman

Isabel Foster
Vice Chairman

SECTION 5

5.1. HEALTH CARE AND MENTAL HEALTH

The Health Centre has undergone some changes in the past year. An internal redesign has begun for the Healthcare Team and will continue over the next year in line with patient and service needs. The Healthcare Team will expand over the next 6 months.

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, increase of workload for staff and will be a priority for the redesign. A working group chaired by the Governor is looking at the needs for these patients and palliative care patients, from a Health & SPS perspective. Community Care will also be included due to the group noting that they have a very definite role to play in the care of these patients.

Health Improvement Scotland has just published the 'Palliative and End of Life Indicators' that we will be working towards. Prisoners will be entitled to die in prison if they decide to do so. Difficulties will arise for prisoners who wish to treat prison as their home such as pain control, compassionate leave, and ensuring quality of life. The group chaired by the Governor will be planning for as many eventualities as possible in an integrated approach with Social Work, SPS, NHS, Forth Valley Health Board and others as required.

The Health Centre staff has undergone change over the past year with vigour and continue to do so. Change is seen as a positive venture with patient care first and foremost.

5.2. PSYCHOLOGY

The psychology department has expanded significantly during 2012 due to the increase in the sex offender population in April/May 2012. This created a greater workload in terms of interventions as both the general population and the sex offender population needed to be provided with treatment. In addition, the number of prisoners with an Order of Lifelong Restriction (OLR) sentence increased from 11 to 44 over one year (April 12 to April 13).

To meet the various challenges this presented, the department continued to work closely with the Programmes department to assess and select prisoners based on their treatment needs. To achieve this staff had to provide interventions, implement new programmes, post programme reports and writing more in depth sex offender reports for the first time. One of the challenges around programmes was that prisoners transferred here required significant follow-up to complete the PCMB (Prisoner Case Management Board) process that had previously been started up.

While financial resources were designated early in the year to allow increase in staffing, national recruitment processes/circumstances resulted in a gradual increase of staff over the year. The department also provided some assistance to HMP Barlinnie, which was experiencing significant difficulties in psychology department staffing levels.

The department is currently running with 6 Psychologist in training, 4 Psychology Managers (and awaiting the arrival of a 5th in the near future), one Psychology Administrator and the Head of Psychology. Both the psychology and programmes department staff still required to be trained to be able to implement the new sex offender programme: 'Good Lives'. The department has also been responsible for providing training on a national level as well as to other areas in the establishment.

One of the challenges is that the department is heavily involved in the case management of OLR prisoners (which saw a significant rise in numbers). This work is substantial involving, for example, regular review within the Risk Management Team (RMT) forum, individual case management meetings, contributing to on-going assessment and risk management planning and reporting to the RMA (Risk Management Authority) on an annual basis. The department is currently in the process of compiling revised risk management plans, incorporating risk management in the community. These require to be approved by the RMA before submitting to tribunals.

On continuous basis, the psychology department is looking for ways to improve practice and find innovative ways of dealing with challenges. One example is working on reducing waiting lists in collaboration with other establishments and developing learning sets for staff to increase knowledge and skills levels for those new to a certain area of work.

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.

As a consequence of the additional statutory work in relation to the increase in the sex offender population, all of whom fall under the remit of statutory cases, staffing levels of the team have had to be increased significantly. This recruitment and training process took some time however the team is now operating at full strength and the staff are also committed to ensuring that their professional development is up to date through formal and informal training and monthly professional supervision.

The use of Level of Service Case Management Inventory (LSCMI) to assess statutory prisoners has been affected by a number of issues such as difficulties accessing criminal history information (an essential document for the completion of these assessments) and IT difficulties importing LSCMIs from the community. These issues are being experienced by a number of establishments and are being addressed at a national level. However they have affected the implementation and ongoing use of this risk assessment tool and it is hoped that these issues can be resolved in the near future.

