



# **GREENOCK PRISON VISITING COMMITTEE**

## **ANNUAL REPORT**

**1 APRIL 2010 – 31 MARCH 2011**

## 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

Greenock Prison is small but complex with a design capacity of 254. It accommodates a diversity of population; remands, young offenders, long term and short term prisoners, male and female as well as a small number of immigration detainees can all be found within its perimeter. The prison is contracted to hold 255 prisoners but has funding for 40 additional prisoner places per night during times of overcrowding across the Estate. At the time of writing this report the prison numbers are currently 283.

The prison comprises the following accommodation areas;

**Ailsa Hall** serves designated courts in the West of Scotland by holding male prisoners (both adult and under 21s) on remand, and short term convicted males. The Hall also accommodates a small number of out of category prisoners for a range of management and operational reasons. Each cell has integral sanitation and there is also a fully equipped disabled cell on the ground floor. There is also an observation unit for vulnerable prisoners. The separate cells are adjacent to Ailsa Hall. Prisoners frequently share cells.

**Darroch Hall** holds short term convicted female prisoners from the West of Scotland. Again each cell has integral sanitation and is all single cell accommodation.

**Chrisswell House** provides a national facility for selected male prisoners serving 12 years or over, affording them the opportunity for progression towards release. Testing for progression to the open estate involves prisoners undertaking community work placements and special escorted leaves either to a place of interest or to family members' home address. The hall divides into 4 sections and each prisoner has his own cell key. Sections are locked off at night but there is 24 hours access to toilets and showers.

The prison provides a range of workshops and vocational training courses which includes Joiners; Kitchen; VT Bricklaying; VT Painters; Laundry; Hairdressers and Industrial Cleaners.

HMP Greenock also works in partnership with a number of external agencies including Motherwell College; Phoenix Futures (addiction services); Job Centre Plus; Routes out of Prison (RooP); Toe by Toe (literacy mentoring programme) and Circle, which helps female prisoners reintegrate back into the community.

## Section 4

### EXECUTIVE SUMMARY

This reporting year has passed without any major issues being unresolved. This Committee has now worked together for several years and the working partnerships have formed a habit of co-operation in resolving any issues which arise.

There was another change of Governor this reporting year when Malcolm McLennan was transferred to Shotts and Jim Kerr came from Cornton Vale to take his place. The new Governor settled in very quickly and has co-operated fully with the Visiting Committee who have found him very approachable and willing to tackle any problems presented to him by the VC. Greenock VC has been fortunate yet again in having a Governor who, with his management team is prepared to co-operate with the Visiting Committee and facilitate their work.

It has to be said though that in the opinion of this VC the ultra-speedy turnaround of Governors in Greenock is not a good thing. Eight Governors in 10 years is quite extraordinary and is difficult for staff, managers and the Governors themselves to deal with. The fact that Greenock has managed this so well is to be commended.

Greenock had its centenary in August and the prison put on a series of events to mark this. The VC was well represented in all of these, and Inverclyde Council hosted a reception to which all available former Governors, including Professor Andrew Coyle and Lady Martha Bruce, were invited. The Staff Training Manager had put together a small exhibition of Greenock's 100 years, including the first VC minute books. This exhibition was much enjoyed by all the guests at the reception and has been seen at quite a few venues around the SPS estate since then.

Greenock's Darroch Hall has held women for one year now and the VC has been pleasantly surprised that there has been no increase in the number of reported complaints from either women or from their male counterparts. The regime is working well and the division of work, education and recreation is evidently being well managed.

The Committee's Local Training Co-ordinator, in conjunction with the Staff Training Manager organised a full day's training event in January. This gave those members attending an interesting overview of mental health and a member of the Routes out of Prison team spoke about their work.

Unfortunately there were 2 deaths in custody during the reporting period and in each case the VC were appropriately called in and a member attended to speak to staff and prisoners. FAIs will follow in due course.

The Committee has been fortunate in recent years in that the membership has been stable but, unfortunately this has now come to an end since in March we were advised by one of our members that, due to job changes, he will no longer be able to carry on with his VC duties. The Committee is sorry to lose him and it is hoped that North Ayrshire Council will replace him as a matter of priority.

Once again the Committee is appreciative of the open door policy at Greenock and is hopeful that during the next year there will be stability in the senior management team and particular no change of Governor before the normal time for rotation.

## **Section 5**

### **5.1 Health Care and Mental Health**

Health Care within HMP Greenock has had a year of development and a well woman service is now being delivered within HMP Greenock for the first time with the Well Woman nurse trained by the University of the West of Scotland.

