



HMIPS

HM INSPECTORATE OF
PRISONS FOR SCOTLAND

INSPECTING AND MONITORING

REPORT ON HMP DUMFRIES

FULL INSPECTION

11-22 MAY 2015

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INTRODUCTION AND BACKGROUND

HM Chief Inspector of Prisons for Scotland (HMCIPS) assesses the treatment and care of prisoners across the Scottish Prison Service estate against a pre-defined set of standards. These Standards are set out in the document 'Standards for Inspecting and Monitoring Prisons in Scotland', published March 2015 which can be found at <https://www.prisonsspectoratescotland.gov.uk/>.

The Standards reflect the independence of the inspection of prisons in Scotland and are designed to provide information to prisoners, prison staff and the wider community on the main areas that are examined during the course of an inspection.

The Standards provide assurance to Ministers and the public that inspections are conducted in line with a framework that is consistent and that assessments are made against appropriate criteria.

While the basis for these Standards is rooted in International Human Rights treaties, conventions and in Prison Rules, they are the Standards of Her Majesty's Inspectorate of Prisons for Scotland (HMIPS).

This report is set out to reflect the performance against these standards and has 10 main sections:

Standard 1	Lawful and transparent custody
Standard 2	Decency
Standard 3	Personal safety
Standard 4	Health and wellbeing
Standard 5	Effective, courteous and humane exercise of authority
Standard 6	Respect, autonomy and protection against mistreatment
Standard 7	Purposeful activity
Standard 8	Transitions from custody to life in the community
Standard 9	Equality, dignity and respect
Standard 10	Organisational effectiveness

HMIPS assimilates information resulting in evidence based findings utilising a number of different techniques. These include:







- obtaining information and documents from the Scottish Prison Service (SPS) and the prison inspected;
- shadowing and observing Prison Service and other specialist staff as they perform their duties within the prison;
- interviewing prisoners and staff on a one-to-one basis;
- conducting focus groups with prisoners and staff;
- observing the range of services delivered within the prison at the point of delivery;

- inspecting a wide range of facilities impacting on both prisoners and staff;
- attending and observing relevant meetings impacting on both the management of the prison and the future of the prisoners such as Case Conferences; and
- reviewing policies, procedures and performance reports produced both locally and by Scottish Prison Service headquarters specialists.

HMIPS is supported in our work by inspectors from Healthcare Improvement Scotland (HIS), Education Scotland, Scottish Human Rights Commission and the Care Inspectorate.

The information gathered facilitates the compilation of a complete analysis of the prison against the standards used. This ensures that assessments are fair, balanced and accurate. In relation to each standard and quality indicator, Inspectors record their evaluation in two forms:

1. A colour coded assessment marker.

Rating		Definition
Good performance		Indicates good performance which may constitute good practice.
Satisfactory performance		Indicates overall satisfactory performance .
Generally acceptable performance		Indicates generally acceptable performance though some improvements are required.
Poor performance		Indicates poor performance and will be accompanied by a statement of what requires to be addressed.
Unacceptable performance		Indicates unacceptable performance that requires immediate attention.
Not applicable		Quality indicator is not applicable .

2. A written record of the evidence gathered is produced by the Inspector allocated each individual standard. This consists of a statement against each of the indicators contained within the standard inspected. It is important to recognise that although standards are assigned to Inspectors within the team all Inspectors have the opportunity to comment on findings at a deliberation session prior to final assessments being reached. This emphasises the fairness aspect of the process ensuring an unbiased decision is reached prior to completion of the final report.

KEY FACTS

Location

HMP Dumfries is located approximately one mile to the west of Dumfries town centre just off Terregles Street.

Role

HMP Dumfries serves the local courts of Dumfries and Galloway. It holds up to 80 male offenders who are remanded in custody for trial and those convicted but remanded for reports. Short-term convicted male offenders may be retained at HMP Dumfries or transferred to another establishment according to their length of sentence and the availability of spaces.

HMP Dumfries also provides a national mainstream facility for holding up to 100 long-term and short-term offenders who require separation from mainstream offenders because of the nature of their offence, termed as offence related protection offenders.

Brief history

The prison opened in 1863 and housed male and female untried and convicted prisoners from the south-west of Scotland. Since 1951 it has undergone a number of changes. In 1951 it was designated as a Borstal and in 1987 it was designated as an establishment for holding long-term young offenders. It adopted its current role in 2004.

Accommodation

There are five main residential halls A, B, C, D and E and a basement B Zero which includes prisoners on observation/separation.

Design capacity

The current design capacity is 173.

Population held at time of inspection

At the time of inspection 176 prisoners were held – details of the prisoner population are outlined in Annex A.

Date of last inspection - 2011

Healthcare provider - NHS Dumfries and Galloway

Learning provider - New College Lanarkshire

Overview by HM Chief Inspector of Prisons for Scotland

Introduction

HMP Dumfries is one of the oldest prisons in Scotland, having been built in the 19th century. The historic buildings and dated accommodation present particular challenges for those who are running the prison, particularly in contrast to the more modern facilities in other prisons in Scotland.

One of the key factors examined during our inspections is the quality of relationships between prisoners and staff. In HMP Dumfries I was impressed with the positive relationships we observed and the constructive engagement that was evident between all staff and prisoners. This created a safe environment where mutual respect between all those in the prison was present.

Inspection Findings

In relation to the ten standards used to assess the outcomes for prisoners, one was assessed as **good**, seven as **satisfactory** and two as **generally acceptable**.

There was a clear sense of purpose and direction for all staff in the prison, led by an energetic and forward thinking Governor in Charge. Staff at all levels felt valued and had opportunities to contribute to the development of the prison. The prison had good relationships with community-based partners and had encouraged a high level of involvement in prison life. Prisoners were kept well informed of activities and events occurring in the prison.

Despite the age of the buildings, most areas of the prison were kept exceptionally clean. The old fashioned accommodation was cramped and the dormitories in particular were of a poor standard. The prison benefits from an impressive gardens area and large sports field. A popular gardens work party flourished as a result.

Because of the size of the prison population, many of the prisoners are well known by the staff. We found that vulnerable prisoners were cared for well. Access to healthcare services was good for both routine clinics and for community based healthcare specialists. The addictions team saw all prisoners and the multidisciplinary mental health team worked effectively. A review of staffing requirements in the health centre is overdue. Some further training and supervision for healthcare staff is required.

HMP Dumfries has a satisfactory range of activities for work and education, particularly for long-term prisoners. Access to purposeful activities for short-term prisoners could be improved. The excellent citizenship and tenancy programme, accredited by SQA, was popular, providing practical support for prisoners as they prepared for returning to the community at the end of their sentence. The Integrated Case Management processes were well organised and provided good support to the prisoners and their families who were encouraged to attend. There was a good level of support provided for prisoners by the Throughcare Support Officers, linking with community groups and third sector organisations.

An impressive range of cultural activities was encouraged, such as engagement with the Wigtown Book Festival, and guitar and ukulele classes attended by both prisoners and staff. A local Alheimers group regularly attended the prison, to the benefit of all involved. Engagement with the White Ribbon campaign to counter domestic violence was also commended. The services provided by the chaplains was valued highly by the prisoners.

Good efforts were made to encourage contact between prisoners and their families. Visitors were dealt with courteously. Maintaining family contact was more difficult for those living considerable distances from Dumfries, particularly those outwith Scotland. We found that foreign national prisoners for whom English was not their first language had additional difficulties accessing information about prison services, including the provision of healthcare. This could be improved. We have identified a number of areas where further staff training is required.

Prisoners in HMP Dumfries told us that they felt safe. It was clear that good order in the prison was built on the quality of the relationships between staff and prisoners. This does not remove the requirement to have robust security measures around areas of vulnerability in the prison.

Next Steps











Overall, this is a good inspection report for HMP Dumfries. I look forward to seeing the action plan produced in response to the report, which will assist in improving standards even further. I hope that the areas of good practice will be taken up by other prisons in Scotland.

As the action plan is implemented, HMIPS will continue to monitor the treatment and care of prisoners in HMP Dumfries.

A handwritten signature in black ink, appearing to read 'David Strang', with a long horizontal flourish extending to the right.

David Strang
HM Chief Inspector of Prisons for Scotland

Summary of Inspection Findings

Standard 1	Lawful and transparent use of custody	Satisfactory performance 
Standard 2	Decency	Satisfactory performance 
Standard 3	Personal safety	Generally acceptable performance 
Standard 4	Health and wellbeing	Satisfactory performance 
Standard 5	Effective, courteous and humane exercise of authority	Generally acceptable performance 
Standard 6	Respect, autonomy and protection against mistreatment	Satisfactory performance 
Standard 7	Purposeful activity	Satisfactory performance 
Standard 8	Transitions from custody to life in the community	Satisfactory performance 
Standard 9	Equality, dignity and respect	Satisfactory performance 
Standard 10	Organisational effectiveness	Good performance 

Good Performance

There were 17 good performance Quality Indicators 1.1, 1.4, 3.4, 5.7, 6.1, 6.19, 7.9, 7.17, 7.25, 8.3, 9.9, 10.1, 10.4, 10.5, 10.6, 10.9 and 10.10

STANDARDS, COMMENTARY AND QUALITY INDICATORS

Standard 1: Lawful and transparent use of custody

The prison complies with administrative and procedural requirements of the law and takes appropriate action in response to the findings and recommendations of official bodies that exercise supervisory jurisdiction over it.

Commentary

The prison ensures that all prisoners are lawfully detained. Each prisoner's time in custody is accurately calculated; they are properly classified, allocated and accommodated appropriately. The prison co-operates fully with agencies which have powers to investigate matters in prison.

Inspection findings

Overall rating: Satisfactory performance 


The administrative procedures for admitting prisoners are methodical and reliable, warrants are checked carefully and prisoners are classified appropriately on admission.

Initial assessments are thorough and are carried out sensitively. As far as possible care is taken to try and allocate prisoners to accommodation which meets their needs. A significant proportion of prisoners share accommodation and cell sharing risk assessments are conducted meticulously for all prisoners.

Prisoners are given clear and accurate information about their release dates shortly following admission. Prison managers discharge their statutory duties responsibly. There is a system which allows implementation of previous recommendations to be implemented but not all of these have been completed.

Quality indicators

1.1 Statutory procedures for identification and registration of prisoners are fully complied with.

Rating: Good performance 

HMP Dumfries received prisoners direct from both Dumfries and Stranraer Sheriff Court, as well as prisoners who were transferred in from other establishments. During the course of the inspection, we saw prisoners being admitted into the prison from both these categories and all processes were carried out in accordance with admission procedures.

There were robust assurance processes in place to ensure the management of warrants within the establishment was of a high standard.

1.2 All prisoners are classified and this is recorded on the prisoner's electronic record.

Rating: Satisfactory performance ●

When prisoners arrived in reception, their electronic record was opened which included their classification. Those arriving from another prison, who should already have this record in place, had them subsequently checked.

1.3 All prisoners are allocated to a prison or to a location within a prison dependent on their classification, gender, vulnerability, security risk or personal medical condition.

Rating: Satisfactory performance ●

Reception staff suitably allocated prisoners as they arrived in reception, taking cognisance of all the factors. We observed an elderly male prisoner who was entering prison for the first time, being spoken to at length by an officer who displayed a good understanding of the underpinning elements of this indicator.

1.4 A cell sharing risk assessment is carried out prior to a prisoner's allocation to cellular accommodation.

Rating: Good performance ✓

Cell sharing risk assessments were carried out routinely before prisoners were allocated to a cell. Staff, at a number of levels, appeared to have a good understanding of this process and the requirements at each stage.

There was an excellent audit and assurance process in place, complemented by a SharePoint site accessible to all staff. Of particular significance was the information entered by staff on PR2 (the electronic prisoner records system – version 2) where improvements could be seen in the quality of information that was entered. Subsequent checks by inspectors revealed that staff had entered critical information contained in warrant codes (such as football-related prejudice) in the appropriate place.

1.5 Release and conditional release eligibility dates are calculated correctly and communicated to the prisoner without delay.

Rating: Satisfactory performance ●

Critical dates were calculated when prisoners arrived, and the prisoners were given this information before leaving reception. There was a robust assurance process in place, overseen by the finance and administration manager, to ensure the information was accurate.

1.6 The statutory duties and powers granted to the governor or director are performed as required by law.

Rating: Satisfactory performance ●

We checked a range of legislation, including The Prisons and Young Offenders Institutions (Scotland) Rules 2011, Food Standards Act 1999 and Health and Safety at Work Act 1974. This confirmed that statutory powers granted to the Governor were performed as required by law.

1.7 Appropriate action has been taken in response to findings or recommendations of monitoring, inspectorial, audit or judicial authorities that have reported on the performance of the prison since the last full inspection.

Rating: Satisfactory performance ●

A previous recommendation by HMIPS, that a hatch be installed in reception, had been met. The establishment's action plan tracker, however, confirmed that there were a number of actions due for completion where timescales were not being met.

Standard 2: Decency

The prison supplies the basic requirements of decent life to the prisoners.

Commentary

The prison provides to all prisoners the basic physical requirements for a decent life. All buildings, rooms, outdoor spaces and activity areas are of adequate size, well-maintained, appropriately furnished, clean and hygienic. Each prisoner has a bed, bedding and suitable clothing, has good access to toilets and washing facilities, is provided with necessary toiletries and cleaning materials, and is properly fed. These needs are met in ways that promote each prisoner's sense of personal and cultural identity and self-respect.

Inspection findings

Overall rating: Satisfactory performance ●

HMP Dumfries is a historic building and the living accommodation is old fashioned and cramped. The cellular accommodation is of a reasonable standard but conditions in the dormitories are poor and prisoners complained about this.

Despite its age, the prison is clean throughout and there is very little evidence of graffiti.

There are suitable laundry arrangements and the standard of prison issue kit is reasonable. However, there are unnecessary restrictions placed on remand prisoners in relation to wearing their own clothes.

The menu provides all prisoners with a balanced diet and the opportunity for prisoners to dine communally has a 'civilising effect'.

Quality indicators

2.1 The prison buildings, accommodation and facilities are fit for purpose and maintained to an appropriate standard.

Rating: Generally acceptable performance ●

HMP Dumfries was built in the late 19th century and the original buildings are still used. Since the previous inspection there had been some investment, resulting in significant improvements to the prisoners' dining room, the board room, the visits room and to the entrance and admissions area, which had been completely refurbished. While these modernised areas were now all of a good standard, the residential areas, in particular the dormitory accommodation, remained cramped and very old-fashioned.