The team's priorities continue to be to deliver a professional service to all statutory prisoners in accordance with legislative and national requirements as well as to provide additional core, local services.

5.4 RESIDENTIAL ACCOMMODATION

During the review year the three residential Halls, Abercrombie, Harvieston and Devon have re-established a workable level of routine following the influx of Protection Prisoners from elsewhere and the switch of populations in Abercrombie and Harvieston. These changes placed significant additional workload on Staff and were possibly the largest single movement of prisoners in the recent history of the SPS. It is commendable, looking back, that the planning and execution of the moves occurred without any untoward disturbance and with virtually zero damage to property.

Abercrombie – Protection Prisoners present their own unique set of issues and none of that altered during 2012. Design prisoner capacity is 354 of which 40 on average were subject to Orders for Lifetime Restriction [out of a total of 70/80 across the entire Estate]. Average occupancy numbers generally matched capacity. This is achieved by doubling up in most cells and this feature remains one of the main sources of discontent that Staff and the VC have to contend with. Other principle issues among those addressed by the VC were related to health and prison transfers. Complaints about food were prominent last year but trends are discernible and it is sometimes evident that complaints on the more peripheral issues come in phases almost as if orchestrated. This community has a very different demographic profile and almost inevitably deaths in custody will occur. There were 3 in the review period and the impact on Staff and prisoners appears to have been well handled with the Critical Incident Response and Support programme. Age factors also necessitate Personal Evacuation Plans for disabled prisoners [approx. 70 require PEPs] but Staff are making progress with enlisting able bodied prisoners to assist and also to clean-up where incontinence is an issue. Palliative care skills are also being enhanced. There were no reportable HSE incidents.

Harvieston – a reduction in the overall numbers of persons incarcerated in Scotland is reflected in the Main Stream population in this Hall being at an average of 280 compared to design capacity of 316. In 2011 morale in Harvieston among both Staff and prisoners was down due it was thought to heavier focus on Protection Prisoners. During 2012 as life returned to normal morale picked-up and little difference between Halls is now noticeable. There were no reportable HSE incidents but an unexpected suicide did have a big impact. The individual was not thought to be at risk and the incident left its mark on Staff and inmates.

Devon – this Hall has a different atmosphere being the Segregation Facility. Design capacity is 14 – occupancy varies between 3 and 14. Prisoners are generally there following an Orderly Room Adjudication or under Rule 95 [removal from association]. Removal for medical reasons is another ground but all three impose bureaucratic burdens and tight timetables on the Staff. Issues with cold food were dealt with by access to hotplates. Dirty protests were not uncommon in 2011 but Devon has been free of this since June 2012. Thought was given to modified cell doors and security screens for Staff but it has been decided to continue as is for the time being. Staff commitment and professionalism is high; 3 members are likely to receive a Cabinet Secretary for Justice Award for their work in handling a particularly troubled prisoner deemed to be at extreme risk both himself and others.

5.5. LINK CENTRE

The Link Centre staff facilitates prisoner induction and programme staff from psychology deliver the programmes. In May 2012 the number of sex offenders was increased to approximately 50% of the total population, hence the allocation of programmes was changed. Protected prisoners now have their programmes in the morning and mainstream prisoners in the afternoon.

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 which 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), Alcohol Awareness, and Core Sex Offender Treatment Programme (Core SOTP) which in June was changed to Good Lives.

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/Good Lives 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	40	32
CARE	8	15
Core SOTP/Good Lives	8	8
Good Lives	16	16
SROBP	16	31

Programme	Target	Completed
Alcohol Awareness	24	24
Total	112	126

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 now a new area has been taken into use 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.

The library has had additional shelving made to accommodate donated books and magazines. These donations have come from Stirling University, staff, prisoners and visitors. Although there is a timetable to suit both population of prisoners, elderly and /or disabled prisoners are aware they can spend all morning/afternoon in the library. To engage these prisoners in purposeful activity, games such as chess, backgammon, scrabble, cards and dominoes have been purchased and are available for both populations.