The compliance to Health Care Standards remains high despite the prolonged sickness of the Health Care Manager. Recognition should be given to the Practitioner Nurse and Addiction Nurse who should be commended for their high level of commitment and for the work they moved forward during the Health Care Manager's absence.

The Health Care Support Assistant is in place and is now considered vital to Greenock's delivery of care, The HCS assistant has freed qualified nurses from administrative roles to develop more Nurse Led clinics providing focused healthcare interventions for chronic disease management for the diverse prison population HMP Greenock serves. Within HMP Greenock nurse led clinics are now delivering in Blood Borne Virus diagnosis and support, Mental Health, Quarterly Multi Disciplinary Addiction services, Weekly Addiction Nurse clinics, Learning Disability, Asthma, Smoking Cessation and National Naloxone programme. In the year coming it is hoped to access training for a nurse to deliver Well Man services and continue to develop this role.

Successful chronic disease management support has been offered over the past year to 70% of Greenock's population by the SPS Keep Well service, with Health Promotion events being delivered regarding Healthy Eating and Lifestyle choices.

As this year moves on it sees the Health Care Service within the SPS prepare for the move towards integration with the NHS. This in itself has the capacity to destabilise both the service and the relationships of health and prison staff. It is a credit to the staff employed within Health Care that the highest quality of service continues to be delivered to our population. The work associated with the transfer is increasing significantly however a manager has been identified from the NHS to take this work forward.

Health Care continues to be based on a primary care model with visiting specialists attending as necessary. We currently have input from Medacs managed health care providing our GP service 21 hours per week, Dental services for 12 hours per month, with Optician and Podiatry services being delivered when sufficient people have been identified to be seen. A consultant psychiatrist provides one session per week within the prison.

### **5.2 Food**

The staffing within the Catering Department consists of 1 x Catering Manager and 4 x Catering Officers. There are also 28 Prisoners engaged in the food preparation and service.

During the past year there were only 3 days that the prison numbers have been below 255 within the prison.

The catering function runs a 3 weekly menu and operates within the SPS catering operating guidelines. There are 3 choices at every serving, one of which is a vegetarian choice. Halal meat is also available if requested.

A Food Focus Group comprising staff and prisoners from across the prison is in place. This allows them to have an input into the selection and choices that are being delivered. In doing so the budget constraints of £2 per prisoner per day placed on the provision of food have to be adhered to.

This daily allowance of £2 per prisoner supplies them with breakfast, lunch and dinner. It is indeed a credit to the catering management at Greenock Prison that this year they have spent their budget in full and in doing so provided meals to a very high standard. The high quality of the food being provided is corroborated by members of the Visiting Committee who sample the food on their routine visits.

During the past year 2010/2011 the Prison Catering has achieved a few goals that had been set for them. They have achieved a Healthy Living Award where the kitchen and staff were assessed as to the food products and procedures were used when buying supplies. Also the preparation used when preparing the meals using healthy option foods where possible.

This year after an inspection, an Environmental Health Certificate has been awarded, displaying the pass rating and is on display within the vestibule. Staff training has increased with a view to achieving the appropriate qualifications which would enable all prisoner training within the kitchen to be carried out.

The Catering Staff continue to strive to produce the best quality and choices possible within what can only be described as a very tight budget. It is to their credit that complaints about food seldom if ever feature in the complaints dealt with by the Visiting Committee.

### **5.3 Equality and Diversity**

There is an unrivalled drive within HMP Greenock to deliver the Scottish Prison Service Strategy on Equality and Diversity.

HMP Greenock is fully committed to equality, diversity, inclusion and human rights for all. This applies to everyone including prisoners, visitors, stakeholders, partners and all those who work there. The Equality Review 2007 quotes “An equal society protects and promotes equal, real freedom and substantive opportunity to live in the ways people value and would choose, so that everyone can flourish. An equal society recognises people’s different needs, situations and goals and removes the barriers that limit what people can do and can be.”

In order to support this commitment HMP Greenock has in place schemes, policies, procedures and practices to enable equality, diversity, inclusion and human rights to be mainstreamed at the core of all work and to be embedded at all levels within the organisation.

HMP Greenock carries out equality impact assessments to pre-empt the possibility that a proposed policy or procedure could affect some groups unfavourably as well as a way of systematically assessing, and consulting/involving on, the effects that a policy or procedure will have on an equality target group(s) and then acting appropriately with positive outcomes. An equality target group is a group that is likely to face discrimination and disadvantage on the basis of race, gender, disability, sexual orientation, religion or belief, age or any other inappropriate distinction.