There are five main residential halls. Most of them provide single accommodation with integral sanitation, although D Hall has dormitory accommodation and C Hall has an electronic night sanitation system. The standard of accommodation and facilities for the majority of prisoners were reasonably good. Most cells visited during the inspection were clean and all had individual lockable safes, as well as televisions, kettles, tables, chairs and storage containers. There was an absence of graffiti and many prisoners showed some pride in maintaining their environment, often personalising their cells by displaying photographs or pictures.

Short-term and remand prisoners located in D Hall amounted to almost a quarter of the total population. Conditions in D Hall were generally poor and not as good as for the other prisoners. The dormitories were badly decorated and a number were quite dirty. Furnishings were sparse and the overall environment in this part of the prison, in contrast to what we found elsewhere, was run down and unkempt. Prisoners living in D Hall complained to the inspectors about the conditions they were living in. They raised concerns about sharing cramped accommodation, sometimes with individuals who had poor personal hygiene. They were also critical about the poor ventilation and consequent lack of fresh air in their cells.

All prisoners should have access to clean, properly maintained and adequately equipped accommodation.

2.2 Good levels of cleanliness and hygiene are observed throughout the prison ensuring procedures for the prevention and control of infection are followed.

Rating: Generally acceptable performance 

Despite the many difficulties associated with using some out-dated buildings, as we found during our last full inspection, most parts of the prison continued to be clean. Apart from in D Hall, which we have already referred to in 2.1, the living areas were all clean, as were the communal spaces.

There was an efficient and well-organised group of 'prisoner cleaners' who maintained high levels of hygiene across the prison and we observed them dealing with spillages promptly and efficiently.

2.3 Cleaning materials are available to all prisoners to allow them to maintain their personal living area to a clean and hygienic standard.

Rating: Generally acceptable performance 

All prisoners had direct access to the cleaning fluids and suitable cleaning equipment, which was kept on each of the halls. They were encouraged by staff to keep their cells clean and most prisoners did so. The arrangements seemed to work particularly well for prisoners serving long-term sentences, who were more invested in maintaining good living conditions for themselves. However, this approach was not as successful with short-term and remand prisoners located in D Hall, where turnover was high. Living conditions and levels of cleanliness were found to be

poorest in D Hall and prisoners occupying this part of the prison did not appear to be willing, or able, to keep their cells clean by themselves.

Levels of cleanliness in D Hall should be improved and staff should support prisoners living there to maintain decent standards.

2.4 All prisoners have a bed which is fit for purpose and in good condition.

Rating: Satisfactory performance ●

The bed frames were old and of a basic design, but were still serviceable. The mattresses were standard issue and were also in reasonable condition. There were suitable arrangements in place to replace old mattresses and we did not receive any complaints from prisoners about the standard of the beds.

2.5 All prisoners are given sufficient bedding or are allowed to supply their own. Bedding is in good condition, clean and can be laundered regularly.

Rating: Satisfactory performance ●

The standard of bedding was adequate and we received no complaints about this during the inspection. The duvets, sheets and pillows we checked were all of a serviceable standard. Prisoners were not permitted to use their own bedding for safety reasons, but sufficient, clean linen was provided (as required, and on a regular basis) through an efficient and reliable laundry service.

2.6 A range of toiletries and personal hygiene materials are available to all prisoners to allow them to maintain their sense of personal identity and self-respect.

Rating: Satisfactory performance ●

When they arrived, all prisoners were issued with basic personal items to keep themselves clean and presentable. This included soap, shampoo, a toothbrush, toothpaste and a razor. Any of these items could be replenished free of charge, on request. Prisoners could purchase additional personal items, from a reasonably wide selection of branded products, through the canteen.

2.7 All prisoners have access to washing and toileting facilities that is either freely available to them or readily available on request.

Rating: Generally acceptable performance ●

Most prisoners had access to integrated sanitation and had hand basins in their cells for washing, or for drinking water. Apart from in D Hall, the communal toilet and shower facilities were clean and well-maintained.

In C Hall, which holds around 40 prisoners, there is a 'night-san' system where prisoners press a bell in order to gain access to communal toilet facilities on the landing. Although this system was antiquated and appeared rather clumsy and

cumbersome, we received no complaints about it. Prisoners that we spoke to about the 'night-san' arrangements said they worked efficiently, and some prisoners said that they preferred it, as it meant they could sleep in a cell without a toilet, which they thought was more hygienic.

2.8 All prisoners have supplied to them or are able to obtain for themselves a range of clothing suitable for the activities they undertake. The clothes available to them are in good condition, fit for purpose and allow them to maintain a sense of personal identity and self-respect. Clothing can be regularly laundered.

Rating: Generally acceptable performance ●

When they arrived, prisoners were issued with two sets of prison clothing to cover their basic needs. Money had been invested in this area and the quality of the kit had recently improved. Prisoners were provided with reasonably well-fitting clothing which was of a decent standard. Special arrangements could be made to purchase clothing for 'hard-to-fit' prisoners to ensure that they were not disadvantaged. The laundry arrangements were efficient and allowed prisoners to keep their clothes clean.

Prisoners were allowed to keep one set of their own clothes and hold a spare set in reception.

We received a significant number of complaints from prisoners who thought it was unfair that they could not purchase clothing directly. Indeed, this particular measure seemed to generate a disproportionate amount of frustration among prisoners. The prisoner handbook outlines that only those who receive 'no visits (or limited visits)', will be permitted to purchase clothing and only 'where there is seen to be a need'. We felt that this approach was also too restrictive and the criteria being applied was not clear. In addition, we felt that it undermined the attempts being made elsewhere in the prison to encourage prisoners to take more responsibility for themselves.

All prisoners should be able to wear their own clothes when they are not at work.

Remand prisoners should be able to wear their own clothes when they choose.

More responsive administrative arrangements should be introduced, which allow prisoners to take responsibility for purchasing their own clothing.

2.9 The meals served to prisoners are nutritionally sufficient, well-balanced, varied, served at the appropriate temperature and well presented.

Rating: Satisfactory performance ●

Most prisoners ate their meals in the communal dining area. This was a brightly lit, modern and functional space which resembled a works canteen. During the inspection, the atmosphere in the dining area was relaxed, although we were told that occasionally flash points could occur, due to being one of the few places where large groups of prisoners were able to mix.

Prisoners seemed to appreciate the opportunity to dine together and judging by the harmonious behaviour we observed, it appeared to have a 'normalising' effect.

The food which we tasted during the inspection was found to be wholesome and the portion sizes were reasonable.

There were two sittings for meals, one for short-term prisoners and one for long-term prisoners. Prisoners located in B Hall, Landing 1, who were generally less physically able, took their meals on the landing where it is transported to them in heated boxes. Some of these prisoners complained that they received smaller portions than those eating in the dining room, although this was not evident during the inspection.

2.10 The meals served to each prisoner conform to their dietary needs, cultural or religious norms.

Rating: Satisfactory performance ●

The menu had been changed in March 2015 following consultation with prisoners. As a result, the lunch meal was now 'lighter', reflecting what prisoners said they ate outside. The savings made following this change were being used to make the dinner meal more appetising.

Prisoners had three choices of meal for both lunch and dinner every day, including a healthy option and a vegetarian option. Prisoners requesting a medical diet needed to be assessed by healthcare staff prior to receiving this.

We received complaints from some prisoners about the lack of variety in the menu but we felt that the menu was balanced and reasonable care was taken by the catering staff to try and meet everyone's needs.

The Imam was appropriately and actively consulted about the catering arrangements for religious festivals and curry nights were held on a regular basis. Consultation meetings were held where prisoners could raise any concerns about the catering arrangements. We were told by catering staff that one of the benefits of 'dining in', was that prisoners had the opportunity to speak to staff and tell them what they thought of the food, while they were being served at the hotplate.


Standard 3: Personal safety

The prison takes all reasonable steps to ensure the safety of all prisoners.

Commentary

All appropriate steps are taken to minimise the levels of harm to which prisoners are exposed. Appropriate steps are taken to protect prisoners from harm from others or themselves. Where violence or accidents do occur, the circumstances are thoroughly investigated and appropriate management action taken.

Inspection findings

Overall rating: Generally acceptable performance 

Levels of violence within the prison are not high. Risk is assessed carefully and staff supervise prisoners effectively. Where conflict arises matters are dealt with appropriately on an individualised basis.

The procedures for dealing with Health and Safety are sound.

Dumfries is a safe prison and its small scale and the quality of the relationships between staff and prisoners help contribute towards this. Staff know their prisoners well and this greatly assists them in effectively managing vulnerable prisoners. This includes those from minority backgrounds, as well as those who may present a risk to others.

Work with prisoners at risk of self-harm is good but records do not always reflect this.

Bullying is dealt with effectively and the consensual way the prison is run helps limit this type of behaviour.

Incidents requiring an emergency response are not frequent. The arrangements in place to deal with this are proportionate, although there are some training deficits and the old fashioned design of the buildings can make communication difficult.

Quality indicators

3.1 All reasonable steps are taken to minimise situations that are known to increase the risk of aggressive or violent behaviour. Where such situations are unavoidable, appropriate levels of supervision are maintained.

Rating: Satisfactory performance 

The nature, size and make-up of HMP Dumfries render it somewhat of an unusual environment. Systems and processes have been designed to fit with issues that are likely to arise. During the inspection we attended the tactical tasking and co-ordination group and it was clear that in this forum, any possible issues in relation

to violence would be explored in some detail. Appropriate action would then be taken in order to mitigate any risks.

We observed effective supervision on a daily basis, for example, during route movements and meal times.

3.2 The requirements of Health and Safety legislation are observed throughout the prison.

Rating: Satisfactory performance ●

There is a well-established process in place for the management of Health and Safety throughout the prison. Recent minutes were produced in relation to meetings held and documentation was provided to support the inspection aspect of the processes. A database is also held and satisfactory explanation was provided in relation to its management and underpinning usage in providing assurance against legislation.

3.3 All activities take place according to safe systems based on realistic risk assessments.

Rating: Satisfactory performance ●

Mainstream and protection prisoners had access to shared facilities within the prison. When we observed critical activities such as meal times, route movement and access to the gym or health centre, it was evident that this was being managed in a safe manner. The small population at HMP Dumfries and the good relationships between prisoners and staff seems to aid the process of risk assessment. During discussions with staff at all levels, it was obvious that risk assessment was common practice with particular emphasis paid to areas where sole officers work.

3.4 The behaviour of staff contributes to the lowering of the risks of aggression and violence.

Rating: Good performance ✓●

We had no doubt that HMP Dumfries was a safe prison, if not the safest in Scotland. Throughout the inspection, the team as a whole, observed a number of instances, which confirmed the existence of excellent staff-prisoner relationships throughout the prison. During pre-inspection focus groups, staff and prisoners unanimously confirmed that they felt they had good relationships.

3.5 Care is taken during the period immediately following the admission of a prisoner to ensure their safety.

Rating: Satisfactory performance ●

As mentioned in 1.3, we observed the admission of an elderly male prisoner who was coming into custody for the first time. The reception officer carried out the initial

Act 2 Care¹ assessment interview in an exemplary manner, using and taking account of all relevant information, as well as non-verbal clues presented by the prisoner. Residential staff then managed the individual in a respectful and dignified manner.

3.6 The prison implements thorough and compassionate practices to identify and care for those at risk of suicide or self-harm.

Rating: Generally acceptable performance ●

During the course of inspection a Case Conference was attended where the first line manager was particularly impressive in his attempts to aid the prisoner. A specific example was his willingness to consider bringing the prisoner's mother in to see him in a bid to break his cycle of behaviour.

Act 2 Care documentation was checked and critical information was missing such as signatures and more concerning the lack of documentary evidence that the prisoner had been seen by a doctor even though there can be no doubt after checking with several parties involved that this was in fact the case.

3.7 The prison takes particular care of prisoners whose appearance, behaviour, background or circumstances leave them at heightened risk of harm or abuse from others.

Rating: Satisfactory performance ●

During an in-depth interview with the residential unit manager, it was apparent that prisoners falling into this category were managed on a case-by-case basis. We were given specific examples, for example, ex-police and prison staff who had been successfully managed and integrated into HMP Dumfries. This was achieved by careful location and on going engagement by staff at a number of levels, in order to ensure the safety of individuals concerned.

3.8 The allocation, management and supervision of prisoners known to present a risk takes into account the nature of the risk they present.

Rating: Satisfactory performance ●

Staff at a number of levels were able to give specific examples of how such prisoners would be managed and integrated. This process was supplemented by the tactical tasking and co-ordination group, where specific risks or threats would be discussed and mitigated.

¹ Act 2 Care is the SPS system for identifying prisoners at risk of self-harm or suicide. It aims to address the risk of suicide and suicidal behaviour and promote a caring environment where those in distress can ask for help.

3.9 Where bullying or harassment of prisoners is suspected or known to have taken place, steps are taken to isolate those responsible from their current or potential victims and to work with them to modify their behaviour.

Rating: Satisfactory performance ●

The size and population of HMP Dumfries enables staff and management at a number of levels to efficiently deal with anyone who exhibits behaviours of this nature. The residential unit manager provided examples of how this was managed in a constructive manner. Staff and prisoners verified that positive relationships with each other ensured that incidents of bullying or harassment were more likely to be passed to relevant managers, allowing appropriate action to be taken.

There was an evident feeling emerging from prisoners we spoke to, that they wanted to remain in HMP Dumfries and this had become a factor in minimising this type of behaviour.

3.10 Those who have been the victims of bullying or harassment are offered support and assistance.

Rating: Satisfactory performance ●

It was evident from a number of sources that prisoners falling into this category would be well supported in HMP Dumfries. The Listener² Scheme, personal officers and staff in general, were all offered as examples of where support would come from. This was a view widely held by prisoners during consultation.

3.11 Allegations or incidents of mistreatment, intimidation, hate, bullying, harassment or violence are investigated by a person of sufficient independence and lead to appropriate management action.

Rating: Generally acceptable performance ●

We were provided with evidence that investigations into complaints of this nature were carried out by an appropriate individual and that requisite action was taken where necessary. The anti-bullying strategy was not utilised, with the preferred approach being to manage each case on its own merits. Prisoners reported that they would be confident in reporting any of the allegations outlined in this indicator, due to positive relationships they had with staff.

3.12 Systems are in place throughout the prison to ensure that a proportionate and rapid response can be made to any emergency threat to safety or life that might occur.

Rating: Generally acceptable performance ●

It was unanimously reported by a range of staff and prisoners, that there were very few instances requiring a rapid response at HMP Dumfries. A proportionate and

² Listeners are fellow prisoners who provide confidential emotional support to other prisoners.

rapid response could be provided when required, although some concerns were expressed about the ability to do this at times when staffing was at a minimum, such as at the weekend.

3.13 There are emergency means of communication and alarms throughout the prison; they are tested regularly and are working satisfactorily.