A discussion group based in the library has been established for old and infirm Abercrombie prisoners. This meets every two weeks and various subjects are discussed and guest speakers have been invited to lead the discussions. The library developments have been very successful and staff should be commended for this.

5.6. EDUCATION

Staff from Motherwell College are responsible for delivering learning programmes in Glenochil and in March 2013 there were eleven employees of which four were full time. Motherwell College delivered 29,490 hours in the last 8 months; the pro-rata target would be 22,000 (Annual target is 33,000 hours). The team should be congratulated for achieving the target.

Attendance on courses run at 81% (8 months), compared to 79% in the previous year. Protection prisoners generally have very good attendance, the 42 places in the morning sessions are nearly always full and there are long waiting lists for places on education programmes for Protection prisoners. In contrast, the afternoon sessions for the Mainstream population have poor attendance with about 20 places taken up out of 42 available. Even Friday afternoon classes, which are now available when the work-sheds are closed do not have a good take up. The issue of non-attendance due to missing bonus payments in the work-sheds is still an issue but this should be solved when the new timetabling exercise has been completed.

Literacy and numeracy skills are not only taught within the learning centre by staff but they are also taught via the use of the Shannon Trust Toe by Toe peer tutor course. This trains

prisoners to be peer tutors and they then work in the evenings in the halls with prisoners with low literacy levels. Peer tutors spend 20 minutes each day with a prisoner to work through the exercises.

The issue of the number of prisoners on Open University (OU) courses is an ongoing problem. Currently, five Protection and two Mainstream prisoners are registered on OU courses. It is expected that a quite a number of Protection prisoners will apply for OU courses at the next application stage. 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 proposal for a secure internet system, as made in the Justice Committee's 5th Report (2013) Inquiry into purposeful activity in prisons, would reduce this problem.

The training kitchen has been very successful and this group of prisoners now undertake the catering for in-house functions. Feedback from customers has been universally positive. Thirty-two mainstream prisoners have taken part in the Intermediate 1 Cookery – ten week course and eight have applied for college places on release.

A number of certificated awards have been made during the year:

SQA – 202, (in 8 months of delivery)

REHIS – 209, (in 8 months delivery)

Shannon Trust Peer Tutoring Programme – 6 in Abercrombie; 3 trained for Harviestoun.

There have been a number of success stories: - e.g. one prisoner from Harviestoun Hall came to Glenochil with no qualifications and has gained 11 SQA certificates (from level 2 to 5). One OU student completed his BA Engineering degree and is now working on the Honours level and after his release secured a job with an Oil firm in Aberdeen. Another OU student, currently studying TD223 International Development has had an article published in the Journal for Waste Management. In addition, Glenochil has won eight Koestler awards. The Learning Centre team should be commended for these outcomes.

A recent development of the 'Six Book Challenge' encourages prisoners to learn to read a number of short/abbreviated or full length books. Prisoners are awarded a certificate once they have completed the six books. The scheme has been developed to encourage people who do not normally read books to take up the challenge and to get others to re-engage with reading. The readers keep a reading diary throughout and the contents is discussed with staff from the Learning Centre.

A number of new developments are proposed for the next year such as Business studies; a Social Enterprise Scheme which recycle ink cartridges; a Current Issues class for Protection Prisoners; and Managing your Money for Mainstream prisoners.

Feedback from prisoners suggest that they would like some evening classes, Abercrombie prisoners would like to attend the cookery classes; Mainstream prisoners would like employability courses however this is not part of the contract with Motherwell College.

Nevertheless, the main issue is how to get Mainstream prisoners to sign up for literacy and numeracy classes as well as attend other courses.

5.7. PRISON ESTATES AND ADMINISTRATION

This has been a very busy and productive year for the Estates Department.