Within the establishment the Equality and Diversity Committee is keenly supported by the Governor in Charge and is made up of establishment staff, partners (such as Education and the Trade Union side) and Prisoners. The committee itself has well informed and lively discussions around how to promote and spread the best practices from across the SPS within HMP Greenock there is a national network of colleagues who share and support each other to ensure a successful intervention can be accessed by all establishments.

The question on how best to educate, inform and ensure staff and prisoners alike have a full understanding of our values is a common one. Our view and practice is to promote through literature dispersal around the establishment in leaflet and book format and through Wall Postering but perhaps one of the most effective methods is through the events that HMP Greenock is renowned for. These have ranged from Scottish Heritage events to Irish Cultural Days and included world knowledge celebrations. The Committee has also organised and run film events through their partners in Education who are constant and enthusiastic supporters of all the Committee's interventions. Each one of these events, all aimed at prisoners and staff alike, are designed to educate and promote Greenock's Equality and Diversity principles.

In addition to these events the conduct of managers and staff in living these values, delivering the highest standards of equality and delivering our diversity policies on a daily basis is something HMP Greenock is rightly proud of.

The SPS nationally in 2011 has taken a further step to underpin its determination to drive Equality and Diversity and ensure it is mainstreamed throughout our business by including Equality and Diversity in their staff Performance Measurement System.

HMP Greenock's next event will be based upon the African continent and is being organised through the prison Chaplains who sit on the Equality and Diversity committee.

## **5.4 Education, Training and Work**

### **5.4.1 Education**

#### **March: 2010**

Greenock's contribution to the Inspire Change Project began on the 8<sup>th</sup> March with the Citizens' Theatre working with women prisoners to write and perform a show based on their life experiences. This was a 6 week project with a group of 10 women, which ran over into April thus bringing it into the period of this report. A member of staff from the Citizens' Theatre was also interviewed on the Prison Radio.

#### **April:**

The Citizens' project culminated in two performances of the play, '*A Woman's Place*'. The first show was for prisoners and the second on the 16<sup>th</sup> was for their families and invited guests. The women had created fantastic art works in fabric and large banners as part of the set and had also created video footage to complement their stage performance. They had written their own lyrics to songs and sang

and danced as well as providing moving and insightful performances about their lives. Both shows were very well received, but the public performance was particularly special with a visit and a speech from an invited MSP.

**May:**

The second contribution to the Inspire Change Project was the Portrait Project with the National Galleries. This was a shorter project with a group of 10 women, which focused on self portraits through the medium of photography. The women were encouraged to consider different aspects of themselves and to create an image that reflected those aspects which was photographed. The project entailed the students using digital cameras, make-up, costumes, props, learning camera techniques and using their imaginations! The final photographs are to be exhibited in the National Gallery in November 2010. One of the Chrisswell prisoners undertook a sponsored climb on the Versa Climber in the gym equivalent to the height of Mount Everest and raised £100.00 for Ardgowan Hospice.

**June and July:**

The LSE staff team facilitated the participation of students in the World Cup by organising a Dream Team competition throughout the whole prison. This involved the use of spread sheets and Maths and kept students busy in the computer room for the duration of the World Cup. 36 students participated and prizes were given to the top 3 winners. In addition, programmes were made and broadcast over the radio about Africa; the making of one of these programmes enabled 3 students to gain their Working with Others Level 4 SQA.

**August:**

This was a special month for HMP Greenock as the Centenary was celebrated on 23 August. The Learning Centre entered into the spirit of this by organising a special Centenary day in the LSE. There were talks on the history of the prison with photographs and artefacts for both male and female prisoners and 2 Recognition Ceremonies, again one for both male and female prisoners. The Prison Radio editors interviewed an officer on the history of the prison and also the Governor on why we should be celebrating a 100 years of prison life in Greenock. There was a Fun Run held in the Centenary week and one of the participants in the Citizens' project, not only won the women's section but also made £55.00 in sponsor money for the Ardgowan Hospice.

Three members of staff went to the opening of the Koestler Exhibition in Edinburgh, where 2 of the students' work was on display: A student from Darroch hall who had been a Citizens' and Portrait project participant had been given a Highly Commended Award and a Chrisswell student had been given a Silver Award.

