



## **ANNUAL REPORT**

**LOW MOSS PRISON VISITING COMMITTEE**

**2012/13**

## **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**

The new Low Moss Prison opened on Monday 12th March 2012. This new facility replaces the elderly prison accommodation that had previously occupied most of the site and had started out as a barrage balloon station at the beginning of the Second World War.

HM Prison Low Moss provides 700 cells as well as facilities to help prisoners address their re-offending and re-integrate back into the community on their release from prison. It holds adult male convicted and remand prisoners primarily from the North Strathclyde Community Justice Authority area.

## **SECTION 4**

### **EXECUTIVE SUMMARY**

Although the new Low Moss Prison opened on 12<sup>th</sup> March 2012, during the operational year 2011/12, this is the first Annual Report to be produced by the Visiting Committee. Consequently, it is very much a report on how the Prison is establishing its regimes and its method of operation.

Establishing a Visiting Committee at a time when it appeared that the Justice Minister had decided to abolish the Visiting Committees in December 2011. He then 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 at the financial year end the Minister had still not implemented any changes. This indecision was very demoralising for the Committee and recruitment of members has been difficult. The Committee has been below strength for the whole of the year and this puts a greater burden on the others. They are to be commended, as volunteers, for their sense of duty and unfailing public service.

The Committee has been pleased to note that the Governor, Michael Stoney, has been very active in introducing a variety of innovations in the life of the prison. The relatives visiting system, where relatives book the visits rather than the prisoners, seems to have been generally well received. In addition, the facilitation of father and children bonding, through special events, is a progressive approach that could be copied elsewhere.

I would like to thank Michael Stoney and all his staff for their help, assistance and co-operation throughout the year. It is of great assistance to us in our work.

Robert Freebairn  
Chairman

## **SECTION 5**

### **5.1 Healthcare and Mental Health**

Healthcare at HMP Low Moss is provided by the NHS Greater Glasgow and Clyde. There were 4 experienced health care staff at the opening of Low Moss with all other staff joining the team from NHS externally.

#### Staffing compliment

- 1 Health Care Manager
- 2 Clinical Manager (1 Primary Care, 1 Addictions Mental Health)
- 1 Senior practitioner Alcohol Liaison Nurse
- 1 Senior Practitioner Addiction Nurse
- 2 Practitioner Nurses addictions
- 1 Senior Practitioner Mental health nurse
- 2 Practitioner nurses mental health
- 2 Senior practitioners primary care nurses
- 6 Practitioner nurses
- 7 Health Care assistants
- 1 Administration team leader
- 1 Medical secretary
- 2 Clerical/ filing officer

#### Service delivery

- Medication dispensing every day.
- Methadone daily is averaging 143. Kelvin has 96 people on methadone and Clyde 47.
- Detox Kelvin 17 Clyde 3
- Supervised Kelvin 17 Clyde 3
- Suboxone 15

#### Addictions

- Single shared assessments, substitute prescribing clinic, harm reduction group and pre-release harm reduction, 1:1 support and Naloxone training. There is a high demand on the addiction team with a current case load of 276.

#### Primary Care

- Emergency assessment clinic daily, treatment room clinic daily, nurse referral triage daily, wound management weekly.
- Blood borne virus clinic is delivered weekly with attendance by the consultant from Brownlee centre monthly.

- Sexual health, asthma, diabetes, cardiovascular clinics are currently being developed however there are staff trained in these areas who will see patients on an as required basis.

#### Mental Health and psychiatry

- Mental health assessments take place on most occasions within 72 hours. Acutely unwell will be assessed within 24 hours. The mental health team have established a relaxation anxiety group for patients with other groups planned.
- Throughout the year the psychiatry service has been provided by 3 consultants from GG&C health board. There have been 11 transfers to hospital under section.

#### Self harm

- 9 reported episodes
- There may be additional episodes that have not been reported as the officers are very good at caring for those who are repeated self-harmers and do not necessarily go onto Act2 Care or report incident to health centre. There have been no suicides or suicide attempts during the year

#### Mental welfare commission

- HMP Low Moss received a visit from the mental welfare commission in February 2013. A report from this visit was positive however, as this is a newly opened prison, they will do a further visit in a year.