There has been an emphasis on cost saving and environmental changes along with general and specialised maintenance and upgrading works. Snagging work for various works are coming to a conclusion. New offices have been created in various locations within the prison. With the rationalisation of the office requirements this should lead to a better working environment. The increase in the Abercrombie prisoners along with a general increase in office requirements has meant that more accommodation has been necessary.

There has been a move from traditional sprinklers to water mist which should prove to be financially and environmentally successful. The heating has been rationalised from that of steam to low temperature hot water. This has led to a decrease in gas consumption along with a reduction in the carbon footprint all within time and budget.

The new perimeter wall and the construction of the new wall around the old sports field have been completed. Grouting has started to infill areas where old mine shafts and workings have caused land slip. There is a possibility that exposing areas of ground could be dangerous leaving the SPS liable for any claims. Further landscaping is on an ongoing basis.

Redecoration of both Harvieston and Abercrombie stairwells is ongoing with the successful contract being let and work started on a nightshift basis during February. Day to day maintenance and the redecoration of eight shower areas of Harvieston Hall shower areas has been completed.

The biomass centre is now working very well with the Abercrombie inmates keeping up very good standards including tidiness and cleanliness. A new canopy in this area has been installed meaning the elements should have a less intrusive effect on the working environment ensuring better working conditions. The savings to the prison by running this area in a more efficient manner will be noticeable.

There have been a few changes in staff personnel. The Estates Department were found to be working well together as a team. The updated computer system is working well and has streamlined the efficiency of the Department.

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 were observed to be clean and well ventilated. A deep clean is carried out twice a year by a contractor, and the most recent was completed at the end of

March 2013. The equipment installed in recent years is working well.

All dietary requirements, whether medical or cultural, are met within 24 hours of notification to the kitchen. Deliveries to the kitchen may be submitted to either intelligence led or random physical searching, X-ray and dog checks on arrival at the prison.

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 670, special provisions are made at the time of writing for 6 vegans, 1 gluten and lactose free, 40 halal, 1 kosher and a variety of medical diets. Special days e.g. Christmas and Burns night, are marked with a special menu. New summer menus are currently in development and will include a weekly theme night.

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

Meals are served on trays and individuals choose to eat in their cell or at tables in the centre of each landing.

The kitchen has a good relationship with the Imam who is free to visit the kitchen at any time to look at produce or to see processes in place. The Imam offers advice, guidance and support to the department. Some prisoners still dispute the authenticity of halal meats despite supplier's confirmation.

The writer has tasted the food on a number of occasions and has found it pleasant to the palate. With a budget of £2.17 per head, Glenochil kitchen provides a very acceptable product that recently received the gold Healthy Working Life award. Food waste is recycled by separating the water out so it can be disposed through the sewer system. There is a new garden party that may be able to use the solid matter as fertiliser in the future.

The kitchen is staffed by a manager and 8 chefs. 6 chefs work in the main kitchen, 1 chef in the training class and one chef covers both areas. Normally, a prisoner workforce of 20 - 25 assists in the mornings and 10 - 15 in the afternoon. Prisoner numbers can vary from week to week due to liberations, transfers and removals.

Any prisoner can apply for a place on the cookery course in "Ochil Valley Kitchen" – the training arm of the main kitchen. This course is very popular and there is a long waiting list of applicants. Prisoners are trained to pass certification to SCQF level 4 intermediate 1 in food production and cookery techniques. Every candidate is also trained to REHIS elementary food hygiene and receives a course in budgeting.

At the end of every course, the participants compete in a "Master Chef" competition to showcase the skills they have developed during the course. The standard of the last group was so high it was very difficult to select the winner.

In addition to the Master Chef competition, the prisoners celebrate by hosting an event in the visits area with their friends and family and cater for them with a buffet of their favourite items from the course.

The cookery class has taken over responsibility for providing corporate hospitality within the establishment. This has led to a huge improvement in the services on offer. A healthy option

menu for staff to pre order and collect is in development. Initiatives like these are giving prisoners the opportunity to work with a wider range of foods and services than would normally be on offer to prisoners.