Rating: Satisfactory performance ●

Alarm tests were carried out on a weekly basis during the patrol period on a Sunday. We saw evidence that any faults reported were dealt with timeously, resulting in normal service resuming at the earliest opportunity.

There were currently two methods of raising the alarm within the prison: via a traditional hardwired system, or personally using a facility on the staff radio. It was reported that using the radio facility could lead to some confusion on occasion, due to difficulties in pinpointing the exact location of the origin of the alarm.

3.14 There is an appropriate set of plans for managing emergencies and unpredictable events and staff are adequately trained and exercised in the roles they adopt in implementing the plans.

Rating: Generally acceptable performance ●

There was a comprehensive set of contingency plans supported by a thorough and well-managed process for their on going management. We saw evidence of a recent exercise where staff carried out the role they would undertake in the event of a real emergency.

Comments from staff training managers revealed some problems with getting staff to the required competency in certain training.

For instance, when we checked staff training figures for control and restraint, phase 1, they showed that from October 2014 to November 2015, the percentage of fully trained staff fluctuated between 66.2% and 87.1%. The highest percentage (89.5%) was in November which falls short of the required numbers.

Standard 4: Health and wellbeing

The prison takes all reasonable steps to ensure the health and wellbeing of all prisoners.

Commentary

All prisoners receive care and treatment which takes account of all relevant NHS standards, guidelines and evidence-based treatments. Healthcare professionals play an effective role in preventing harm associated with prison life and in promoting the health and wellbeing of all prisoners.

Inspection findings

Overall rating: Satisfactory performance 

No formal review has been carried out of healthcare staffing since the transfer from the SPS to the NHS in 2011. There are no arrangements to evaluate healthcare services and currently there are some gaps in specialist service provision, in particular mental health.

Access to healthcare services is good for most prisoners but clear information is not available for non-English speakers.

The facilities and record keeping are of a professional standard. Although staff do not receive formal clinical supervision, the healthcare service provided is generally of a professional standard.

The prison has positive relationships with community based healthcare specialists.

All prisoners receive a healthcare screening on admission. There is some evidence of care planning, but it is not used extensively.

There is a suitable range of medical clinics and the arrangements to deal with transmissible diseases are sound. There are suitable measures in place to carry out preventative work.

Healthcare staff understand their legal and ethical responsibilities working in the prison.

It is unclear if there are sufficient staff trained in first aid available within the prison, outside of office hours. The contents of emergency packs were not always up-to-date and there are not sufficient defibrillators within the prison. Healthcare staff do not rehearse emergency procedures, this is a weakness.

Quality indicators

4.1 There is an appropriate level of healthcare staffing in a range of specialisms relevant to the healthcare needs of the prisoner population.

Rating: Generally acceptable performance 

HMP Dumfries manages a range of adult male offenders who are on remand, short-term, long-term and protection prisoners. There is an emerging profile of older prisoners with chronic healthcare needs.

The core healthcare team comprised:

- health centre manager
- three registered general nurses, Band 5
- a registered mental health nurse, Band 5 – half-time primary health care
- a registered nurse – addictions/blood borne virus
- a psychiatrist
- 2.8 WTE addictions case workers
- two administration staff
- two general practitioners.

The service operates seven days a week, Monday- Friday: 07:15-21:00 and on weekends: 08:15-17:15.

At the time of inspection, there were two registered nurses rostered on shift. The registered mental health nurse was dividing her time between mental health and primary health care, but proportionately, spending less than half of her time on mental health cases which was having an obvious impact on the mental health service provided to prisoners. The mental health nurse had a waiting list and, although urgent referrals were prioritised, on-going work with prisoners was limited. This was currently being addressed, and a full-time registered general nurse was being recruited to enable the mental health nurse to concentrate solely on delivering mental health interventions. It was anticipated that the post would be filled in August 2015. HMIPS will monitor this.

There was currently no system in place to monitor service outcomes or to measure effectiveness of care. **This is a weakness.**

There was no pharmacy assistant post. Nursing staff carried out all tasks in relation to organising and dispensing medication. **This is a weakness.**

At the time of inspection the staffing of the healthcare team had not been subject to review since it was transferred from the SPS to the NHS in 2011. It was noted that there was limited contingency to cover annual leave and staff sickness. **This is a weakness.**

4.2 Prisoners have direct confidential access to a healthcare professional.

Rating: Generally acceptable performance 

All prisoners received an initial health screen by a nurse, when they arrived or transferred to the prison. The GP was required to see all new admissions within 24 hours and transferred prisoners within 72 hours. However, in many cases prisoners were seen by the GP the next day.

Prisoners requested an appointment to healthcare services verbally via an officer. They were usually seen that day at the triage clinic where they were referred, if appropriate, to the GP or allied healthcare services. This worked well and we observed a timely response to requests to be seen. Referral forms were not used, and information was not available in other languages for non-English speakers. **This is a weakness.**

A Voice over Internet Protocol (VoIP) system (called Telehealth) has been installed and is available for prisoners to access specialist services. This should improve access for prisoners to specialist services without the need to attend appointments outside the prison.

During the inspection, we attended clinics and consultations and these were carried out in a confidential and respectful manner.

4.3 Appropriate confidentiality of healthcare consultations and records is maintained in the prison.

Rating: Satisfactory performance 

The health centre had a treatment room and a consulting room. Additionally, a large satellite treatment room next to the Halls was available for use. Observations showed that prisoner confidentiality was maintained.

Prisoner healthcare records were managed efficiently by the health centre administration officer. They were maintained largely on Vision (the NHS electronic patient record). All healthcare professionals had access to Vision and were provided with a secure log-on. Physical records were kept in lockable cabinets in a locked storeroom and access was restricted to health centre staff. Records accompanied prisoners on transfer and were returned to local prison on discharge.

Prisoners gave consent for information about their healthcare needs to be passed to prison officers in cases where they had a health condition with possible identified risks. This information was limited to those who needed to know.

Staff had received training in data protection and confidentiality, and were aware of professional codes of practice and their responsibilities in relation to these.

4.4 Healthcare provided in the prison meets accepted professional standards.

Rating: Generally acceptable performance 

The nursing staff at HMP Dumfries were working within the appropriate code of practice and all met current registration requirements.

Staff reported that their training needs were being met and that there was access to external training when required with their training records being held on HT.net.

The healthcare manager attended regular NHS Dumfries and Galloway charge nurse meetings and information regarding practice, policies and procedures was a standing agenda item. Monthly meetings also included an element of training; recently these had included nail care, electrocardiogram, aseptic technique and the revised code of conduct.

There is no system in place for staff to receive formal clinical supervision. **This is a weakness.**

Staff did not receive regular appraisal and most did not have access to the NHS personal development programme due to computer log-in issues. **This is a weakness.**

The management of medication was generally acceptable. However, we observed staff administering medication without confirming the identification of the prisoner. Staff reported that, being a small prison, they knew the prisoners well and that they would always confirm the identification of a new prisoner. Staff should always confirm correct prisoner prior to administering medication.

NHS Dumfries and Galloway do have a medication policy, although this is general to healthcare settings and not specific to managing medication in a prison. It would be beneficial if such specific guidance was available to staff.

4.5 Where the healthcare professional identifies a need, prisoners are able to access specialist healthcare services either inside the prison or in the community.

Rating: Satisfactory performance 

NHS Dumfries and Galloway provided a range of specialist health professionals within the prison, including dentistry, an optician, a podiatry service, the blood borne virus (BBV) team, physiotherapy and occupational therapy.

The dentist provided weekly sessions but at the time of inspection, did have a waiting list of 32 prisoners awaiting initiation of treatment plans. Two additional sessions over and above the normal weekly sessions had been planned to address this.

There was a waiting list for the mental health nurse and as discussed in section 4.1 there were plans to address this.

The healthcare staff had positive relationships with community-based healthcare specialists. Prisoners' healthcare records showed evidence that prisoners had access to external healthcare provision and this was confirmed in conversations with prisoners and staff. Prison administration staff and healthcare staff co-ordinated appointments and transfer arrangements.

Healthcare staff had introduced an information form which gave prisoners appropriate information about their different outpatient appointments, for example, about fasting. **This is an area of good practice.**

Prisoners reported being reluctant to attend the local hospital as they were unhappy sitting in the public waiting area in handcuffs, as per SPS policy. The manager reported that this had been discussed at the NHS Dumfries and Galloway charge nurses meeting. Developing a discreet waiting area for prisoners was being considered to reduce this barrier.

4.6 Prisoners identified as having been victims of physical, mental or sexual abuse are supported and offered appropriate treatment. The relevant agencies are notified.

Rating: Satisfactory performance ●

During the inspection, the healthcare team responded quickly to requests from prisoners to be seen. Prisoners were seen confidentially and were encouraged to discuss any concerns with staff. Physical injuries were treated immediately either at the health centre or at the local hospital. The GP was on call outside health centre hours.

There was appropriate support in place for prisoners identified as suffering abuse, including a sexual health clinic, counselling with the mental health nurse and external referrals to clinical psychology. Additionally, the chaplaincy services provided pastoral support and advocacy.

Open Secret is a voluntary organisation providing support and counselling to victims of abuse, to which prisoners could refer themselves, if they felt it was appropriate.

The intelligence management unit was notified of any concerns regarding prisoner safety.

4.7 Care is taken during the period immediately following the admission of a prisoner to ensure their health and wellbeing.

Rating: Satisfactory performance ●

As discussed at 4.2, all newly admitted and transferred prisoners receive a health screen by a primary care nurse. The screen included consideration of a prisoner's past medical history, physical health, mental health and addiction issues. Appropriate referrals were made at this time if further assessment and care was required.

All prisoners were seen by the GP for medical assessment, usually the next day, and appropriate medication was prescribed. Clinical observations were taken including blood pressure, pulse and weight. For prisoners who were identified as being in withdrawal, a detoxification regime was prescribed by the GP and the prisoner was monitored.

All prisoners were seen by the addictions team for assessment.

If a prisoner had been placed on Act 2 Care during their assessment at reception, prison staff passed this documentation to healthcare so that they could complete the health assessment and implement risk management procedures, as necessary.

4.8 Care plans are implemented for prisoners whose physical or psychological health or capability leave them at risk of harm from others.

Rating: Generally acceptable performance 

Care plans were implemented for prisoners when clinically indicated.

The mental health nurse utilises the Act paperwork to document the care plan for prisoners on Act 2 Care.

For prisoners whose physical and or mental health is of concern, consent is sought to provide sufficient information to SPS to ensure officers are aware of issues and interventions required.

Regular case reviews were undertaken; the multidisciplinary mental health team met monthly and reviewed prisoners with mental health issues who required regular monitoring. We witnessed very good communication between prison and healthcare staff when managing challenging prisoners.

There is limited use of care plans, however the chronic health register is used to monitor prisoners with enduring health problems and those prisoners are regularly reviewed.

Staff reported that care plans are developed when it is clinically indicated. However, there was no clear guidance on when a care plan should be implemented or reviewed. This should be developed to ensure a consistent approach.

4.9 Healthcare staff offer a range of clinics relevant to the prisoner population.

Rating: Satisfactory performance 

HMP Dumfries provided a satisfactory range of clinics to meet the needs of the prisoner population (see 4.1 and 4.5).

As discussed, we found that there were waiting lists for two healthcare specialists – the mental health nurse and the dentist and both were being addressed (see 4.5).

The service does not have systems in place for quality assurance. There is no data set or KPIs gathered or analysed about healthcare outcomes for prisoners that could inform service provision, other than in relation to addiction services.

4.10 Preventive healthcare practices are implemented effectively in relation to transmissible diseases.

Rating: Satisfactory performance ●

A range of BBV testing is available for prisoners, including HIV, Hepatitis and sexually transmitted diseases. Hepatitis A and B vaccines are offered to all prisoners and there is a Hepatitis C treatment programme available to prisoners who meet the requirements. The annual flu vaccine is also offered to those in the at risk groups.

The health centre manager and the addictions nurse are part of the public health BBV management care pathways which is the system in place to guide how care is delivered.

Staff were aware of how to employ procedures and reporting requirements in the event of an outbreak and there were appropriate isolation facilities should they be needed.

4.11 Preventive healthcare practices are implemented effectively in relation to the maintenance of hygiene and infection control standards.

Rating: Generally acceptable performance ●

Five members of healthcare staff were trained as cleanliness champions. This ensured that there was advice on cleanliness available, when required.

All health centre rooms complied with infection control standards. Appropriate clinical hand washing sinks and mixer taps were in place.

Drug fridge temperatures were monitored and recorded.

Cleaning of the health centre was previously signed off by a nurse within the health centre. However, this no longer took place and no reason could be provided for this. **This is a weakness.**

There was an infection control committee which the health centre manager advises on, there is an identified Infection Control Nurse for the prison who provides the formal link between health centre manager, the infection control team and NHS Dumfries and Galloway Infection Control Committee.

4.12 Preventive healthcare practices are implemented effectively in relation to the assessment, care and treatment of those at risk of self-harm or suicide.

Rating: Generally acceptable performance 

If mental health issues were identified on a prisoner's arrival to prison, a referral was made to the mental health nurse for further assessment with input from a psychiatrist who provides sessions every two weeks or as required.

If the prisoner was identified as being at risk, ACT 2 Care was initiated as per the policy. Multidisciplinary case conferences with an agreed plan of care were implemented, management strategies included enhanced observations or accommodation in safer cells.

We attended a case conference and observed that prisoners were very much included and consulted.

A review of the documentation showed that on two occasions the doctor's assessments had not been completed, although the prisoners had been assessed by the doctor.

A mental health multidisciplinary meeting was held monthly between healthcare staff and the SPS. This meeting was used to review those identified as at risk. This was a positive, collaborative meeting that ensured consistency of approach when managing challenging individuals.

The Chaplaincy Team also provided support to prisoners, and Listeners were available on request.

4.13 Preventive healthcare practices are implemented effectively in relation to the care and treatment of those exhibiting self-harming and addictive behaviours.

Rating: Satisfactory performance 

At the initial health screening prisoners were questioned about the use of alcohol and substances, including when they last used, and they were assessed for signs of withdrawal.

The addictions team saw every prisoner admitted or transferred and undertook a focused assessment. There were various interventions available, including detoxification, smoking cessation, substitute prescribing, harm reduction (including safer drug use education), Naloxone training, and participation in an alcohol recovery programme (Alcohol Star). There was an addictions counsellor based with the throughcare team.

At the initial health screening, information was gathered on suicidal thoughts and on self-harming behaviour. Referrals were made to the mental health nurse as appropriate. The mental health nurse also distributed a self-harm pack to prisoners

where required, which included first-aid dressings. Intravenous drug using prisoners are provided with clean needles on liberation if requested.