#### Health Promotion

- A number of events have been held throughout the year. There was a very successful No smoking day as well as participating in prisoners, prisoners families and staff events.
- A keep well nurse was employed however along with other staff has moved to a new post.
- Health Care, at the year end, had 7 vacant posts.

## **5.2 Psychology**

#### The Team

The team comprises a Head Psychologist, two Psychology Managers and five Forensic Psychologists in Training. The Psychology department carry out a number of roles including Offending Behaviour Programme delivery, supervision and management, Order for Lifelong Restriction case management, staff training and various levels of assessment and therapies.

#### Assessments

- Generic programmes assessments - in depth assessments exploring general programme needs. The assessor collates information to devise a sequenced intervention plan for individual prisoners.
- Psychological Risk Assessments - to identify the risks of further offending and strategies for the management of the prisoner in custody and in the community.

- Cognitive Functioning Tasks - to identify or rule out cognitive impairment and assess levels of cognitive functioning to assess a prisoner's suitability to participate in offending behaviour programmes and other forms of intervention.

### Therapies

- EMDR- Eye Movement Desensitisation and Reprocessing- used with those who have experienced distressing or traumatising situations.
- Cognitive Behaviour Therapy- helping individuals deal with overwhelming problems by compartmentalising larger problems into helpful and unhelpful thoughts, emotional and physical feelings and the impact on behaviours, linked to a range of psychological problems, for example, related to anxiety, depression, psychosis, low self-esteem and anger management.

### Training, supervision and support

The psychologists can also deliver a number of training packages to staff including:-

Orders for Lifelong Restriction and Risk Management Training, Personality Disorder Awareness, Psychological Manipulation, Motivational Interviewing, Self-harm Awareness, Attachment and Trauma Awareness.

### Referrals and Programmes

Referrals from prisoners are normally made through the Mental Health Team. To help stop offending, interventions are available linked to life skills, motivation and self-esteem, alcohol and drug misuse. The programmes involve Constructs, Care, Substance related offending behaviour, and Violence prevention. The psychologists usually co-facilitate programmes with Behaviour Change Officers; the role of the psychology team leaders is to supervise and manage the programmes in order to ensure that programme integrity is maintained.

The key tasks for the programme supervisor are:

1. Assisting with the selection of applicants for the programme.
2. Ensuring that the integrity of the programme is maintained.
3. Providing supervision, professional advice and support to facilitators.
4. Delivering sessions of the programme as required to cover leave or illness.
5. Ensuring the quality of post-programme reports.
6. Ensuring that any nationally agreed changes to the programme are implemented as required.

Psychologists are also treatment managers for the programmes.

### The tasks

The main tasks are to provide psychological input around risk assessment and the management of prisoners preparing for release and to support the delivery of the Integrated Case Management process. Work is undertaken on an individual basis or co-facilitated with agencies such as social work and addiction services. Also psychology staff are involved in research and development, developing interventions based on assessed need and research is conducted to increase knowledge and understanding of prisoners' needs.



## **5.3 Social Work**

### The Team

The social work team is employed by East Dunbartonshire Council. At present it comprises one team manager/leader, three social workers and two administrative staff. The team would normally have four social workers. As a result the team members have heavy workloads, especially the work related to ICMs (see below).

### The Role

The role of the prison based social workers is to help prisoners explore their offending behaviour through interventions focused on the nature of the offence and offending history.

### The Tasks

The core tasks of the prison based social workers are described as:

- Providing reports for the Parole Board and prisoner tribunals to assist in making decisions about the possible release of a prisoner on licence.
- Completing risk assessments on risk of offending and risk of harm to the public. Risk assessments are prepared for all reports which go to all Integrated Case Management Case Conferences, the parole Board and Prisoner Tribunals.
- Participating in ICMs, contributing to the annual reviews of progress and preparation for the year ahead.
- Participating in multi-disciplinary meetings about issues such as a prisoner's progression through custody, suitability for work and mental health issues.
- Liaising with Criminal Justice Services and other community services during a prisoner's sentence and in preparation for release.

### Contact with a prison based social worker

Contact with a prison based social worker occurs if they are to be supervised by a community based Criminal Justice Social Worker upon release from prison linked to parole, non-parole and life licence, supervised release orders, extended sentences, orders of life-long restriction, those convicted of sexual offences and recalls to prison for breach of licence conditions. Also the prison based social workers will have contact with those who have offended against children.