5.9. EQUALITY AND DIVERSITY

The main issues continue to be around the introduction to, and segregation of, sex offenders in the general population.

While both sets of prisoners maintain that the others are receiving preferential treatment, data from the prison staff would clearly indicate that this is not the case and that both sets of prisoners are treated equitably and with respect.

The Gymnasium, Work sheds and all other facilities available to mainstream prisoners are equally available to the sex offender population with a high number taking advantage of courses such as "Creative Writing."

A new Imam is now employed by SPS to visit the prison and regular services are held for the followers of all other Christian beliefs, but the issue of Kosher and Halal menus continues to be the main concern of a small number of prisoners.

The Health Centre continues to supply a high standard of care to the prisoners and this level of care is equal to that which the prisoners would have a right to expect on the outside.

Prisoners who require Palliative/End of Life Care

There are prisoners who will require palliative care but this brings its own security problems with some prisoners, who when given the opportunity of increased contact with others outside, potentially use this to continue their criminal enterprises.

This should not be confused with prisoners who will have to receive "End of Life" Care because their medical conditions have been examined and found to be classed as terminal (a life expectancy of 3 months or less). Discussions on this topic are ongoing between SPS and NHS Forth Valley and should be concluded soon, hopefully, with a positive result that will address the serious concerns of prisoners and their families.

Sex offender programmes

There would appear to be successes with sex-offenders who have taken part in the flexible "Good Lives" programme but because of the rolling nature of this endeavour it will take some years before the programme can be properly evaluated. In the prison there is "cautious optimism" for the success of this programme.

5.10. WORK / INDUSTRIES

Excluding places in the Gym, Education, Courses etc. the work sheds had 288 work places available at the beginning of the year under review. The opportunities are diverse and are set out below:-

Work Areas:

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

The Digi Box work is an additional area of employment provided by Tessam and was secured in 2012. Tessam started the recycling of satellite and Digi boxes at HMP Kilmarnock and the need for additional capacity has resulted in this start-up at Glenochil. This has increased the number of workplaces by 20 [10 fulltime] with 1-2 supervisory staff depending on numbers. The Prison is paid by weight of boxes processed and this activity provides valuable flexibility with which to address peaks and troughs in the Laminates work load.

Full theoretical efficiency in the Work Sheds remains elusive due to the segregated prison communities seeking work opportunities. At present Protection Prisoners are employed in the Timber Assembly, VT Painting & Decorating, Laminates, Laundry and Recycling/Grounds/Gardens areas with the Main Stream prisoners having access to Metal Fabrication and Speedy Hire work. The VT Hair Dressing and VT Industrial Cleaners activities are rotated every 13 weeks. Given the potentially hazardous nature of some of the work the low figure of 3 non-reportable accidents since April 2012 is commendable. Likewise the absence of any security related incidents is very positive in an environment where there is access to sharp instruments and corrosive substances. Staff remain vigilant nevertheless and improvements to the metal scanner have been made to better detect unlawfully removed items from the sheds. Efforts continue to be made to ensure that protective equipment is worn but cases of non-use can still be observed from time to time. Further improvements have been introduced to underpin the supply of waste wood for the Prison's bio-mass heating system. Previously unused waste was removed by a contractor. Now there is 24 hour production of wood briquettes and no loss [for no return] of an energy source.

Despite best efforts on the part of Staff numbers in employment remain unacceptably low. A check in October 2012 revealed 460 prisoners in employment and no less than 210 deemed unemployed. Some unemployed prisoners will be genuinely ill, disabled or infirm however none of those unemployed are currently on wage activity Status 6. Being placed on Status 6 means no pay, confined to cell, no TV and possible loss of access to PPC. This overall situation suggests that the spirit of Rule 82, Prisons & YOI [Scotland] Rules 2011 which state that "every prisoner shall be required to work" needs to be reaffirmed. The Prison has this actively in hand and in 2013 will move to an allocation system with the introduction of work timetables for prisoners.