4.14 Health education activities for both prisoners and staff are implemented throughout the prison.

Rating: Satisfactory performance ●

A range of literature on various health topics was provided for prisoners on notice boards, leaflets and on the electronic information system.

Prisoners received health education advice through various clinics, about harm reduction, blood borne viruses and about maintaining mental health.

Regular health promotion events were held in partnership with the SPS, and the healthcare team provided information and health advice to prisoners and their families.

There was no written information about health services in translation for speakers of other languages, or any kind of information in a pictorial form, for prisoners who may have literacy or language difficulties. **This is a weakness.**

4.15 Healthcare professionals working in the prison are able to demonstrate an understanding of the particular ethical and procedural responsibilities that attach to practice in a prison and to evidence that they apply these in their work.

Rating: Satisfactory performance ●

Staff demonstrated respect for prisoner confidentiality and we observed respectful interactions. Communication between healthcare staff and officers was positive and staff showed a comfortable balance in observing security restraints on the prison regime and in delivering healthcare.

The healthcare manager met with the prison management team twice a week. This provided an opportunity to review operational issues, address potential problems or review incidents and improve practice.

4.16 Every prisoner on admission is given a health assessment, supplemented, where available, by the health record maintained by their community record. Care plans are instituted and implemented timeously.

Rating: Satisfactory performance ●

On arrival, all prisoners had a health assessment as described in Quality Indicators 4.2 and 4.7 and this is recorded on Vision.

We observed that care plans were in place for prisoners who required clinical interventions such as wound care and nutritional support. Prisoners were reviewed regularly at the clinics.

The health centre manager reviews all care plans but there is no recorded audit process, this should be resolved

4.17 Healthcare records are held for all prisoners. There are effective procedures to ensure that healthcare records accompany all prisoners who are transferred in or out of the prison.

Rating: Satisfactory performance ●

Healthcare records were held for all prisoners: paper records exist for previous records and an electronic record was also maintained. Healthcare professionals accessed this system using a secure log-on which was changed regularly.

Records were transported between establishments in sealed bags and we were informed that this system worked well. The health centre administrator undertook regular reviews of healthcare records.

4.18 Healthcare professionals exercise all the statutory duties placed on them to advise the governor or director of any situations in which conditions of detention or decisions about any prisoner could result in physical or psychological harm.

Rating: Satisfactory performance ●

There were systems and processes in place to ensure healthcare staff made appropriate notifications in cases where there could possibly be physical or psychological harm to prisoners, for example, if a prisoner was not fit to work or required access to treatment in the community. Notifications regarding health concerns of prisoners were made by healthcare staff to SPS in relation to restraint and confinement concerns.

4.19 Healthcare professionals fully undertake their responsibilities as described in the law and in professional guidance to assess, record and report any medical evidence of mistreatment of prisoners and to offer prisoners treatment needed as a consequence.

Rating: Satisfactory performance ●

Prisoners who reported mistreatment were seen confidentially and were given a medical examination at the health centre to assess the evidence.

Any information affecting the welfare of prisoners would be passed on to appropriate management within SPS using the intelligence reporting system, which allows concerns to be discussed quickly. SPS would initiate an investigation and police involvement as appropriate.

Prisoners would be offered support, counselling and appropriate protective measures if required.

Healthcare staff worked within a professional code of conduct and staff in all clinics were aware of reporting responsibilities and of documenting incidents and injuries.

4.20 Effective measures that ensure the timeous attendance of appropriate healthcare staff in the event of medical emergencies are in place and are practised as necessary.

Rating: Poor performance 🟡

Prison staff had received first-aid at work training but told us that they did not carry out first-aid on prisoners. This raised concern about whether there were adequately trained staff present outside health centre hours.

There were two emergency packs: one was maintained at the health centre and the other in the satellite unit. Both emergency packs were checked monthly and we observed that these were signed as being checked and correct. However, dressings packs were noted to be significantly out-of-date and the emergency packs did not contain a defibrillator. The prison only had one defibrillator and this was maintained at the gatehouse. **This is a weakness.**

Healthcare and prison staff did not practice mock codes to ensure all are aware of the emergency procedures. An example of this was highlighted when healthcare staff reported that, on occasion, when responding to a code they did not receive help unlocking doors from officers and time was wasted while they undertook this task while carrying the emergency equipment. **This is a weakness.**

4.21 Appropriate steps are taken prior to release to assess a prisoner's needs for on going care and to assist them in securing continuity of care from community health services.

Rating: Satisfactory performance 🟢

The healthcare team had positive links and connections with external community services, including the community addictions team, GPs, substance misuse services and voluntary sector services.

Discharge letters were provided for community GPs, detailing current medical issues, treatments and medication.

Appropriate links were established with mental health services and notifications were made when a prisoner was due for release.

There was a close working relationship between the throughcare team and addictions team and we observed examples of effective discharge planning.

Prisoners were unable to register with a community GP until they had been released from prison, which created additional risks and barriers for newly released prisoners. **This is a weakness.**


Standard 5: Effective, courteous and humane exercise of authority

The prison performs the duties both to protect the public by detaining prisoners in custody and to respect the individual circumstances of each prisoner by maintaining order effectively, with courtesy and humanity.

Commentary

The prison ensures that the thorough implementation of security and supervisory duties is balanced by courteous and humane treatment of prisoners and visitors to the prison. Procedures relating to perimeter, entry and exit security, and the personal safety, searching, supervision and escorting of prisoners are implemented effectively. The level of security and supervision is not excessive.

Inspection findings

Overall rating: Generally acceptable performance 

Front of house entry and exit processes are efficient, although there are delays during busy periods.

The procedures for monitoring the perimeter fence are not sufficiently robust.

Searches of parcels coming in to the prison are not always reliable.

Suitable checks are carried out on prisoners permitted temporary release, but the documentation is not always completed fully.

The level of self-harm is low and vulnerable prisoners are looked after well. Supervision of prisoners throughout the prison is sound.

Disciplinary procedures are administered fairly.

There is too much variation in the way searches of prisoners are carried out.

There is a lack of clarity in the way roll checks are completed.

Drug testing is carried out in line with the required procedures.

Quality indicators

5.1 Prison staff discharge all supervisory and security duties courteously and in doing so respect the individual circumstances of prisoners and visitors to the prison.

Rating: Satisfactory performance 

The newly refurbished front of house entry and exist processes were professional, friendly and efficient during 'quiet' times. However, during high transient times, such as staff shifts starting/ending and at visit times, there were queues resulting in a large number of people congregating in the vestibule area.

Where the metal detector indicated, no staff or visitor was searched by an officer; instead the hand-held metal detector wand was used. Permission was sought and an explanation given when this was the case. We observed that viewing the X-ray machine when putting boxes through was inconsistent.

Prisoner visitors were escorted to a small waiting room with a TV information channel. However, no literature or refreshments were available. Visitors were then taken through to the visits area. It was evident that the staff and visitors were familiar with each other. Visitors were searched by an officer, which was observed as being generally acceptable. On one occasion we observed that the dog handler was present. The supervision in the visits was unobtrusive with three staff and one first line manager present on both occasions observed. Use of close circuit television was in line with policy.

5.2 The procedures for monitoring the prison perimeter are suitable and working effectively.

Rating: Poor performance 

The walkway around the perimeter fence is significantly overgrown with weeds and nettles. As a result inspectors were not able to check over half of the external perimeter. A regular maintenance programme should be put in place to ensure ease of access.

Much of the perimeter fence does not appear have signage denoting zone areas, this is a weakness.

We were informed by staff that internal checks of the exercise yards are not carried out before prisoners go out for exercise. This is a significant security risk, especially as we had already been informed that the prison had recently experienced packages coming over the wall into the exercise yard.

The procedures for monitoring the prison perimeter should be strengthened so that they always work efficiently.

5.3 The systems and procedures for the admission and release of prisoners are implemented effectively and courteously.

Rating: Satisfactory performance ●

We observed two releases to court in the reception area:

- On arrival in reception prisoners were strip-searched, then placed in a holding room awaiting collection.
- When G4S (the contractor who provides the prisoner escorting service) arrived, the prisoner was asked to sit on the body orifice security scanner (BOSS) chair, and then searched. The search was not of a good quality, by either the officer or G4S staff.
- On one occasion the BOSS chair alarmed. The prisoner was asked to remove items like their watch and wedding ring, but continued to set off the BOSS chair. The staff member asked G4S staff if they were content to still take the prisoner, which they did. This is not in line with policy or safe systems of work procedures. **This is concerning and a weakness.**
- The officer was unclear of what to do when the BOSS chair alarmed, stating it was the first time it had happened.
- The officer and G4S staff treated the prisoner efficiently and courteously. It was evident (due to the dual role of officers and transient nature of the prison population) that they knew the prisoners well and were familiar with their history.

Both prisoners observed going to court did not speak English as their first language. However, they appeared to have understood instructions and when asked if they had, they confirmed this. Prison staff informed G4S of the potential language barriers. The G4S van was positioned immediately outside the reception door which made for quick, low risk transfer into the vehicle. We observed that other prisoners were in the vicinity (under supervision), but exiting processes were robust and minimised any flight risk by other prisoners via the G4S van. The release of personal property is covered in 5.22.

When prisoners are released, the prison conducts an exit interview. This is a local questionnaire and covers: bullying/violence; extremism/racism; drugs; mobile phones; food, recreation; physical training; staff issues and throughcare. It is completed by the intelligence manager with the prisoner and is not anonymous.

A sample (11 questionnaires during April and May 2015) was provided and analysed as follows:

- no one reported they had been a victim of bullying by staff or prisoners
- two prisoners(18%) said that they witnessed violence
- only one prisoner (9%) said that they felt unsafe
- three prisoners (27%) had been offered drugs
- no one reported being offered use of a mobile phone
- three prisoners (27%) did not use throughcare support
- three prisoners (27%) expected to return to custody.

Prisoners were asked to rate out of 10 (with 10 being good), some aspects of prison life. The following show some average scores:

- food 6.7
- recreation 6.8
- PT 8.2 (of the seven who accessed the gym).

General comments made included:

- more work parties for short-term prisoners (multiple)
- jail really good, staff very good – best staff I have ever worked with
- the Governor is doing a good job, the jail is changing for the better
- more time out of cell
- understand better people with learning difficulties.

5.4 The systems and procedures for access and egress of all other people are implemented effectively and courteously.

Rating: Satisfactory performance ●

As outlined in 5.1, the access and egress systems of all other people (staff/visitors) were found to be satisfactory overall. Positive interaction with those entering the establishment was observed at all times. However, when leaving the prison we did note some inconsistencies – some prison staff asked inspectors and others to show their key chains (to ensure that keys were not being taken out of the prison), but most staff did not.

Staff operating the X-ray machine asked for inspector ID, both when we arrived and left the establishment. We observed that this was not evident for visitors when they announced who they were there to visit. The staff relationships with visitors seemed to be what enabled visitors to enter without showing ID.

Staff at front of house were always found to be friendly. On some occasions there were queues during busy periods (shift start times), which resulted in staff being hurried through and the X-ray machine not being properly examined as items were put through.


Staff entering the prison were not routinely searched after the metal detector alarmed, the hand held metal detector wand was used in most but not all of these cases.

Visitors were searched on arrival in the visits room. This was observed and the dogs at that time were also deployed. This was conducted in line with policy and in a professional and efficient manner.

The systems in place for access and egress of deliveries and G4S was observed. This was compliant with policy and checklists were in place, and updated throughout the process of admitting and exiting these visitors to the establishment. The

searching of these individuals was to an acceptable level. The relationships were good and it was evident that they were frequent visitors with the exception of one driver who was new, and English was his second language. The officer ensured the process was fully explained.


5.5 The systems and procedures for controlling the entry and departure of goods to and from the prison are working effectively.

Rating: Poor performance 

A log is kept of all parcels coming in to the establishment. However the contents of all packages received are not always checked. We were told that in some cases packages are put through the X ray machine, but during the inspection we did not observe this taking place. The lack of reliable checking presented an unnecessary risk.

The two deliveries of food which we observed showed that searching of the vehicle was carried out in line with the specified procedure and supervision of the deliveries was robust from the gate to the kitchen.


5.6 The risks presented to the community by any prisoner are assessed and appropriate security measures are adopted.

Rating: Poor performance 

Checks that we saw undertaken for the exceptional escorted day's absence (EEDA) process were robust. Relevant information from the security department and residential areas is used to carry out risk assessments and to establish if prisoners meet the relevant criteria.

A sample of Prisoner Escort Records (PERs) were checked and found that they were not always completed fully. One record, for a high risk individual, did not contain a risk assessment and there was a gap in recorded information of at least four hours. When this issue was raised with managers at the prison the establishment responded promptly and efficiently to deal with it.

5.7 The risks presented to others in the prison by any prisoner are assessed and appropriate supervision is enforced.

Rating: Good performance 

Prisoner supervision system forms were completed on arrival with the process starting at reception up to point of admission, (see 5.8).

In the event of problematic behaviour/violence (reported as being infrequent), the Rule 95 (removal from association) process was applied. Hall B Level Zero was used for those on Rule conditions/those removed from mainstream conditions, and this was normally for a period of 24 hours, with no prisoners being held beyond this period.

Due to the staffing and accommodation issues within HMP Dumfries, there was little scope for keeping separate those prisoners who pose a risk to others. The strategy was to transfer these prisoners to another establishment, normally to HMP Barlinnie or HMP Kilmarnock. The prison has experienced no issues with being able to transfer prisoners as necessary.

Unconvicted/short-term prisoners are kept separate from long-term prisoners as appropriate/feasible.

Intelligence briefings were held daily and acted upon. The level of intelligence was reported as being low. It was continuously stated that the staff knew the prisoners so well that intelligence submissions were lower than would be expected. Issues were dealt with effectively due to their relationship with, and knowledge of, their prison.

Risk and needs are communicated well, for staff working in specific units. They are available via PR2 for operational staff to view as necessary. Management stated this area worked well due to the relationships between staff and prisoners.

The cell sharing risk assessment (CSRA) process ensured that risk and needs are taken account of. The CSRA process operating at HMP Dumfries was to a very high standard with robust primary and secondary checks in place. This was an **area of good practice**.

5.8 The risks presented by any prisoner to themselves are assessed and appropriate supervision is applied.

Rating: Satisfactory performance ●

The level of self-harming behaviour by prisoners was reported to be low. The prison follows the ACT 2 Care strategy closely. Staff refresher training is planned effectively and managed efficiently. In some cases the Act 2 Care documentation lacks sufficient detail.

We interviewed a prisoner who had recently been subject to the ACT 2 Care process and he said that he had been well cared for and was very complimentary about the staff who looked after him.