**September:**

On 2<sup>nd</sup> September the Centenary celebrations were rounded off with the renowned Des Dillon play "*Singin' I'm no a Billy, He's a Tim*" staged by the NLP Theatre Company. This play has sold out in many venues around Scotland; it is famous for the way it challenges deeply held sectarian myths using humour to deflect prejudice. They played to an enthralled audience of 80 prisoners from all 3 halls. The funding for this was provided by the Claremont Trust (from a successful application by the LSE Centre) and from the lottery fund.

**October:**

Students were encouraged to participate in a Dragon's Den initiative sponsored by Inverclyde Council where they had to come up with some bright ideas to change the drinking culture of Inverclyde. Although, this venture was aimed at the local community, the organisers have been delighted to accept entries from prisoners. The LSE Manager went to the Town Hall to present their ideas in front of a panel with a power point presentation.

Greenock was delighted to participate in the Jail Guitar Doors Initiative which is pioneered by Billy Bragg. This project provides guitars for prisoners to play in prison so that they can use music to help them deal with the issues that got them into trouble. Billy came to HMP Greenock on 13<sup>th</sup> October with Jim King from SPS to bring us 6 guitars. He was welcomed by performing a concert with the guitar group; Billy kindly came on to the stage and played live with the students to an audience of 80

prisoners. The radio was on stage to record the performance and one of the radio editors interviewed Billy as well.

**November:**

Greenock was delighted to attend the opening of the Mirrors Prison Portraits Exhibition at the National Galleries in Edinburgh on 4<sup>th</sup> November. This was the culmination of the work that took place in May earlier in the year with the National Portraits' Gallery. It was made particularly special for us by the attendance of one of the participants (now liberated) and her mother who were also there at the opening.

**December:**

Following the success of the Billy Bragg concert, it was decided to put on a Christmas Concert on the 14<sup>th</sup> to give the prisoners a bit of a lift for the festive period. It was quite an undertaking as we had 25 prisoners taking part and a mixture of male and female prisoners. The Drama class, the Reading group, the Women's Choir and the Guitar group all took part. We had one performance for the prisoners and one for the families; one of the prisoners dressed up as Father Christmas and gave out presents to the children who came in the evening. It was very well received by everyone.

In addition, the Learning Centre was delighted to organise the presentation of a cheque for £200.00 to both the Fitzgerald Centre and the McPherson Centre (whose clients come to Greenock's Fit Together group), which had been raised by one of the Chrisswell prisoners who undertook a sponsored Fun Run to raise the money.

**February:**

Greenock celebrated Valentine's Day in the Learning Centre by inviting students to take part in a healthy heart day. Three sessions of 20 prisoners took part in the programme of events. Following a short film the prisoners broke up into small groups and visited an activity and information station in the Learning Centre. These 4 stations focused on healthy eating, exercise, smoking and relaxation. The students went away with lots of information from the British Heart Foundation.

**March:**

The prisoners contributed to the Equality and Diversity St Patrick's Event by reading Irish poetry and singing Irish songs. One of the Darroch Hall students delighted the audience by performing an Irish dance to the accompaniment of the choir from Darroch hall. The Learning Centre also ran a Listeners' Poster Competition and were amazed at the creativity and standard of the entries. The Health Centre Manager organised for the Samaritans to come in to hand out the prizes and give a short talk to the prisoners about the important work of the Listeners.

In addition Greenock had about 25 entries to the Koestler Creative Arts competition this year.

The Vice Chair of the Visiting Committee worked with the Learning Centre to produce a CD which will be played on the prison radio to help to inform prisoners about the work of the VC. He was interviewed by one of the prisoners who apparently asked some challenging questions. It is hoped that this will be played from time to time as the prison population changes so that new prisoners are informed of the Committee's work and those who have been there for longer are reminded!

In the opinion of this Committee the Learning Centre at Greenock gives a great service to prisoners and whenever we visit we find many busily engaged in all forms of learning from computer skills to arts and crafts and of course the usual academic pursuits. The enthusiasm of the teaching staff is infectious and so is transferred to their students who do well as a result. It is also noted that where students, particularly in the literacy and numeracy fields are unable to attend class, perhaps because of VT Workshop commitments, a member of the teaching staff takes the class to the workshop for a short lesson so that continuity is maintained.