In 2011 approx. 1700 vocational qualifications were awarded. For 2012 it is expected that the figures will be lower due, it is thought, to changes within the Prison as the different communities were re-housed.

5.11. RECEPTION

As Glenochil does not receive prisoners directly from the courts the number of prisoners in the establishment is almost constant. However, this number has reduced in the last year to approximately 633 which is under Glenochil's design capacity of 670. All prisoners enter and leave the prison through reception with no exceptions. This includes transfers to other establishments, hospital visits and travel to court. On arrival all prisoners are interviewed in the reception area and their possessions which are transferred with them are put directly into their cells. This bag is opened in the prisoner's presence and only certain items are allowed to remain in the cell with the prisoner. The remainder are stored in reception until he is released or transferred to another establishment. From time to time he may be allowed to swap an item in his cell for one held in reception. Because of the number of prisoners there is a limit as to how much can be stored. This has become more of an issue because of the high number of sex offenders who tend to have longer prison sentences.

The Deployment Manager's office is located within the main reception area. The number of prisoners passing through reception varies widely depending on whether hospital visits or court appearances are necessary. The age of the prisoners, especially the sex offenders, has risen which means hospital visits are more common than they used to be. Care has to be taken to ensure that sex offenders and main stream prisoners are kept separate in the area.

5.12. VISITS AREA

All visits must be pre-booked by the prisoner who is allowed at least 2 hours of visits per month but that is often exceeded as many prisoners do not use their allocation.

On arrival at the prison all visitors must provide photographic ID. Everyone entering the prison is scanned by X-Ray machines for security purposes and may be searched in accordance with the Visit Rules. There is adequate parking and full provision is made for disabled visitors.

The Visits Room is spacious and well set out with a scenic view of the Ochil Hills. There is a cafeteria service within the area which provides a useful service with reasonable prices although some families have tight budgets and find them too expensive. There are 30 tables with 4 chairs at each spaced suitably so conversations at one table are not distracting at another table. Visits normally last between 45 minutes and 2 hours.

Family visits are offered as a privilege which can be withdrawn. These sessions last 2 hours and allow prisoners to maintain contact with their children. The Mother's Union attends the Wednesday and Friday sessions and a small selection of toys and games suitable for younger children is available.

Wednesday and Thursday visits are popular as DHSS payments are normally made on Wednesday. Many visitors fail to turn up which may be for financial reasons or because of the difficulty of getting to the prison by public transport. Rather than waste this time staff often allow prisoners to have an extended visit. This privilege is much appreciated by both prisoners and their families.

As a result of a report by Families Outside work has been on-going on a 'Visits Project'. This project has short, medium and long term goals and is in some ways aspirational.

The prison has created a buggy/pram parking bay and has changed its visitor booking-in process to alleviate congestion. This is being piloted to ascertain effectiveness and highlight other changes that may be needed to support delivery. Additionally the FCO (Family Contact Officer) service is being reviewed to make it more customer-facing and accessible to visitors. This is not an exhaustive list and a range of options are currently being explored.

The prison is working with the Scottish Prison Service College to provide an SVQ in Customer Care with the view to making the operation more professional. It is planned to periodically survey visitors and monitor complaints.

It is noticeable that whilst the percentage of visits taken against booked is higher for the sex offenders, the percentage of visits taken against available is higher for the mainstream population. On some occasions the percentage of visits booked against available has been slightly higher than 100% but to date this is not an issue because at no time has there been a full turn out of visitors.

5. 13 FITNESS CENTRE FOR HEALTH AND WELLBEING

This year has been one which has shown many forward strides by the staff led by the Health and Wellbeing Manager to which the prisoners have responded in a positive fashion. There have been four new members of staff who have integrated well within the system. Many and varied activities have been successfully organised with the gym being a very popular centre for prisoners. The majority of the classes being oversubscribed is a good sign of a well organised unit.