At the time of the inspection two prisoners were located in the 'safer cells', in Hall B Zero. Staff working there displayed a good knowledge and understanding of the ACT 2 Care process.

Prisoners are offered the support of a Listener and family members are able to attend case conferences. However not all PIN phones in residential areas have the Samaritan telephone number on display.

5.9 The systems and procedures for monitoring and supervising movements and activities of prisoners inside the prison are implemented effectively.

Rating: Satisfactory performance 

Prisoners have unrestricted movement to designated areas, but in most cases prisoners are closely supervised moving around the prison. There is a bulk route movement to activities and the dining hall, these arrangements appear to function well.

Prisoners are not always searched when they arrive at their destination within the prison, but the strength of the relationships and the knowledge that staff possess about prisoners, mitigate the risk of conflict arising.

5.10 The systems and procedures to maintain the security of prisoners when they are outside the prison are implemented effectively.

Rating: Generally acceptable performance 


As outlined at 5.6, PERs do not always provide sufficient information and sometimes risk assessments are inadequate, particularly for prison supervised escorts. Documentation associated with temporary release should always be comprehensive and complete, providing evidence which leads to a reasoned judgement.

5.11 The prison disciplinary system is used appropriately and in accordance with the law.

Rating: Satisfactory performance 

Prisoners generally tend to be co-operative and poor conduct is infrequent. The disciplinary procedures are not widely used but when they are, we found they were administered fairly. We observed one adjudication involving a particularly vulnerable individual which was managed very professionally.

5.12 The law concerning the searching of prisoners and their property is implemented thoroughly.

Rating: Poor performance 

Searching procedures are applied inconsistently. On two occasions we observed a strip search in reception, then a body search on immediate transfer from reception. None of these searches were robust with prisoners only being partially checked.

When we heard the BOSS chair signal an alarm, a further search did not take place as it should have done. **This is concerning.**

Prisoners could get access to their property by submitting a request form. There was no fixed response time for this, but we were informed that urgent requests were prioritised.

5.13 The law concerning the testing of prisoners for alcohol and controlled drugs is implemented thoroughly.

Rating: Satisfactory performance 

The prison does not test for alcohol but standard SPS procedures are followed for substance misuse. We were informed that annual prevalence tests showed lower than average numbers of prisoners being admitted under the influence of drugs in comparison to other establishments, with testing showing a further reduction on release. The procedures for testing prisoners who are actively progressing through the system, closely followed the relevant guidance.

5.14 Searches of buildings and grounds and other security checks are carried out thoroughly.

Rating: Poor performance 

Management stated that buildings searches were undertaken periodically, although a local search plan was not available, and there were no searches of buildings or grounds during our inspection.

No assurance/evidence sheets were provided to evidence that previous searches of the grounds (for instance, the exercise yards) were carried out daily. It was reported that this was undertaken, prior to prisoners going into the exercise yard or attending the grounds work party.

There were written assurance/evidence sheets available for perimeter checks, but these were not signed by the person responsible. They were all retained electronically by the head of operations and not kept readily available for other areas within the prison.

Inspectors were informed that the dog unit did not undertake checks of the external perimeter.

Managers did not seem clear about roles and responsibilities for this quality indicator. **This is a weakness.**

5.15 The systems and procedures for tracking the movements of prisoners and reconciling prisoner numbers are implemented accurately.

Rating: Generally acceptable performance 

Although there was a great deal of scrutiny involved, number checks and the tracking of prisoners movements was carried out inconsistently. There was also a lack of clarity about which senior manager had overall responsibility for this task. **This is a weakness.**

5.16 The integrity of locking systems is audited effectively and with appropriate frequency.

Rating: Satisfactory performance ●

HMP Dumfries operates a tally system for the exchange of keys. This system operates on a blue/red tally system to distinguish between the exchange of both keys and radios.

During the period of the inspection it was found that blue tallies were on red hooks. The officer on shift was unaware that this should be checked. It was evidenced that the head of operations regularly sampled/audited the key vend/tally system.

The audit conducted in January 2015 by the SPS audit and assurance team gave substantial assurance to the processes at HMP Dumfries.

5.17 Powers to confine prisoners to their cell, to segregate them or limit their opportunities to associate with others are exercised appropriately, with humanity and in accordance with the law.

Rating: Satisfactory performance ●

On the rare occasions where prisoners are confined to their cells, they are allocated to Hall B Level Zero, where there were two supervising officers who had constant interaction with the segregated prisoners. Prisoners were not usually held in these conditions for longer than 24 hours. The overall approach adopted within the establishment was to try and minimise the need to confine prisoners to their cell and we found this worked quite successfully.

5.18 The management of prisoners segregated from others is effected in accordance with the law and with regard for their continuing need for a stimulating programme of activities and social contact and for treatment aimed at enabling their return to normal conditions of detention as soon as can be achieved safely.

Rating: Satisfactory performance ●

We were informed that prisoners are only segregated rarely. While prisoners in these circumstances not engaging in work or purposeful activity are confined to their cells, they are still permitted to attend visits and appointments and are also able to dine communally. The cells used to hold prisoners in segregation are in decent condition.

5.19 Powers to impose enhanced security measures on a prisoner are exercised appropriately and in accordance with the law.

Rating: Satisfactory performance ●

HMP Dumfries has not had to use special security measures over the past few years. Some time ago, a prisoner was considered for such measures but was transferred

out of the establishment instead, negating the need. Management satisfied inspectors that the process, if required, would be implemented in accordance with guidance and prison rules and operating procedures.

As such, there was no evidence to support special security measure practices that had been previously applied. It was reported that if a prisoner was thought suitable for special security measures, there would be logistical issues, and therefore immediate transfer out would be required.

5.20 Force is used only when necessary and strictly in accordance with the law.

Rating: Generally acceptable performance 

There had been 18 instances where force had been used over the previous seven month period. We found no evidence that force was used inappropriately. However some of the relevant documentation was incomplete.

Staff are properly trained in the use of force and appropriate refresher training is also carried out.

5.21 Physical restraints are only used when necessary and strictly in accordance with the law.

Rating: Satisfactory performance 

There was no evidence of physical restraints having been used in recent years. We interviewed staff who articulated a clear understanding and knowledge of the restraints policy.

5.22 Prisoners' personal property and cash are recorded and, where appropriate, stored.

Rating: Unacceptable performance 

Property is stored in the reception area within a locked storage area. The property is held in separate bags, listed and audited regularly. Each property bag has a security seal, but staff sometimes accessed bags without the prisoners being present.

When a prisoner was discharged from the establishment, the reception officer retrieved any valuable property from the general office, unsealed the main property bag and placed the valuable property inside. Again, this was not always done in the presence of the prisoner. The bag used to transfer valuable property to and from reception was not always sealed.

We also discovered some frailties in the way prisoners cash was accounted for. These matters were brought to the attention of prison managers who quickly convened a meeting to address the issues.

Standard 6: Respect, autonomy and protection against mistreatment

A climate of mutual respect exists between staff and prisoners. Prisoners are encouraged to take responsibility for themselves and their future. Their rights to statutory protections and complaints processes are respected.

Commentary

Throughout the prison, staff and prisoners have a mutual understanding and respect for each other and their responsibilities. They engage with each other positively and constructively. Prisoners are kept well informed about matters which affect them and are treated humanely and with understanding. If they have problems or feel threatened they are offered effective support. Prisoners are encouraged to participate in decision making about their own lives. The prison co-operates positively with agencies which exercise statutory powers of complaints, investigation or supervision.

Inspection findings

Overall rating: Satisfactory performance 

The relationships between staff and prisoners are consistently good. The living conditions are cramped and this makes it difficult to maintain privacy. The atmosphere within the prison is generally calm and activities and routines are usually carried out on a consensual basis. Additional restrictions on prisoners are uncommon but where this is necessary, the measures followed are proportionate.

The allocation of prison jobs appears fair but is over reliant on one individual.

Prisoners are kept well informed about what is happening in the establishment and the consultation arrangements are sound. The complaints system works efficiently.

Prisoners have good access to legal advice but more needs to be done to promote the rights of prisoners from a foreign national background.

Quality indicators

6.1 Relationships between staff and prisoners are respectful. The use of disrespectful language or behaviour is not tolerated.

Rating: Good performance 

Overall, we were impressed at the quality of relationships between staff and prisoners. In our discussion groups, prisoners were positive about staff, saying they found most staff friendly and helpful. This was reinforced by similar comments prisoners made to us during the course of the inspection and by our own observations.

Staff also spoke about prisoners in a constructive way, often showing an interest and concern in their welfare, which fostered a culture of mutual respect. Staff had high expectations about the conduct of prisoners, and we saw little evidence of poor

conduct. On occasions where we did observe inappropriate behaviour by prisoners, staff challenged this appropriately.

6.2 Staff respect prisoners' needs for privacy and personal life.

Rating: Satisfactory performance ●

Given the lack of space and cramped conditions, the living environment at HMP Dumfries is claustrophobic. Prisoners are always in close proximity to one another and it is therefore very difficult to maintain privacy. Nevertheless, we observed officers knocking on cell doors before they entered and on one occasion, a member of staff asked a group of prisoners to lower their voices while another prisoner was trying to make a personal telephone call.

Each prisoner had access to a small lockable container in their cell, where they could keep personal items safely.

Staff told us that if they were imparting sensitive news to a prisoner who was living in shared accommodation, they would take him to another part of the prison, where they could hold a confidential conversation.

6.3 Staff respect prisoners' rights to confidentiality in their dealings with them.

Rating: Satisfactory performance ●

We saw no evidence of staff breaching a prisoner's confidentiality and received no direct complaints from prisoners about this. As we have already indicated, the physical environment does not lend itself to allowing prisoners much privacy. However, within these constraints, the interactions we observed indicated that staff did what they could to try and respect prisoner confidentiality.

Staff were conscious that when discussing prisoners' personal circumstances this should be done in private. We observed an example of this when officers dealt with a prisoner on increased observation, in a sensitive and discreet way.

Personal documents relating to prisoners were held safely and we had no concerns about the way privileged correspondence was dealt with.

6.4 Staff achieve an environment within the prison that is orderly and predictable. Their use of authority in achieving this is seen by prisoners as legitimate.

Rating: Satisfactory performance ●

Staff morale is reasonably good and the majority of prisoners we spoke to were content to be located at HMP Dumfries. Interactions between staff and prisoners were consistently respectful and the prison was run on a consensual basis. A good example of this was how efficiently meal times were conducted, where large numbers of prisoners gathered every day without any serious incidents taking place. Despite the high number of singleton posts, prison routines were followed reliably and activities were not often cancelled. Officers were able to deal with most conflict situations informally and voices were seldom raised. In the small number of cases where staff

did have to intervene formally, prisoners tended to accept this and did not see it as being oppressive.

6.5 Staff challenge prisoners' unacceptable behaviour or attitudes whenever they become aware of it. They do this in a way that is assertive and courteous.

Rating: Satisfactory performance ●

The standard of behaviour and conduct by prisoners was generally good and we did not observe many examples of staff having to make challenges.

We were informed of a situation where the Imam had needed to address homophobic comments made by prisoners and this was reportedly done in a professional but firm way.

We did receive complaints from prisoners who thought that they were being treated unfairly by the 'criminal justice system', because they believed they were innocent. It was evident from talking to members of staff that they were aware of the risks presented by collusion or conditioning. It was clear that these prisoners had been correctly advised by staff that they were simply being treated according to their legal status.

6.6 Any limitations imposed on prisoners' freedoms or access to facilities are justified and the reasons for them are courteously communicated to the prisoners.

Rating: Satisfactory performance ●

Given the nature of the population held at HMP Dumfries and the high number of singleton staff, limitations or a curtailment of a prisoner's freedom was unusual. None of the prisoners held were subject to the more stringent restrictions, such as special security measures.

During the inspection, one vulnerable individual located on Hall B Level Zero, whose behaviour was also erratic, was subject to increased staff supervision. As a result of this, his access to communal activities was necessarily restricted. The approach adopted by staff was proportionate and it was explained to the prisoner in a way he could understand.

6.7 The operation of the system of privileges promotes a climate of activity and purpose, prisoners' responsibility for their own affairs and good face to face relationships with staff.

Rating: Satisfactory performance ●

There was no formal privilege scheme at HMP Dumfries. In practice however, given the relatively conducive overall environment, most prisoners located here were content to remain here. This in itself seemed to represent an incentive for prisoners to serve their time more constructively.

6.8 The system by which prisoners may apply and be selected for paid work reflects as fully as possible systems of job application and selection within the community.

Rating: Generally acceptable performance 

When a job becomes vacant, a note is placed on display in all the residential areas. Prisoners were required to complete an application form, stating why they wanted the job. Background information was sought from the security department and from the personal officers to supplement this. A labour allocation Board is held every week. In practice, the available information was collated by one member of staff who made the necessary decisions on his own. We were told of a recent case where there had been a disagreement about the prisoner's suitability for a job, because of perceived security risks. The officer running the labour Board was thorough and conscientious and obviously took pride in his work, but in order to demonstrate transparency and fairness, more staff need to be formally involved in the decision making part of the process.

6.9 Prisoners are consulted about the range of recreational activities available to them.

Rating: Generally acceptable performance 

Prisoners had the opportunity to express their views about all aspects of prison life at the weekly prisoner information action committee (PIAC). During the inspection, one PIAC was observed and was found to be well-organised, with prisoner representatives taking 'soundings' from their peer group in advance of the discussion and coming to the meeting prepared.

We were told that recreational activity was discussed frequently at the PIAC. One of the representatives at the meeting we attended raised the question, "When would prisoners get access to the grounds in the evening?" There had been confusion surrounding this for some time and staff present agreed to seek clarification.

Prisoners in our discussion groups were quite negative, overall, about the usefulness of the PIAC, although the prisoners who were actively involved in the process seemed much more positive and felt that it did bring about positive changes.

6.10 Prisoners are consulted about the range of products available through the prison canteen.

Rating: Generally acceptable performance 

Prisoners had good opportunities to raise any concerns about the canteen by participating in the PIAC process, described above at 6.9. In addition to this, the finance and administration manager keeps the list of canteen products under review and adds and removes items according to what she thinks reflects prisoner demand. While this was useful, a more accurate reflection of prisoners' views could have been obtained if a member of the administrative staff attended the PIAC in person.

6.11 The systems for reserving places on recreational and cultural activities are equitable between prisoners and allow them to exercise personal choice.