All statutory prisoners are invited to Social Work Induction during their first week in the prison. The prison based social workers will then have contact with statutory prisoners throughout their sentences related to risk assessments, ICMs, reports and pre-release planning. The prison based social workers also provide a Duty Service to all prisoners, who complete a referral form available from officers on the halls. This form highlights issues that the prison based social work team can help with as well as those which can be dealt with by a prisoner's Personal Officer.

### Release on Licence

When prisoners are being released on licence, prison based social workers prepare reports for the Parole Board, Extended Sentence Tribunals, Short Term Licence Tribunals and Life Tribunals. The prison social workers work closely with community based social work to ensure release plans and Licence requirements are in place.

## 5.4 Residential Accommodation

Low Moss is a new build prison opened in 2012. This means that the accommodation incorporates the latest ideas in modern comfort. It also has modern facilities which should help create a settled regime in Low Moss and eventual community rehabilitation.

As a new build there are not the problems of using old buildings and the prison is due to undergo building snagging check prior to final handover from the contractors.

There are 700 rooms in total, comprising a mix of single, double and a few larger rooms. These rooms all have showers, internal sanitation, television and relaxation facilities.

The prison is divided into houses with some specialist facilities to accommodate some inmates with special requirements.

There is also on site a health centre, kitchen, facilities designed to involve prisoner learning and a gym.

## 5.5 Link Centre

The Link Centre is responsible for the induction of all prisoners and the social needs of short term prisoners (STPs) both throughout their stay and preparation for release and is operated by 1 manager, 4 officers, 1 part time officer from Job Centre Plus and support from housing officers from Local Authorities in the area.

Key to the Centre's work has been the provision of the following courses:

- **Controlling Anger Regulating Emotions**
- **Constructs**
- **Substance Related Offending Behaviour Programme 1**
- **Substance Related Offending Behaviour Programme 2**
- **Violence Prevention Programme 1**
- **Violence Prevention Programme 2**

In addition, the Centre offers a range of approved activities to meet the need of short term offenders including Life Skills Management and methods for controlling and managing addictions. A purposeful timetable offering a selection of interventions, taster sessions and wellbeing initiatives has been developed.

Through North Strathclyde Criminal Justice Authority protocols have been drawn up for Housing, Literacies, Addictions and Employability. External partners regularly attend the establishment to meet with prisoners both as part of the National Induction process but also as part of the Pre Release Programme. HMP Low Moss is actively involved as a key partner of the 3<sup>rd</sup> Sector Consortium.

The establishment continues to engage with contracted suppliers and service providers from the community as well as providing services from an internal network of service providers. Over the year, increased numbers have attended the Links Centre, taking part in a variety of services offered by external service providers:

- ***HOPE Group*** – advice and information on a variety of issues including family relationships and homelessness.
- ***East Dunbartonshire Housing***

- *West Dunbartonshire Housing*
- *Inverclyde Housing*
- *Renfrewshire Housing*
- *Glasgow Housing*

These housing agencies provide information and advice on tenancy closure, homeless applications and other housing issues that require resolving whilst in prison

- *SACRO* – Through care support service offering information and advice to ex-offenders and their families
- *ROOP* – Life coaches that provide support for those prisoners during the final eight weeks of their sentence. Including advice on employment homelessness and recovery from addiction
- *Alternatives Through Care Addictions Service* – Community based addictions service based in the West Dunbartonshire area.

Similarly, internal service providers have provided the following variety of services :

- *Smoking Cessation* – NHS addictions staff provide advice and support to assist in stopping smoking
- *REHIS Introduction* – Certificated instruction provided for those prisoners required to work in the prison kitchen
- *Emergency Aid* – basic emergency aid information and instruction
- *Big plus* – Information on internal education services and opportunities
- *Addiction and Mental Health Service* – One to one support provided by the NHS addiction nurses

**The National Core Screening process** is delivered to all prisoners housed at Low Moss and this process generates a **Community Integration Plan** for each individual prisoner that ensures that all referrals are followed through and actioned at the **Pre Release Interview**.