The department has continued with its Heartstart UK resuscitation training which has been received by both staff and prisoners. On induction into the prison every prisoner receives this training.

The manual handling courses are well attended especially by those working in the sheds thus ensuring that every effort is made to try to avoid serious injuries. Additional classes have been added to facilitate the influx of prisoners from Peterhead.

Football is still very popular both indoors and outdoors with coaching leading to a level 1 SQA for those completing the course. Football coaching is likewise very popular and takes place 4 times a week. Scottish ex-Premier League football players Charlie Miller and Alan McLaren ran coaching sessions which proved to be very popular with both Harvieston and Abercrombie. Alan also gave a talk on the pressure felt living a high life style profile and how he managed to overcome drug and alcohol addiction. A Rangers v Celtic charity match

was very successful with the proceeds going to Strathcarron Hospice. This innovation was a great success and assisted in breaking down barriers.

The Prison Phoenix Trust visited holding yoga and meditation for prisoners and staff.

A new innovation is the Weight Management class with a number of prisoners achieving their goals. Further classes have been arranged.

Gym Instructor courses have been initiated and are progressing with 7 prisoners completing level 2 theory test.

Glenochil now has a "full set" of Healthy Working Lives Awards, this year receiving a Gold, which follows the Silver and Bronze previously achieved.

Sports covered are volleyball, tennis, badminton, basketball together with various other sports. It has been proposed that a home cricket match takes place between Glenochil and Dollar Cricket Club. This game could be either indoors or outdoors.

The gym has been very popular with a full complement of prisoners. An iron man competition took place in October with both staff and prisoners competing resulting in a Glenochil champion.

The necessary separation of Harvieston and Abercrombie prisoners has proved to be somewhat problematical but the staff have worked well to accommodate this and the new regimes are operating well.

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 370 prisoners were housed in the unit compared to 299 in the previous year, an increase of 28%.

6.2. ORDERLY ROOM

During the reporting period 811 prisoners were processed through the Orderly Room compared to 1220 the previous year, a decrease of 33%.

6.3. SPS INTERNAL CP COMPLAINTS PROCEDURE STATISTICS

Internal Complaints	2011/2012	2012/2013
Direct to Health Centre Feedback Forms	255	556
PCF1 Direct to First Line Manager	727	1089
PCF2 Direct to Governor	436	497
Freedom of Information Requests	116	171
Total Complaints	1534	2313

The total number of complaints has increased from last year by 50%. This year on year increase is a very worrying trend and responding to these is very time consuming for senior staff particularly the number of Freedom of Information requests which have risen by 47%.

SECTION 7

7.1. THE WORK OF THE VISITING COMMITTEE

VISITING COMMITTEE MEMBERSHIP AND STATISTICS

Members	Rota visits 2011-2012	Rota Visits 2012-2013
Mr Robert Freebairn (chairman)	8	14
Mrs Isabel Foster (vice chairman)	17	15
Councillor Willie Clarke	0	0
Mr John Biggam	7	9
Mrs Grete Birtwistle	7	10
Councillor Kenny Earle	3	5
Mr Robyn Murray	19	17
Mr Paul Owens	2	8
Mr Robin Morris	6	8
Mr Anthony Stewart	5	10
Councillor Graham Watt (appointed May 2012)	N/A	7
Pat Havlin Gibson (resigned May 12)	5	0
Total	87	103

Visiting Committee Statistics	2011-2012	2012-2013
Recommended complement of VC Members (per Rule 155)	14	14
Number of Members at start of the reporting period	10	11
Number of Members at end of the reporting period	11	11
Number of Members joining within the reporting period	4	1
Number of Members leaving within the reporting period	3	1
Total number of Committee Meetings during reporting period	7	6
Average number of attendances at Board Meetings during reporting period	8.3	
Total number of applications/complaints received	102	158
Total number of Rota Visits to prison	87	103