Rating: Generally acceptable performance ●

Events taking place within the prison, such as curry nights and the film club, were well-advertised on the large-screen televisions in the communal areas, as well as on display boards in the residential areas. Access to these activities tended to be on a 'first come, first served' basis and this generally seemed to work well. Some prisoners complained to inspectors about not being permitted to participate in family days but records then indicated that restrictions of this type were only imposed where a prisoner's offence or assessed risk prohibited them participating.

6.12 The systems for regulating prisoners' access to money held in their prison account and their own property allow them to exercise personal choice within the constraints of the law.

Rating: Satisfactory performance ●

HMP Dumfries follows a standard SPS administrative approach towards prisoners' finances and their own property. Prisoners appeared to be content with these arrangements and we received no direct complaints about them.

6.13 The limits on the actions staff can take in implementing security procedures are observed.

Rating: Satisfactory performance ●

The day-to-day approach adopted by staff in relation to security is proportionate. We saw no examples of staff being oppressive when dealing with prisoners, and in discussion, officers appeared willing to exercise their discretion about implementing security procedures, in a balanced way.

6.14 The rules in relation to medical supervision of activities and persons in circumstances of increased risk of harm or mistreatment are observed.

Rating: Satisfactory performance ●

There were clear directions and procedures in place to ensure prisoners received appropriate medical supervision when at risk from harm. These included a review of prisoners' health when they were removed from association, a review of the welfare of prisoners in the event that restraint was applied, and if the prisoner was unfit to attend work/programmes. Multidisciplinary mental health team meetings discussed prisoners who were at risk and agreed plans of action. Medications were managed safely and prisoners were supervised when risk was identified.

6.15 Procedures and decisions conform to established standards of natural and administrative justice.

Rating: Satisfactory performance ●

Orderly room adjudications (see 5.11) observed followed due process.

There was very little use of closed visits and no evidence was found of informal sanctions being imposed. The governance surrounding the location of prisoners located in B Hall Level 2, who are potentially some of the most vulnerable individuals in the prison, was sound.

6.16 Prisoners' international human rights as asserted in law are respected.

Rating: Satisfactory performance ●

At the entrance to the prison explicit reference is made, on the flat screen television display, to relevant human rights legislation concerning prisoners.

The respectful culture that has been established within the prison and the predominantly positive way that staff treat prisoners, provided evidence that staff are informed by a value based approach to their work.

6.17 Prisoners are kept well informed about prison procedures and how to access services available to them.

Rating: Generally acceptable performance ●

There was comprehensive information on display on the large, centrally-located television screens, which enabled most prisoners to understand how the prison works and to keep up-to-date with events that are taking place. In addition, prisoners were also provided with information displayed in the residential areas and through the seasonal prison magazine, Beans with Everything.


For the small but significant minority of prisoners from a foreign national background, who cannot speak English, access to information is not good. Only very limited use is made of translated material or of interpretation services. **This is an area which needs to be developed.**

6.18 Prisoners are kept well informed about events taking place in the prison.

Rating: Generally acceptable performance ●

Prisoners were kept informed about events taking place in the prison as outlined in 6.17, with the same problems arising for prisoners who do not speak English as in 6.17.

6.19 The prison reliably passes critical information between prisoners and their families.

Rating: Good performance 

In the case of a family bereavement or something very serious occurring in the community, a member of the chaplaincy team would normally be responsible for passing on this information to the affected prisoner.

As most staff had good relationships with prisoners, they also tended to be well-informed about their backgrounds. This has helped to create a level of trust and to break down traditional prison barriers when it becomes necessary to pass information on.

Staff told us that they would sometimes use their discretion to allow free telephone calls if a prisoner was having domestic difficulties. We also observed staff actively reaching out to try and make contact with the parent of a vulnerable prisoner, because they believed it was in his best interests. **This is positive.**

6.20 Prisoners' access to information necessary to safeguard themselves against mistreatment or arbitrary decisions is observed.

Rating: Satisfactory performance 

A wide range of support services were advertised in the prison. These included the visiting committee, the Scottish Public Services Ombudsman, the Samaritans and Child Line. In addition to services for prisoners, information about local support for family members was also available. Contact details were displayed on posters in the residential areas, in the visits area and also on the centrally-located television screens.

6.21 The prison complaints resolution system works well.

Rating: Satisfactory performance 

The complaints system used at HMP Dumfries follows the standard SPS process. Complaints forms were not freely accessible in all the residential areas. Approximately 20 written complaints are made each month. Most of these related to domestic issues, such as changes to the daily routine. The types of complaint made were held on a central record, in order to identify any patterns or trends. The Deputy Governor checks a sample of five complaints a month, in order to maintain standards. We sampled 16 complaints from prisoners and the replies were all prompt, and in our view, reasonable. Where appropriate, apologies were given.

During the inspection, an Independent Complaints Committee meeting was observed concerning a prisoner who was not content with the initial response he had been given to a complaint regarding ordering goods. This forum was conducted fairly, the prisoner was given the opportunity to state his case fully and received a detailed and helpful response to his query directly from a member of the administrative staff.

6.22 The NHS complaints resolution system works well in the prison.

Rating: Satisfactory performance 

The health centre had a clear process in place to deal with complaints, feedback, comments and concerns. Prisoners were encouraged to speak directly to healthcare staff regarding any concerns or complaints, or to complete feedback forms which were available in the health centre or from NHS staff. Prisoners indicated on the form whether they wished to provide feedback or make a complaint. Complaints were notified to the NHS Dumfries and Galloway patient services department and were investigated by the health centre manager. Complaints were dealt with within 20 days. When feedback, comments or concerns were received, a member of the health centre staff would meet with the prisoner to discuss and explore solutions. At the time of inspection, 10 complaints had been received to date this year, which was low. This was attributed to staff having face-to-face contact with prisoners to explore resolutions. We spoke to prisoners who confirmed that they were aware of how to complain. They said they would speak to staff in the first instance, and they were satisfied that complaints and feedback were responded to, and that the system was working well.

6.23 The system for allowing prisoners to book interviews with independent representatives of civil society works well.

Rating: Generally acceptable performance 


If a prisoner wanted to meet with a representative of an organised body he would use the standard request procedure. There were no restrictions about doing this, but in practice this type of request was seldom made. We spoke with one prisoner who was from a foreign national background who said that he had asked to meet with a member of the visiting committee recently and had found this helpful.

6.24 The prison gives every assistance to agencies which exercise statutory powers of complaints, investigation or supervision.

Rating: Satisfactory performance 

Management informed us that the prison followed standard procedures in relation to dealing with outside organisations and would afford every assistance to any legitimate agency requiring cooperation. The main organisations which the prison deals with are the police, the courts, the parole board and the local criminal justice social work department, where relationships were described as being particularly good.

6.25 Prisoners are afforded unimpeded and confidential access to legal advice, the courts and agencies which exercise statutory powers of complaints, investigation or supervision.

Rating: Good performance 

Prisoners had unfettered access to legal assistance and they informed us that it was easy for them to see a solicitor. A visiting local solicitor confirmed that the booking arrangements were 'smooth and efficient'.

The facilities for legal visits were spacious and private.

Clear information was on display throughout the prison giving details about how prisoners can contact the Scottish Public Services Ombudsman.

6.26 Citizens of states other than the UK are afforded confidential access to their states' representatives. Refugees and stateless persons are afforded privileged access to a consular office of their choice and to organisations or agencies that protect their interests.

Rating: Generally acceptable performance 

Records show that prisoners from Bangladesh and Albania had recently had telephone calls arranged for them to their home country. Free telephone calls to foreign national prisoners are provided, but this opportunity is not promoted and individuals would need to request it. Making use of this option is a particular problem for individuals who do not speak English.

Work requires to be undertaken to ensure that prisoners from a foreign national background are more aware of their rights, in relation to access to their state's representatives, and able to exercise them.

6.27 Prisoners are afforded confidential access to members of national and international parliaments who represent them.

Rating: Generally acceptable performance 

There was little contact between prisoners and parliamentary representatives and no clear information was available about how prisoners should go about obtaining this. We were advised by staff, that if a prisoner asked for this type of support, they would be asked to make a formal written request.

We were informed that since the previous formal visit, officials from the Dutch Government had visited the establishment to see prisoners from that country.

Prisoners should be informed about their right to see a parliamentary representative and how they should go about this.

Standard 7: Purposeful activity

All prisoners are encouraged to use their time in prison constructively. Positive family and community relationships are maintained. Prisoners are consulted in planning the activities offered.

Commentary

The prison assists prisoners to use their time purposefully and constructively. Prisoners' sentences are managed appropriately to prepare them for returning to their community. The prison provides a broad range of activities, opportunities and services based on the profile of needs of the prisoner population. Prisoners are supported to maintain positive relationships with family and friends in the community. Prisoners have the opportunity to participate in recreational, sporting, religious and cultural activities.

Inspection findings

Overall rating: Satisfactory performance ●

The prison is difficult to get to by public transport and some visitors travel long distances. Little use is made of the video conferencing facilities. The visiting facilities are good and there is a friendly atmosphere in the visits area. Closed visits are rarely used and ad hoc family visits can be organised whenever a need arises. Some use is made of the Email a prisoner scheme but there is still scope for more active steps to be taken to encourage prisoners to maintain contact with family members.

The case management process is well-embedded and an individualised approach is taken towards planning for prisoners.

There are some weaknesses in the way the Home Detention Curfew (HDC) Scheme is administered. Access to programme work is sometimes delayed as assessments are not completed on time. Public protection work is carried out to a high standard.

Prisoners have access to a suitable range of training and employment opportunities and there is reasonable provision of therapeutic and treatment programmes. The standard of these courses is of an acceptable level and the scheduling is adequate. Good support is available to help prisoners maintain successful social relationships on release and the hospitality course is particularly popular.

All prisoners are given the opportunity to take daily exercise, although we received complaints from prisoners about the timing of these sessions. There is good access to the gym.

Prisoners' pastoral and spiritual needs are well catered for.

Prisoners make limited use of the library to borrow books but use the wide range of DVDs extensively.

Prisoners are given wide opportunities to participate in interesting creative and artistic activities within the prison.

Quality indicators

7.1 The prison maximises the opportunities for prisoners to meet with their families and friends.

Rating: Satisfactory performance ●

Prison visits operate during core hours on Monday-Friday and at the weekends. There are no visits in the evenings and no immediate plans to offer this. Some families had shown interest in evening visits but management felt there was not enough demand to change the current visits offering. It was noted there is limited public transport to the prison in the evenings and the geographical coverage of visitors ranges from local to Aberdeen. Video conference facilities were not on offer, primarily because the video conferencing equipment was not compatible with other SPS sites.

The prison has a 15 seat visits room. We observed visits on two occasions, with between four and seven visits taking place respectively. There was a canteen operated by a local charity organisation which was open for all visit sessions. There was a soft play area, and a soft seating (sofa) area, as well as children's books available in the visits room.

Father/child visits did not take place separately to main visits. These were held at the weekend while main visits were taking place. There was no evidence to show the number of prisoners accessing father/child visits as per the SPS guidelines. However, we were told that this type of visit is made available should a prisoner request it (see 7.5).

If a prisoner was not receiving visits due to logistical issues for their family, and they qualified for accumulated visits, they could apply for these.

There was no visitor charter on display and we were told that Dumfries prison does not have one. However, as a result of the inspection the prison would look to introduce one. **HMIPS will monitor this.**

Presentations and awards, such as the Koestler Awards (which award and exhibit art by offenders) have been held by the prison, and families were able to attend.

7.2 The arrangements made for admitting family members and friends into the prison are welcoming and offer appropriate support.

Rating: Satisfactory performance ●

When family and friends enter the prison they are subjected to the same process, (see 5.1 and 5.4). We observed families being processed for visits in a warm and friendly manner by front-of-house staff. It was evident that the visitors were known to the staff and were greeted accordingly.

Visitors were then escorted into a waiting room, where there is a TV information screen, but no literature or refreshments. This was being planned for. The waiting time between this room and the main visits room was minimal.

On entry to the visits room visitors were lined up and searched. We saw the dogs used on one occasion which was carried out in a professional manner.

In the visits room there was a table with information leaflets on it and a noticeboard, including a copy of the visitor complaints process as well as blank forms. No visitor complaint records were available. However, anecdotal information was provided that any complaints were handled verbally. The head of operations could not recall any written complaints in the past 20 months.

The Family Contact Officer was offsite during the period of the inspection. There was no cover for this post. This impacted on some prisoner and family services during this time.

Overall, the process was welcoming and there were leaflets about support services available.

7.3 Any restrictions placed on the conditions under which prisoners may meet with their families or friends take account of the importance placed on the maintenance of good family and social relationships throughout their sentence.

Rating: Satisfactory performance ●

At the time of the inspection there were no prisoners on closed visits. The head of operations reported that closed visits were a rare occurrence.

The decision to place a prisoner on closed visits is made by the head of operations, based on recommendations and close circuit television footage. When we spoke to the head of operations he was unable to articulate how the impact on family relationships was considered during this process. Prisoners were automatically placed on closed visits for one month and then reviewed; there was no flexibility in reviewing cases earlier than this.

It was reported that segregated prisoners were still able to receive visits and attend appointments (see 5.18).

We observed an ad hoc visit by a family member who had come to see her son who was experiencing difficulties. The staff went over and above the call of duty to encourage the prisoner to see his mother. Although this was not achieved, the efforts by staff are to be commended.

There are two closed visit areas within HMP Dumfries.

7.4 The atmosphere in the visit room is friendly and, while effective measures are adopted to ensure the security of the prison and safety of those taking visits, supervision is unobtrusive.

Rating: Satisfactory performance ●

During our two observations, we observed that staff were standing in an unobtrusive manner and not patrolling the area. There were three officers and one first line manager in the visits room on both occasions.

Interaction between visitors and officers were professional and friendly; this was also the case between the canteen volunteers and visitors.

There were over 10 cameras in the visits room which seemed excessive given how small the room was.

The room was to a good standard as was the equipment available, such as chairs/tables and children's play area.

7.5 Opportunities are found in the prison for prisoners to interact with family members in a variety of parental and other family member roles.

Rating: Satisfactory performance ●

There was limited information/evidence available about father/child visits. The prison reported that they have family days.

The ability of prisoners to move around the visits room is limited when they have children visiting, for example to the soft seating or the book area. We were told that prisoners could go to the soft play area with the child on some occasions, normally during a father/child visit (which we did not observe).

As outlined at 7.1, we weren't provided with information on how many prisoners used these father/child visits or how they were run.

7.6 Where it is not possible for families to use the normal arrangements for visits, the prison is proactive in taking alternative steps to assist prisoners in sustaining family relationships.

Rating: Generally acceptable performance ●

The exceptional escorted day's absence (EEDA) process is used when prisoners are not receiving visits – as are accumulated visits – based on eligibility. The head of prisoner management gave us a number of examples where these types of visits were exercised as a result of prisoners not receiving normal visits. It was evident that the staff knew the prisoners' circumstances well.