**Alcoholics Anonymous, Narcotic Anonymous** and **Prison Fellowship** are now well established and continue to deliver their services in the evening. In addition to this, Low Moss has also established a **Prison Listener Scheme**. This service is similar to that provided by the Samaritans in the community whereby prisoner have unrestricted access to a trained prisoner who will listen and support each individual in a confidential manner. The prisoners involved in the scheme are trained and supported by the Glasgow Samaritan team and this service has been greatly appreciated by the prisoner population.

## **5.6 Education**

Motherwell College is contracted, by the Scottish Prison Service (SPS), to deliver learning provision, at Low Moss Prison. The contract, focuses on the provision of: Literacy, Numeracy and IT Skills, and is reviewed annually by Low Moss and Headquarters SPS Management.

The Learning Centre (LC) is situated on the first floor of the main prison building within a bright, well equipped, functional area. The accommodation consists of a reception area and six

rooms: three general purpose teaching rooms, a quiet room, a staffroom and the Learning Centre Manager (LCM) office.

The LC is managed by the LCM and her staff compliment consists of a full-time Administration Assistant and 5.7 full-time equivalent (FTE) tutors, qualified in the disciplines:

- Numeracy and Mathematics,
- Literacy and English,
- English for Speakers of Other Languages (ESOL)
- Creative Writing
- Internet Technology (IT)
- Social Sciences and
- Creative Arts, including Music and Art.

All were appointed, after a rigorous recruitment process, and come from a variety of teaching backgrounds; some having previous teaching experience within prison establishments.

An Annual Learning Plan (ALP) is agreed between the prison and Motherwell College. It is reviewed annually by Prison Management and is heavily focused on the delivery of Core Skill (CS): Literacy Numeracy and IT, from SCQF Level 2 to Level 6. Some higher level study is possible via distance learning programmes with Dumfries and Galloway College and the Open University. Open Learning Applicants are required to make submission, to the Higher Education Access (SPS) Board, for permission to pursue courses or programmes.

The majority of lessons are delivered in four one and a half hour sessions, per day, within the LC. While the first sessions, morning and afternoon, are well attended, there appears to be problems locating and ushering learners for sessions 2 and 4. The majority of lessons are delivered in the LC and there appears to be little evidence of contextual learning elsewhere, particularly within the prison's Vocational Training (VT) workshops or prison working areas. There also appears to be limited use of the Prison Library by Learners.

Some innovative teaching approaches are used, for example Core Skills are embedded within the creative arts curriculum. There are numerous examples of learners developing their CS's within creative writing, poster art and the impressive "Book Bug" project where prisoners are encouraged to support their children's early reading. Tutors and Prison Officers play an important supportive role here, after receiving valuable training from the Scottish Book Trust.

Another example of successful partnership working is the popular Film Group, initiated by the Chaplaincy Team. The Chaplains, supported and assisted by LC tutors, encourage the prisoners to reflect on the moral and ethical issues raised by each film.

A few Learners are undertaking Bookkeeping, Business Studies and Care open learning programmes, through Dumfries and Galloway College, and two are studying Open University degree level programmes.

All prisoners are made aware of learning provision, as they enter prison. Those serving sentences in excess of 6 months are individually interviewed, within the first two weeks of their sentence, and follow up contact is then made four weeks later. Prisoners are initially asked, to identify their current core skills level, by completing a diagnostic screening test. While take up of the test is variable, specific attention is paid to those prisoners serving in excess of six months who are then actively encouraged, with the assistance of an LC staff member, to

prepare an Individual Learning Plan (ILP). Prisoners serving less than 6 months also complete an ILP which focuses more directly on immediate goals while in prison.

The LC delivered 32862 hours of education in this first year of operation. Disappointingly, however, in common with other prisons, only about 35% of the total prison population chose to engage in learning. The timetabling system appears to restrict learning choice as does the capacity of the learning centre which limits the number of learners who can be catered for in a session. This will, however, be remedied when the prison's Vocational Training (VT) workshops and prison working areas (contextual learning) are fully utilised.