## **5.4.2 Training**

The *VT Painters* offers prisoners the chance to work towards a National Progress Award (NPA) which consists of modules over a 13 week course. This is equivalent to the 2-year day release course offered by local colleges. During the reporting period 15 prisoners completed the course successfully and gained an SVQ. Three of these were life sentence and 12 short-term prisoners. In addition to the Vocational Training a member of staff from the Learning Centre attends the workshop once a week to give prisoners extra literacy and numerical training to assist them with the measuring of jobs and with applying for interviews. This is a very popular workshop and prisoners are aware that this is a skill which will assist them when they return to the community. They also find that they are enjoying skills that they did not know they possessed.

*The VT Bricklayers* offers SVQ qualifications and is a popular choice with male prisoners.

*The Hairdressers* is also a popular workshop and offers local training although SVQ is not available.

*The Industrial Cleaners* do a good job of keeping Greenock's premises up to a high standard of cleanliness and the workers gain BICS qualifications in the process.

## **5.4.3 Work**

*Production Joiners* have had a successful year with contracts available throughout. Women prisoners have been employed here all year and have approached their work with enthusiasm. Visiting Committee members have usually found them in good spirits and enjoying their work.

*Assembly Joiners* have had male workers all year and together the 2 workshops have produced 8-seater picnic benches. Over the reporting period 864 sets have been produced, equalling 16.5 sets per week. There is no Vocational Training qualification attached to this work but the job satisfaction experienced by the workers is evident and very worthwhile.

## **5.5 Residential Accommodation**

The residential accommodation in Greenock is generally of a reasonable standard although it is more difficult to make old buildings look good. Ailsa Hall is an old Victorian building and was badly in need of a face-lift. During the absence on sick leave of the Instructor in the VT Painters, management took the chance to utilise the skills of that work party to repaint Ailsa Hall and this has brightened up the Hall considerably as well as giving the painters a chance to practice their skills.

## **5.6 Prison Estate**

The Estates Department has been kept busy with routine maintenance inside the prison and they have also undertaken landscaping in the sterile area between the fence and the wall. This has brightened up the look of the grounds.

As a result of upgrading the BEMS system (boiler maintenance) it is now possible for the Estates Department to monitor and control the heating in the individual Halls. This will help to ensure an even, comfortable temperature for the prisoners.

## **5.7 Link Centre**

The Link Centre is staffed by a Rehabilitation and Support team, a group of officers whose primary role is to

- Deliver Offending Behaviour Programmes
- Deliver National Induction
- Administer Core Screens
- Ensure all referrals from the Core Screen or referrals from other sources are appropriate and met by the Partner Agency
- To ensure all prisoners released from HMP Greenock have had the opportunity to access services which will assist in their return to the community.

As well as delivering national induction, pre-release and offending behaviour programmes, the Link Centre works with a wide range of partner agencies whose workers attend the prison regularly, viz:

- **Housing**
- **Job Centre Plus**
- **Motherwell College**
- **Phoenix Futures** (Enhanced Addiction Case Work Services)
- **Routes out of Prison (ROOP)**
- **Circle**
- **Alternatives (West Dumbarton Community Drug Services)**
- **Glasgow Adult Literacy Link Project**
- **The Big Plus Inverclyde (Highholm Centre)**
- **The Shannon Trust (Toe by Toe)**
- **Inverclyde “Moving on” Project**
- **Action for Children**
- **Scottish Soldiers, Sailors, Airmen and Families Association (SSAFA)**
- **SAMH (Scottish Association for Mental Health)**
- **Gateways to Service**
- **Rough Sleepers Initiative (RSI)**
- **Gamblers Anonymous**

## **Section 6**

### **OTHER AREAS OF THE PRISON REGIME ON WHICH THE VISITING COMMITTEE HAS ISSUES TO REPORT**

The Committee considers the following areas to be worthy of particular comment in addition to the routine work carried out in the prison.

1. The Prison Radio is a worthwhile asset to Greenock and provides prisoners with useful training in the management and organisation of programmes. Some of the prisoners have expressed an interest in pursuing a career in sound recording on release. The involvement also helps with their communication skills. In its operation, the Prison Radio provides entertainment for the prisoners and is also a conduit for information. An example of this is the CD made by the Vice Chair of this Committee to inform prisoners about the Visiting Committee, its work and how it can help them.
2. The Links Centre’s work on literacy and numeracy which seeks to complement the sterling work going on in the Learning Centre with various outside agencies who are able to contribute

in different ways, all seeking to remedy what is possibly the worst disadvantage a prisoner can face on release – illiteracy, which affects so many areas of their lives.