The prison does not use video conferencing (as outlined at 7.1), but does operate the Email a prisoner scheme, managed by staff in the general office. On average four prisoners per week receive emails, printed out each morning and delivered to the prisoner in the general mail. Prisoners generally receive their email within 24 hours, in an envelope marked Email a prisoner to differentiate the envelope from other mail.

There was no evidence to suggest the prison took any other proactive steps to assist prisoners in sustaining family relationships, such as monitoring who is not receiving visits or actively encouraging uptake. It was discussed that because staff at HMP Dumfries know prisoners well they know the reasons why they do not receive visits (normally as a result of their offence or due to travel logistics). This would be advantageous given the low visits uptake and they could use this advantageously to increase the visits uptake.

We were given an example of a prisoner who was disengaged from the prison regime and was receiving no visitors. The staff gradually encouraged the prisoner to engage and he now works and undertakes learning. He continues not to take visits but has increased his social interaction via purposeful activity.

7.7 The arrangements to facilitate a free flow of communication between prisoners and their families help the prisoners to sustain family ties.

Rating: Generally acceptable performance 

As outlined in 7.6, the prison utilises both EEDA and accumulated visits, on request from prisoners and operates the Email a prisoner scheme.

Prisoner mail was received into the prison and distributed in line with the correspondence policy.

A PIN telephone system was in operation. When prisoners arrive they are given a 30p credit. They can then regularly update their PIN telephone account via the canteen process. PIN telephones are not switched off meaning that prisoners have access to the telephone throughout unlock periods, with the exception of those who are at work/activities.

Free telephone calls were provided for some foreign national prisoners who went 'on request', but there was no system to guarantee that all those entitled to it received this. All foreign national prisoners who are eligible, should be offered free monthly telephone calls.

Double visits for those travelling long distances were not routinely offered to families and no statistics or evidence was provided to show that family induction/information sessions were being held regularly.

7.8 Prisoners and where appropriate their families, participate in their case management. Prisoners are consulted about case management decisions reached.

Rating: Satisfactory performance 

When talking to staff and prisoners about this, both confirmed that there was a determined effort to involve prisoners in the case management process, driven mainly by family development and personal officers. Prisoners' presence at case management conferences is recorded and shows attendance to be high.

We attended a pre-release conference case during the inspection, where the family were present. The prisoner confirmed that he had been provided with the relevant information well in advance and had been briefed the previous day by the integrated case management (ICM) co-ordinator on what to expect. The criminal justice social worker was meant to appear via video but did not due to issues in establishing this link, but the questions were able to be resolved by the ICM staff. The prisoner's family reported that they had been informed of the case conference well in advance and while at the meeting were able to ask any questions they deemed necessary.

Paperwork for the risk management team (RMT) was sent out in advance to allow those attending to have time to read the documentation prior to the meeting. Following this, agreed Minutes of the RMT would be fed back to the prisoner.

7.9 Prisoners are encouraged to maintain and develop a range of social relationships that will help in their successful return to their communities on release.

Rating: Good performance



The prison offered a good range of opportunities for prisoners to develop social relationships that would potentially help them successfully return to the community. However, the prison acknowledged that those on remand had fewest opportunities for out-of-cell time.

Short-term prisoners and staff spoke of the positive value of the Into Work in Scottish Hospitality (IWISH) course. This initiative is delivered in partnership with Springboard (a charity that helps people achieve their potential and supports sustainable employment within hospitality, leisure and tourism) and the Hollywood Trust (a grant-giving charity for young people in Dumfries and Galloway). For example, the two week training and familiarisation in hospitality course included outside employers coming into the prison to work with prisoners, as well as an opportunity for prisoners to present their achievements to external partners on the last day. This created opportunities for building positive peer support and teamwork, as well as a sense of achievement. For some prisoners this also led to employment after release.

There were activities such as guitar playing and ukulele classes – initially beginners' courses and more recently improver classes had been arranged, providing a link to possible community options. Officers and prisoners practised alongside each other, often establishing positive alternative situational relationships. Prisoners were given their own instruments which they could take with them on release, and on one occasion an ex-prisoner returned to finish his course and gain certification. Learning to play an instrument has since been offered to long-term prisoners.

The citizenship and tenancy award included a wide range of modules including relationship-building and citizenship. Staff and prisoners were positive about completing these modules with the expectation that knowledge gained could be transferred into informing future relationships. For more information, see 7.17.

Long-term prisoners had access to a range of social and academic courses. There was a poetry and book club with links to the local community. Prisoners were encouraged to get involved in world poetry and art days, as well as the local Wigtown Book Festival, which included staging a week of book-related events that all prisoners could attend.

To foster family relationships, the prison organised family fun days in collaboration with external agencies, Christmas parties and opportunities for families to attend end-of-course celebrations with prisoners. Local community groups, for example, Alzheimer's Scotland, had also visited the prison to talk with staff and prisoners. The intention is that these initiatives will eventually provide volunteering opportunities for prisoners.

7.10 The prison operates an individualised approach to effective prisoner case management.

Rating: Satisfactory performance 

The ICM system for statutory cases is well-embedded and takes an individualised approach to case management. Two case conferences observed during the inspection were well-chaired and inclusive in their approach. All those in attendance were encouraged to take an active part and share their views and opinions. Clear outcomes and actions were summarised at the end of the meeting and recorded.

A number of previous case conference minutes on PR2 were reviewed and found to be robust and included a clear action plan for the year ahead and beyond, where appropriate.

Invitations were issued to all relevant parties including NHS staff who would attend where appropriate.

There was currently no personal officer scheme for short-term prisoners who are not subject to statutory supervision.

7.11 The systems and procedures operated by the prison to identify or select prisoners for release or periods of leave outside the prison are implemented fairly and effectively.

Rating: Generally acceptable performance 

The Community Integration Unit (CIU) at Dumfries currently holds prisoners, but at present, there was no process to allow short-term prisoners community access. This was waiting a final go-ahead from SPS Headquarters.

Compassionate visits were granted in line with Prison Rules and a national form was completed prior to permission being granted. In exceptional circumstances the process can be progressed rapidly.

Two throughcare support officers (TSOs) have supported a number of prisoners over the past two years, both in prison and on release. These roles are still establishing themselves, both within the SPS and with other (statutory and Third Sector) community-based agencies.

Records were kept in the form of case notes but there were no action plans. A new form has been introduced which includes an action plan to support the offender.

There is a requirement to improve the recording of interviews assessing needs and completing an action plan for prisoners engaging with the TSOs.

7.12 Sentence management procedures are implemented as prescribed and take account of critical dates for progression, release on parole or licence.

Rating: Generally acceptable performance ●

HMP Dumfries uses a database to track prisoners who are eligible for progress, for example, HDC. It ensures prisoners are approached at the right time to discuss progression if they meet the criteria.

The HDC process at HMP Dumfries did not appear to follow the normal process. The unit manager was reviewing cases prior to community assessments being requested and the eligible prisoners were being asked whether they wished to be considered and given the opportunity to provide an address. The manager responsible had only recently discovered that this was not in line with normal processes and assured us that this has now been rectified.

At the time of the inspection, there were a significant number of generic programme assessments (GPAs) outstanding due to staff shortages. This was potentially affecting prisoners with critical dates because they were missing offence-focused work and therefore would be unable to progress. However, the staff complement is now in place and other local measures (more frequent programmes case management boards) have been adopted in an attempt to resolve the backlog of cases. The psychology and programmes team reported that it was their current focus to reduce the waiting list to allow them to work out the aggregate need.

Pre-release and pre-parole case conferences are scheduled at least three months prior to release as per guidance. Minutes of the conferences are attached to PR2 and are distributed to all relevant parties, including the Parole Board for Scotland when appropriate. The minutes are also passed to the National Intelligence Bureau so that ViSOR (the violent and sex offender register) can be updated, and are included with MAPPAs (multi-agency public protection arrangements) referrals.

7.13 The risk management measures that have to be observed in respect of prisoners serving Orders for Lifelong Restriction and those subject to Multi-Agency Public Protection Arrangements are implemented.

Rating: Satisfactory performance ●

We reviewed several MAPPAs cases and the paperwork was completed to a high standard with all relevant notifications and referrals in order. Transfers and admissions to the prison were checked on a weekly basis and PR2 was checked to ensure no cases were missed.

Invitations were issued to all relevant parties including Police Scotland, MAPPAs co-ordinators and the sex offender liaison officer. Up-to-date information and supporting documentation was sent to the appropriate local co-ordinator and the National Intelligence Bureau so that ViSOR could be updated.

There were no Order for Lifelong Restriction prisoners currently at HMP Dumfries.

7.14 There is an appropriate and sufficient range of employment and training opportunities available to prisoners.

Rating: Satisfactory performance ●

There were a range of employment and training opportunities at HMP Dumfries including vocational and technical (VT) qualifications and other life skills training opportunities.

The majority of work parties are made available to long-term prisoners. The only work parties available to short-term prisoners were Life Skills, in hall painting and waste management but at the time of the inspection this work party was closed due to refurbishment. We spoke to a number of short-term prisoners who stated that there was little purposeful activity for them to undertake: there was the IWISH course and the tenancy and citizenship award. For more details on these see 7.9 and 7.17.

The long-term prisoners we spoke to were content with the range of activities on offer. The joiner's shop was particularly well-regarded by the prisoners working there – they could gain a VT qualification as well as working on projects for the community, which they found very worthwhile and rewarding.

7.15 There is an appropriate and sufficient range of educational, including physical and health educational, activities available to the prisoners

Rating: Generally acceptable performance ●

New College Lanarkshire is contracted to deliver 17,000 hours of education activities at HMP Dumfries per year. The range of programmes was largely appropriate to the needs of prisoners, although fairly narrow in scope. There was a strong emphasis on literacy and numeracy, ICT, art and creative writing. Scottish Qualifications Authority (SQA) certification of individual units can be gained, but this was optional. In most subject areas, certification opportunities ranged from Levels 2-6 of the Scottish Credit and Qualifications Framework (SCQF). Two prisoners were undertaking SQA external examinations in maths at intermediate Levels 1 and 2. Two prisoners were currently undertaking degree-level study, and five were undertaking distance-learning study through Dumfries and Galloway College.

Education programmes were available for all prisoners, including those awaiting trial. Most programmes were designed for long-term prisoners, with a smaller number offered to short-term prisoners. The Big Plus Challenge initial assessment is undertaken by most prisoners upon entry to the prison. Prisoners were generally placed on educational provision appropriate to their needs, within the constraints of the range of programmes available. However, at present, there were few opportunities for progression beyond SCQF Level 6 due to a number of systemic barriers, such as the cost of higher-level programmes, the restriction on the numbers who can undertake such study and the lack of internet access. Many long-term prisoners we spoke to expressed frustration at this.

Education programmes were promoted during induction and throughout the year. Approximately half of all prisoners attended the learning centre each month. Many prisoners noted that they often embarked on education through recommendation by fellow prisoners or by prison officers.

The number of prisoners studying at any one time in the learning centre was capped at 18, the limit that can be supervised by a single officer. There was capacity in the learning centre to accommodate slightly more than this number, though at present there was very little unmet demand for education programmes.

7.16 There is an appropriate and sufficient range of therapeutic, treatment and cognitive development opportunities available to prisoners.

Rating: Generally acceptable performance 

The current suite of therapeutic treatment and cognitive development opportunities offered in Dumfries prison were: CARE (controlling anger and regulating emotions), Constructs, a relationships programme and First Step (a substance misuse programme).

An eight-week mindfulness course is run at the prison, and we had positive feedback from one attendee. However, many prisoners we spoke to did not know what the programme was, how it might be of benefit to them or how to get on it. Posters were on display but no other information appeared to be available. We did not see a breakdown of what was covered over the eight weeks and did not meet the staff member who was running the course.

No tracking of the usefulness of the programme was in place currently, however we were informed that plans were in place to remedy this.

7.17 There is an appropriate and sufficient range of social and relational skills training activities available to prisoners.

Rating: Good performance 

The tenancy and citizenship programme, as mentioned previously, was developed by the prison and has been given accreditation by the SQA. HMP Dumfries prison is hoping to roll out the programme across the SPS estate and other organisations have also expressed an interest in it. Prisoners who have taken part in the programme noted that they found it useful and hoped it would support them in gaining a tenancy on release, as they were now better equipped to look after their property and themselves by budgeting effectively and being able to do basic maintenance to their property.

It is hoped that through the IWiSH course (see 7.9) prisoners will be equipped with the skills needed to gain employment on release, also helping to address a shortage of labour in this area. Staff reported that one prisoner had secured employment and another prisoner was going to college for further study after release.

The prison invites a community Alzheimer's group to visit regularly. Different activities are undertaken and the prisoners cook the visitors a light lunch (using skills learned in the Life Skills party) which they sit down to eat socially together.

7.18 All purposeful activities provided are of good quality and encourage the engagement of prisoners. Prisoners are consulted in planning the activities offered.

Rating: Satisfactory performance ●

The prison provides an appropriate range of training and work-related opportunities which support prisoners' skill development well. Work opportunities provided for prisoners include: industrial cleaning; laundry; catering; gardening and residential area painting. In addition a number of prisoners gain vocational skills and SVQ National Progression Award qualifications through attendance on a carpentry and joinery programme. They acquire basic joinery skills and use these to construct window frames, doors and complete other carpentry-related projects which contribute to their SVQ assessments. A few prisoners refresh and improve furniture supplied to them by local schools.

Prisoners undertaking cleaning, life skills and carpentry and joinery programmes attain units of qualifications. To date, during 2014-15, 387 units have been achieved. However, few qualifications are attained by prisoners undertaking gardening, laundry and catering activities. The prison has very large, well-resourced, productive gardens which provide excellent vocational qualification opportunities. Programmes in the Learning Centre are of high quality. They are generally well-planned and meet the needs of individual prisoners well. Most prisoners are able to learn at their own pace, having agreed an individual learning plan with tutors. Learning materials are appropriate, on the whole, and encourage learners to progress through SCQF levels with relative ease. However, some prisoners, for whom English is not a first language, find it difficult to negotiate printed learning materials. The standard of work carried out by prisoners is generally high, particularly so in art classes. Prisoners undertaking creative writing experiences, or who are involved in producing and editing the prison newsletter, are also working to a very good standard, with many of those involved having used their prison education experience very productively to advance their skills.