Learners generally remained committed to their studies, with long term prisoners, particularly, displaying strong dedication. The Remand Prisoner population is in excess of 100 prisoners, so two learning sessions per week are allocated specifically for them. They are, however, very poorly recruited and attended. On the other hand, prisoners on the Positive Impact Programme (PIP), a Low Moss Prison initiative, are well motivated and attend regularly - making a positive commitment to their Learning. There could be a lesson to be learned from this. Hall Staffs have sole responsibility for their PIP groups and take a very proactive approach in encouraging prisoner participation. This contrasts with the Remand Prisoner situation, where Hall Staffs do not have similar responsibilities.

As stated earlier, the curriculum is heavily focused on the CS's: Literacy Numeracy and IT. The Big Plus Challenge assessment tool is used in determining learners literacy and numeracy levels. This is appropriate, given that Prisoners, on release, are encouraged to engage with their local Adult Literacy Groups (ALG), who also use Big Plus Challenge materials. The LC facilitates this by maintaining good links with the ALGs through the North Strathclyde Criminal Justice Authority Literacy Team.

While good quality learning opportunities are available at the prison and impressive progress has been made in the first year of operation, there is nonetheless, the need to substantially increase learning engagement by addressing the following:

- Resolving the issue of rounding up learners for Sessions 2 and 4 of the daily timetable.
- Using the PIP approach to recruiting learners from the Remand Prisoner population.
- Adopting a Tutor/ VT Instructor partnership approach to contextual learning within the Prison Workshops/Spaces.
- Using the Prison Library more effectively.

## **5.7 Prison Estate & Administration**

There have been no major issues with the establishment although contractors are still carrying out snagging. The majority of this is due to building settlement and faulty equipment supplied by the contractor.

Settlement has caused a number of superficial cracks in internal walls which is being addressed by the contractor as defects. Likewise, some flooring has bubbled and the contractor is also attending to this.

There have been particular issues with the catering trolleys which are used for moving food from the kitchen to the accommodation areas. The trolleys did not stand up well to the prison use and have since been refurbished as part of defects liability with a different element being installed.

An item in the kitchen that has caused problems is the steam boiling pans. These are supplied from a small steam generator and due to fluctuating gas pressure they have proved to be unreliable. The contractor has carried out a number of fixes / repairs such as replacing parts in the kitchen gas governor and changing the meter to ensure it is not restricting the supply. Currently the designers and main contractor are trying to establish the root cause of the problem.

There has been a loss of power on numerous occasions and teething problems with the standby generator have also been experienced. The standby generator problems have now been repaired. This allows a relatively seamless change from mains to standby power when the electrical supply is lost.

A number of corner protrusions (mainly at doorways) and the stair balustrades have been protected and reinforced since these can be struck by the catering trolleys when moving to and from the kitchen.

White rock wall protection has been installed in waiting areas and areas of high movement as the painted wall surfaces were suffering.

It was identified that a number of water vessels were not protected by buffers. The contractor is currently building buffers to ensure any water leaks will be contained.

The building design, which incorporates more open and light accommodation, facilities and meeting areas has been very successful. The use of external lighting and space ensures that the building is not oppressive in any way.

Overall, given the high level of technology and amount of security systems that have been installed, there have been remarkably few long term reliability issues.

## **5.8 Food**

Low Moss Prison has the most modern kitchen in SPS and is run by 1 Manager and 8 staff who utilise a bank of 45 prisoners, of which 30 work a shift Monday to Friday and 15 work a shift at weekends. The management and staff also provide a 15 week training course for prisoners who gain an SVQ2 qualification which can be beneficial to prisoners on their release.

The kitchen provides an excellent variety of meals on a three weekly cyclical menu with three choices for lunch time and tea time. All diets and religious requirements are catered for. All meat products used in the kitchen are Hal Al.

The kitchen produces three meals a day for approximately 720 prisoners totalling 2160 meals per shift. The average cost of the meal per head is £2.38 and complies with the 5 a day fruit and vegetable portion healthy eating guidance.

The kitchen staff also accommodate all special events throughout the year, such as:

- Burns Night
- St Andrews Day
- Easter
- Christmas

They also provide fruit; sandwiches; juices and birthday cakes during family visits funded from the common good fund.

This kitchen, thanks to the co-operation of manager, staff and prisoners, runs like a well-oiled machine with everyone able to carry out their respective roles. The overall ambience is excellent.