APPLICATIONS/COMPLAINTS

Applications/Complaints Statistics	2010-2011	2011-2012	2012-2013
Accommodation	2	10	8
Diversity related	1	1	20
Education /training /work	9	3	16
Estates issues (conditions)	6	0	4
Family / visits	6	6	10
Food	3	10	16
Health related	19	26	21
Inter-establishment transfers	22	17	23
Personal property	5	4	6
Staff /prisoner related	11	4	3
Miscellaneous	21	11	31
Total	105	102	158

This is an increase of 55% on the last reporting period.

7.3. THE COMMITTEE

The Committee continues to operate below full complement mainly due to the Justice Secretary's continuing indecision on the future of prison monitoring in Scotland. This has resulted in some Local Authorities deciding not to recruit new Members. The remaining Committee Members must be commended for taking on many extra duties during this very difficult period.

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 3 full day sessions. Speakers were also invited to address the Committee at 2 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). Unfortunately this was seriously curtailed this year, again as a direct result of the indecision on the future of prison monitoring in Scotland. Details of all trainings are shown in the tables below:-

7.5. VISITING COMMITTEE TRAINING RECORDS 2012 -2013HMP GLENOCHIL

(Annex A)

VC TRAINING DELIVERED LOCALLY									NATIONAL TRAINING (AVC)			
MEMBER'S NAME	Induction 12 Sept	Tour 21 st June	Expenses	Rotas	Interviews	Requests/ Complaints	Minute Book	Key Training	FC/1 14 Sept	CD/1 None Held	Chair/ Vice Chair None Held.	Annual Conference 5 th Oct
R Freebairn (Chair)	**	X							**			X
I Foster (Vice Chair)	**	X							**			X
J Biggam	**	X							**			X
G Birtwistle	**	X							**			X
W Clarke	**								**			
K Earle	**	X							**			X
R Murray	**	X							**			X
P Owens	**	X							**			
R Morris	**			X	X	X	X		**			
A Stewart	**	X		X	X	X	X		**			X
G Watt	Sept 12	X	X	X	X	X	X		X			X

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

X Member attended

FC/1 Foundation course

CD/1 Continuing development

VISITING COMMITTEE TRAINING RECORDS 2012 -2013 HMP GLENOCHIL
(Annex A))

SPS TRAINING DELIVERED LOCALLY				
DATE	April 2012	February 2013		
MEMBER'S NAME	Prior to the Committee Meeting – Presentation on NHS changes.	Prior to the Committee meeting Presentation on Education		
R Freebairn (Chair)	X	X		
I Foster (Vice Chair)	X			
J Biggam	X	X		
G Birtwistle	X	X		
W Clarke				
K Earle				
R Murray	X	X		
P Owens	X			
R Morris		X		
A Stewart				
G Watt				

X Member attended

VISITING COMMITTEE TRAINING RECORDS 2012 -2013 HMP GLENOCHIL
(Annex A))

SPS TRAINING DELIVERED LOCALLY				
DATE	August 2012	Sept/Oct/Nov 2012	November 2012	March 2013
MEMBER'S NAME	All Day Training ACT Refresher, Offender Outcomes, Integrated Case Management, Preparation for Parole	Personal Protection Training	All Day Training Role of the Family Contact Officer, H&S Fire Awareness	All Day Training Prisoners Job Allocation New Timetabling System, ACT2 Refresher, Sexual Health, Drug Management
R Freebairn (Chair)	X	X	X	X
I Foster (Vice Chair)	X	X	X	X
J Biggam	X	X	X	
G Birtwistle	X	X	X	X
W Clarke				
K Earle	X	X		
R Murray	X	X	X	X
P Owens	X	X	X	X
R Morris	X	X	X	X
A Stewart	X	X		
G Watt	X	X		X

X Member attended