## Section 7

### THE WORK OF THE VISITING COMMITTEE

#### Visiting Committee Membership

The undernoted members served on the Committee during the period of the report:

Mrs Anne Freebairn	Chair
Mr Sandy MacPherson	Vice Chair and Local Training Co-ordinator
Councillor Gerry Dorrian	
Councillor Keith Brooks	
Mr Sandy Nimmo	
Mr Peter Walker	
Mrs Heather Roach	
Mr Frank Alexander	

<b>Visiting Committee Statistics</b>		
	<b>2009/10</b>	<b>2010/11</b>
Recommended complement of VC members (per Rule 155)	8	8
Number of VC members at start of the reporting period	8	8
Number of VC members at end of the reporting period	8	8
Number of new VC members joining within the reporting period	0	0
Number of VC members leaving within the reporting period	0	0
Total number of VC committee meetings during reporting period	4	5
Average number of attendances at Board meetings during reporting period	6	6
Total number of applications/complaints received	12	21
Total number of visits to the prison	76	98

<b>Name of Member</b>	<b>No. of Visits</b>
Sandy Nimmo	13
Heather Roach	11
Frank Alexander	12
Peter Walker	14
Sandy MacPherson	15
Keith Brooks	14
Anne Freebairn	14
Gerry Dorrian	5

<b>Applications/Complaints Statistics</b>		
<b>Subject</b>	<b>2009/10</b>	<b>2010/11</b>
Accommodation	0	0
Diversity related	0	0
Education/training/work	0	0
Estate issues (conditions)	1	3
Family/visits	0	4
Food	0	1
Health related	0	0
Inter-establishment transfers	2	1
Personal property	0	0
Staff/Prisoner related	0	1
Miscellaneous	8	14
<b>Total</b>	<b>11</b>	<b>24</b>

The number of complaints dealt with by Greenock VC members is greater than last year but still very low. Each of our members spends a good deal of time on each visit, talking to prisoners in all areas of the prison, interacting with them, maintaining connection and listening to their views. The message seems to be consistent in all areas – while they would prefer not to be in prison, they have no problem with their treatment in Greenock and most hope to serve out their sentence there.

Most of the miscellaneous complaints noted during the reporting period related to Stores/Canteen (choice and prices) and it was recognised by management that there was a problem in that area. This was dealt with, new suppliers were identified and this reporting year has seen ongoing improvement. The problem of prices is simply what shoppers are experiencing on the outside with sharply rising prices and static income.

The Committee members also deal with matters of concern to prisoners, gleaned from conversations with them. These do not constitute complaints and so do not appear in the statistics but nevertheless members give them assistance if necessary or direct them to the appropriate person within the prison who can deal with their concern.

## **Training**

A full day's training was undertaken during this reporting period and was well received by members. It was organised by the Local Training Co-ordinator in conjunction with the Staff Training Manager and was attended by 6 of our 8 members. It is hoped that this will be an annual event. Most members have attended both local and national training as can be seen in the relevant Training Records sheets. We still have not achieved one hundred per cent participation in training and it is hoped that this can be achieved in the next reporting year.

**VISITING COMMITTEE TRAINING RECORDS 2010/11 HMP GREENOCK (Annex A)**

MEMBER'S NAME	VC TRAINING DELIVERED LOCALLY								NATIONAL TRAINING (AVC)			
	Induction (date)	Tour (date)	Expenses	Rotas	Interviews	Requests/Complaints	Minute Book	Other (State)	FC/2	CD/2	Chair/Vice Ch.	Annual Conference
Anne Freebairn **		2004							x	x	x	x
Sandy MacPherson **		2004								x	x	
Sandy Nimmo **		1993								x		
Heather Roach **		2006										
Peter Walker **		2008										
Keith Brooks **		2007										x
Frank Alexander **		2008										
Gerry Dorrian **		2007										
** Members with 3 years service or more are not required to do VC Induction training though they should still do SPS Induction**												

MEMBER'S NAME	SPS TRAINING DELIVERED LOCALLY					
	Course Name (Tutor)	Course Name (Tutor)	Course Name (Tutor)	Course Name (Tutor)	Course Name (Tutor)	Course Name (Tutor)
	Mental Health First Aid Training (Laura Fitzgerald)	MDT (David Kinney)	Routes out of Prison (ROOP) (Rita McGowan)			
Anne Freebairn	x	x	x			
Sandy MacPherson	x	x	x			
Sandy Nimmo	x	x	x			
Heather Roach	x	x	x			
Peter Walker	x	x	x			
Frank Alexander						
Gerry Dorrian						