## **5.9 Equality and Diversity**

The Scottish Prison Service Vision is “Making Scotland safer by protecting the public and reducing reoffending”.

Underpinning this, the Mission Statement is:

- to keep in custody those committed by the courts;
- to maintain good order in each prison;
- to care for prisoners with humanity;
- to encourage prisoners to take opportunities which will reduce the likelihood they re-offend and help reintegrate them back into their community.

And its Values are:

- Respect: We work with fairness, justice and honesty and have proper regard for others needs and rights.
- Integrity: We apply high ethical, moral and professional standards in our conduct.
- Teamwork: We work together and with partners to provide safety, support, efficiency and improved outcomes.
- Equality: We work together to embed the principles of equality, diversity and inclusion to promote a culture of openness, transparency and fairness in all we do.

The SPS has developed, therefore, a Strategic Framework for Valuing Diversity, Promoting Equality and Human Rights that enables staff at Low Moss to ensure that equality, diversity, inclusion and human rights are mainstreamed at the core of all its work and embedded at all levels within the organisation.

## **5.10 Work and Industries**

The prison offers places in the following areas:

- |                                 |                            |
|---------------------------------|----------------------------|
| • Laundry                       | • Passmen                  |
| • Timber Machining              | • VT Plumbing              |
| • Waste Management              | • VT Joiners               |
| • Ground and garden Maintenance | • VT Painters / Decorators |
| • Training Kitchen              | • VT Hairdressing          |
| • Kitchen                       | • VT Industrial Cleaners   |

All prisoners receive payment for work and three of the workshops offer bonus payments for productivity. A bonus payment may be had in the timber production workshop, an environmental bonus in waste management and a blood and bio-hazard bonus for industrial cleaning. If prisoners refuse the work they are allocated or through their own actions have excluded themselves from work, no payment is awarded under the Status 6 Rule.

HMCIP Report recommended that prisoners in the kitchen and laundry should be offered the opportunity to obtain a qualification in the relevant area. In Low Moss an SVQ level 2 award can be had in laundry operations and it is now possible for prisoners to take catering

qualifications in the kitchen; food production and cooking. 5 prisoners achieved the award. These vocational qualifications awarded to prisoners reflect well on the quality of training provided.

The timber workshops have undertaken contracts to make furniture for HMP Corntonvale. To meet deadlines the prisoners worked voluntary overtime to complete the furniture within the timescale.

The workshops produce very high quality goods and train prisoners in skills, which will be of use to them on release. The ratio is 12 prisoners to 1 member of staff and there are 2 members of staff in each workshop. Both production workshops currently offer a production bonus. It is hoped that in 2014 qualifications will be able to be offered thus enhancing employability on release.



## SECTION 6

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

#### 6.1 Family Visits

The Visiting Committee members have been interested to note that Low Moss has adopted a system where relatives of the prisoner make the request for and booking of visits. Whilst there were some teething problems relating to the telephone booking system, the process does seem to have settled down well. In addition, the father and children special visits have been very successful allowing prisoners to maintain bonds with their children. All the indications are that this approach to family visits is well received and helps to reinforce cohesiveness at a difficult period for the family.

#### 6.2 Health Service

The Visiting Committee is concerned at the level of complaints relating to the Health Service. The service is provided directly by the NHS and any complaints need to be processed through the normal NHS system. This appears to be a tortuous process and requires complaints to be sent to the Community Health Partnership for resolution. A locally based system might be more responsive and assist resolution of issues before they escalated to this level.

#### 6.3 Complaints Statistics

The table below sets out the number and type of complaints that have been dealt with through the SPS Complaints Procedure during the year.

	PCF 1		PCF 2
	CLYDE	KELVIN	
Blanks	4	2	
Canteen	33	20	5
Clothing	3	1	1
Confidential Access	2	1	1
Correspondence	15	5	12
Discrimination (Race)		3	2
Discrimination (Religion)		1	
Downgrading	1		
Education	3	2	4
Exercise	1	2	3
Family Contact			1
Food	46	11	9
Gymnasium	11	4	2
HDC		47	14
Home Visits		2	3

	PCF 1		PCF 2
	CLYDE	KELVIN	
ICC Decision			2
ICM			1
Laundry	2	3	
Mail			8
MDT		3	1
Medical	37	23	45
NHS Nutritional			1
Orderly Room	2	5	2
Parole	3		
Physical Environment	20	12	4
PPC	33	17	13
Privileges	6	9	3
Prison Regime	44	24	9
Programmes	52		11
Progression	8		9
Property	66	25	15
Protection			1
Punishment	1	6	12
Recreation		1	4
Religious Services			1
Reports			3
SEL			1
Staff	18	21	43
Sundry Purchases	41	32	3
Supervision Level	4		2
Telephones	15	12	5
Transfers	5	9	11
Visits	73	19	24
Wages	28	10	4
Work	23	15	11
<b>Total</b>	<b>600</b>	<b>347</b>	<b>306</b>

## SECTION 7

### THE WORK OF THE VISITING COMMITTEE

The Visiting Committee has expanded since the opening of the prison in March 2012 from 5 members in June to 11 by the end of this reporting period. A cycle of 5 rotas, with 2 (or 3) members covering half a month at a time, has been established.

In the early days many of the complaints related to quality and quantities of food, but this has declined now. By the end of the reporting period the most significant area of complaints related to health care. The committee will be following developments in this area closely.

<b>Visiting Committee Statistics and Membership</b>	
	<b>2012/13</b>
Recommended complement of VC members (per Rule 155)	15
Number of VC members at start of the reporting period	5
Number of VC members at end of the reporting period	11
Number of new VC members joining within the reporting period	8
Number of VC members leaving within the reporting period	2
Total number of VC committee meetings during reporting period	5
Average number of attendances at Board meetings during reporting period	5.60
Total number of applications/complaints received	50
Total number of rota visits to the prison by VC Members:	
Bob Freebairn	8
Hugh McGloin	9
Anne Jarvis	7
Andrew Nisbet	8
Martin Brennan	4
Jim Brown	4
George Black	4
Derek Bibby (resigned)	1
Alan Moir	1
Bill Brown	1
Stewart Collins	1
Alistair Carmichael	1
Betty Cunningham(resigned)	0
Total	49

<b>Applications/Complaints Statistics</b>		
<b>Subject</b>	<b>2011/12</b>	<b>2012/13</b>
Accommodation	N/A	0
Diversity related	N/A	0
Education/training/work	N/A	2
Estate issues (conditions)	N/A	0
Family/visits	N/A	4
Food	N/A	3
Health related	N/A	15
Inter-establishment transfers	N/A	3
Personal property	N/A	0
Staff/Prisoner related	N/A	8
Parole/Release/Compassionate Leave	N/A	4
No show/Case Resolved Prior to Visit	N/A	8
Miscellaneous	N/A	3
<b>Total</b>		<b>50</b>

**VISITING COMMITTEE TRAINING RECORDS 2012/13 HMP LOW MOSS**

MEMBER'S NAME	VC TRAINING DELIVERED LOCALLY								NATIONAL TRAINING (AVC)			
	Induction (date)	Tour (date)	Expenses	Rotas	Interviews	Requests/ Complaints	Minute Book	Other (State)	FC/1	CD/1	Chair/ Vice Ch.	Annual Conference
Black, George	23/10/2012	23/10/2012										
Brennan, Martin												
Brown, Jim	23/10/2012	23/10/2012										
Bibby, Derek	23/10/2012	23/10/2012										
Carmichael, Alas												
Collins, Stuart												
Freebairn, Bob	23/10/2012	23/10/2012										
Jarvis, Anne	23/10/2012	23/10/2012										
McGloin, Hugh	23/10/2012	23/10/2012										
Moir, Alan	23/10/2012	23/10/2012										
Nisbet, Andrew	23/10/2012	23/10/2012										
** 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)
	ACT & Fire Aware (David Kinny)	PPT (Various)				
Black, George	23/10/2012	10/11/2012				
Brennan, Martin						
Brown, Jim	23/10/2012	10/11/2012				
Bibby, Derek	23/10/2012	23/10/2012				
Carmichael, Alas.						
Collins, Stuart		19/11/2012				
Freebairn, Bob	23/10/2012	23/10/2012				
Jarvis, Anne	23/10/2012					
McGloin, Hugh	23/10/2012					
Moir, Alan	23/10/2012					
Nisbet, Andrew		07/01/2013				