The Learning Centre provides a good range of reference books to support individual learning. Similarly, prisoners work very well within vocational training workshops or in work parties. Cleaning of the prison is carried out to a very high standard, which reflects the quality of training. The garden is also very well-managed and tended. A number of learners, who have completed carpentry and joinery programmes, go on to produce high quality artefacts for charities or for local community projects. Relationships between prisoners and teachers or instructors, whether in the Learning Centre, on vocational training programmes or on work parties are constructive and respectful. Prisoners speak positively about the help and support they receive from staff while they are learning. The atmosphere in classes is relaxed but purposeful. In the joinery workshop, prisoners work well individually but also support each other. Prison staff charged with extending the range of training or recreational activities on offer, are enthusiastic and imaginative and work well together. However, it is unclear how effective arrangements are for identifying prisoners who have little or no English and providing support for them in the form of language training or translation services. There are some long-term prisoners whose English remains poor and who have opted not to improve their language skills. This constrains their capacity to become fully involved with prison life. There is no discrete English for speakers of other languages (ESOL) provision in the prison, rather ESOL is provided through the medium of communication units. This issue is reflected in the Learning Centre Action Plan for 2014-15, but has not yet been fully addressed.

7.19 The scheduling of activities and individual prisoner's access to them is organised so that each prisoner takes part in the activities agreed for them.

Rating: Generally acceptable performance 

Systems for scheduling learning and training activities and allocation of prisoners to vocational training and work parties are robust and clearly communicated to both prisoners and teaching staff. Clashes of activities were minimised due to good liaison between prison officers and the staff involved in devising programmes of study or training. In general, moving arrangements worked smoothly, ensuring that prisoners were safely escorted to learning areas and back again.

Attendance of prisoners was monitored rigorously on education provision, vocational training programmes and work parties. Long-term prisoners had negotiated and agreed a programme of learning activities through individual learning plans. Attendance rates, on allocated programmes for this group of prisoners, were very high. Attendance by short-term prisoners was more erratic, and depended on whether other activities were being offered at the same time as classes, or occasionally, on legal or court-related matters. Because involvement in education and training is optional, prisoners sometimes either chose not to become involved at all, or attended a few times and then withdrew. This latter approach was fairly prevalent among short-term prisoners. The prison promoted its range of programmes during prisoner induction and following Big Plus Challenge initial assessments. Promotional material was displayed widely, but it was not clear how effectively short-term prisoners are individually encouraged to undertake or sustain programmes.

While there were very few instances of learning being interrupted because of availability of escorting officers, the time taken to move prisoners from one area to another, in a multiple hall environment, often meant class start and finish times, were staggered. This caused an element of disruption, and sometimes curtailed learning time.

7.20 All prisoners have the opportunity to take exercise for at least an hour in the open air every day. Provision is made for this to be realistically available in all seasons and conditions of the weather.

Rating: Generally acceptable performance 

Exercise sessions were split between short-term and long-term prisoners. All prisoners had access to one hour in the fresh air each day. Outdoor clothing was available for prisoners in inclement weather.

We received numerous complaints from prisoners about the exercise schedules. Long-term prisoners said their session starting at 07:45 was too early, and as a result, uptake was very low. Short-term prisoners said that they found it difficult to organise their programme because their exercise session times were not fixed. Staff were confused about when the extra summer evening sessions of outdoor exercise would start.

7.21 Prisoners are assisted in their religious observances.

Rating: Satisfactory performance ●

Prisoners' pastoral and spiritual needs were well-catered for. The chaplaincy team played an active role in the prison, had a high profile and were present most days. Chaplains saw new prisoners on admission and serving prisoners on request. Most of the pastoral work related to issues concerning family relationships. Chaplains also had strong community links and often helped local ex-prisoners without means connect with a drop-in centre run by the church in the town.

Every week there was a Church of Scotland service, a Roman Catholic mass and a prayer session for Muslim prisoners. As well as leading the prayer session, the Imam also ran a weekly study class. We spoke to prisoners participating in this and they said they found this instructive and enjoyed participating in it. These activities were all held in the multi-faith centre. Prisoners wanting to attend just needed to inform a member of staff and attendance was good, with between five and 15 prisoners at each session. Special arrangements were made to cater for prisoners from minority faiths. A Sikh chaplain visited the prison on a regular basis but there has been, it was noted, some difficulty obtaining appropriate support for a Buddhist prisoner recently.

7.22 Prisoners are afforded access to a library, which is well stocked with materials that take account of the cultural and religious backgrounds and prisoner population.

Rating: Generally acceptable performance ●

The library was overseen by a passman who maintained the library stock and kept detailed lending records. It was located in a small room within one of the accommodation halls. It contained a limited range of books to meet the reading needs and interests of prisoners. The stock of books was refreshed periodically through receipt of pre-published books donated to the prison by a national book chain. The library consisted of a range of fiction and non-fiction books and included a small stock of foreign language books for prisoners from other cultures and nationalities. However, it did not contain large print books for reluctant readers or graphically illustrated fiction texts, which often appeal to younger prisoners. Within the library there was a lack of displays or positive promotion of recently acquired or recommended texts to interest and encourage prisoners in reading activities. The library had restricted opening hours and was only open to prisoners during weekend mornings. Lending records indicated that few prisoners made use of the library's stock to borrow books. The library had one legal text for prisoner use and a very limited range of older magazines donated by prisoners.

The library also contained over 2,000 DVDs which were very popular with prisoners, with approximately 250 being borrowed each week. There were some Bollywood DVDs and the stock was regularly updated with recently released films. In addition, the library had a large stock of Xbox and PS2 games which prisoners borrowed and used in their cells.

7.23 Prisoners are afforded access to participate in sporting or fitness activities relevant to a wide range of interests and abilities.

Rating: Satisfactory performance ●

Prisoners have good access to gymnasium facilities. The prison gymnasium is open from 07:15-20:30 Monday-Friday and from 08:45-16.30 at weekends. The gymnasium is well-equipped, containing an appropriate range of exercise and training equipment. Prior to commencing gymnasium-related activities, prisoners undertake an induction programme. Prisoners make use of the indoor games hall for badminton, tennis, football and circuit training activities. During the summer months, prisoners have access to two outdoor grass covered football pitches. However, during much of the rest of the year these football pitches remain waterlogged and are not available for prisoner use. Trained passmen help supervise gymnasium-related activities and provide health improvement support and advice to other prisoners.

Health-related fitness classes, promoted through carefully sited posters, support fitness improvement well. During attendance at these sessions, which contain dedicated circuit activity training, prisoners improve their fitness levels and make good use of gymnasium facilities. Dedicated fitness sessions for those aged 50+ are well-attended and support lifestyle improvement effectively. During summer 2013-14, prison staff worked collaboratively with representatives from Annan Athletic Football Club to deliver a 20 week football coaching programme to short-term offenders. Six prisoners are currently undertaking an SVQ1 Fitness Instructor Programme. The course promotes awareness of fitness-related activities and supports progression opportunities upon liberation from jail effectively. Overall, gymnasium classes are well-attended with, on average, 60% of prisoners benefitting from fitness and exercise-related activities.

7.24 Prisoners are afforded access to participate in recreational, self-help or peer support activities relevant to a wide range of interests and abilities.

Rating: Satisfactory performance ●

The prison provided a good range of activities which encouraged prisoners to spend their time productively and work together well. For example, learning centre staff had supported the set-up of a prison newspaper called Beans with Everything. This was compiled and edited by a group of prisoners, most of whom had taken part in the creative writing provision. The production included not just generating copy, but design and layout using Apple Mac software, and encouraging each other to contribute ideas and articles. Prisoners were also actively encouraged to contribute to the national prison newspaper STIR, and many had successfully submitted poems, stories or articles.

The learning centre also supported a small book group, which had successfully encouraged its members to extend their reading and discuss a wide range of books. The group has now become affiliated with the Dumfries and Galloway library service, which has increased the range and volume of reading material available. However, only a small number of prisoners were able to take part in this, and there was a waiting list to join. To benefit from this book group, prisoners required a fairly high level of literacy, and there was nothing similar, as yet, to encourage those with less developed skills to read recreationally.

As noted in 7.22, the library was well-used by prisoners wishing to access DVDs and computer games, but only a small number of books were taken out.

In relation to another recommendation in the report generated from the assurance visit to 'implement peer tutor work parties to assist with learning support', a pilot training project had begun, but the scheme was not yet fully implemented.

As previously mentioned, prison staff had established a ukulele group for approximately 12 prisoners and staff, which was encouraging participation by those who have little or no experience of making music. The group was rapidly developing skills in music playing and the sessions provided a highly enjoyable experience and was encouraging positive and equitable relationships between prisoners and staff.

7.25 Prisoners have access to a variety of cultural activities and events and are encouraged to participate in them.

Rating: Good performance 

Learning centre and prison staff had established a suite of interesting and imaginative cultural activities. These can stimulate prisoner interest, improve motivation and enhance learning, making a very positive contribution to prison life.

The first prison art exhibition, Captive Art, was held in early 2014, with the support of the Koestler Trust. This was open to invited guests, families and other prisoners. The event was very well received, and generated further exhibitions in SPS premises and in a local café/bookshop. It resulted from co-ordinated working between prisoners and learning centre staff, which had a positive impact on relationships and morale. It is going to become an annual event. Staff ensured prisoners' artwork was exhibited regularly throughout the prison and this was highly motivating for prisoners. The art department also had a productive relationship with Glasgow School of Art that has resulted in interesting joint projects between prisoners and students.

World Poetry Day in 2014, was marked by a successful prison poetry competition. The prison joined up with the Wigtown Book Festival and several authors visited the prison and made presentations to groups of prisoners. Attendance at these events was high and the events were very well received. Prisoners' artwork and creative writing is submitted to the annual Koestler Awards and has a high level of success, with HMP Dumfries winning the prize for the most awards, per size of prison population. Prisoners were also encouraged to submit articles regularly for the national prison publication STIR, with a high degree of success.

Staff made good use of external events, organisations and partnerships to underpin prison initiatives and were being proactive in seeking out new cultural opportunities. The prisoner learning forum had a strong role in selecting the programme of cultural events.

Standard 8: Transitions from custody to life in the community

Prisoners are prepared for their successful return to the community.

Commentary

The prison is active in supporting prisoners for returning successfully to their community at the conclusion of their sentence. The prison works with agencies in the community to ensure that resettlement plans are prepared, including specific plans for employment, training, education, healthcare, housing and financial management.

Inspection findings

Overall rating: Satisfactory performance ●

Multi-agency meetings for prisoners are regularly held during their sentences and levels of attendance by community-based colleagues are high. The role of the throughcare support worker has become well-established.

There is a good range of general resettlement support available.

The weekly throughcare meeting provides a useful forum to share information but a more structured and systematic approach is still required to assist prisoners prior to release.

There are suitable arrangements in place to ensure that prisoners subject to statutory supervision on release are dealt with properly.

Support for prisoners who have completed programme work in the prison post release is good. Prisoners are helped to arrange and attend important appointments and meetings immediately after they are released.

All long-term prisoners have accommodation organised for them prior to release although this is not always the case for short-term prisoners. Reasonable steps are taken to ensure prisoners have access to suitable training and education opportunities after they are released.

The throughcare support officers continue to provide important support to prisoners after their release although this is not formally recorded.

Quality indicators

8.1 The prison encourages government agencies, private and third sector organisations who offer services relevant to the community integration needs of each prisoner to jointly agree an appropriate plan.

Rating: Generally acceptable performance ●

There was a high level of commitment by most prison staff to engage meaningfully with private and third sector organisations to ensure that services jointly agreed an

appropriate plan centred around the needs of individual prisoners. There was evidence that prisoner groups were involved with this process. The ICM system was used for all prisoners, although more fully embedded and robustly used with long-term prisoners than with those doing shorter sentences.

The prison competently facilitated multi-agency conferences at planned intervals over the duration of long-term prisoners' sentences. The experienced and committed ICM co-ordinator had a lead role co-ordinating all multi-agency case conferences and was responsible for making sure that MAPPA (multi agency public protection arrangements) were adhered to. When required, this member of staff liaised with community MAPPA personnel.

We saw evidence that the prison made significant efforts to ensure that partner agencies, including private and Third Sector agencies, attended ICMs as required. Members of prison staff, including the ICM co-ordinator made sure that prisoners were consulted and meaningfully involved prior to case conferences, and that relevant family members were invited. Prisoners were given copies of reports and encouraged to comment and give feedback on their contents. Video conference facilities were made available and frequently used, given that Dumfries is a national, as well as local, prison resource. However, a few staff commented that this could be problematic when trying to engage professionals south of the border. Through this process, a community integration plan that clearly recorded intended outcomes, was agreed.

The ICM process began soon after arrival. Dates and the purpose of future meetings were discussed and made clear to prisoners. Conferences were attended by a range of professionals depending on the stage of a prisoner's sentence. The invitation sent out two months before release with the actual case conference occurring three months before release

Local sex offender liaison officers, who are responsible for housing, should attend this meeting. When these officers were not able to attend, the criminal justice social worker would generally agree to take housing issues forward. Data confirmed that the criminal justice social worker had 100% attendance at these meetings. This was crucial given that approximately two-thirds of prisoners in Dumfries had committed crimes against children.

Short-term prisoners were able to choose whether throughcare staff and external organisations were involved in their integration plans. There were well-established and committed throughcare support officers who made themselves available to prisoners after release and were particularly flexible during times of crisis.

There was a good range of general support services in place and some services regularly visited the link centre. For example, there was a Citizen Advice Service representative based within the link centre on five mornings a week. The throughcare addiction service, led by the social work assistant, supported individuals to access more specialist services based in the community via professional referral processes, for example, to the community alcohol and drug addiction team and Bethany Christian Trust (a charity for the homeless) accommodation. There was a multi-disciplinary throughcare team meeting held weekly which supported joint working – to try and make sure the right agency was providing the right support to individual prisoners. While this forum was informative, it was informal with no apparent discussion of any risks associated with supporting prisoners once released.

The throughcare forum made a positive difference for short-term prisoners after release, but a more formal and structured approach is needed. Consideration should be given to agreeing a single assessment tool and plan that prisoners could see and understand, and that all professionals would be able to use.

8.2 Where there is a statutory duty on any agency to supervise a prisoner after release, all reasonable steps are taken to ensure this happens.

Rating: Satisfactory performance 

Where there was a statutory duty to supervise a prisoner after release all steps were taken to ensure this happened. There were robust systems in place to make sure relevant agencies received all necessary information and assessments, including risk assessments, timeously. The senior social worker was confident his staff were completing the appropriate risk assessments, including the relevant sections of Level of Service/Case Management Inventory (LS/CMI), in time for long-term prisoners' release.

We saw evidence that the ICM co-ordinator and prison staff made good use of constructive working relationships with their colleagues in the community and that relevant conferences were arranged. As outlined in 8.1, invitations to the pre-release ICM case conference were sent out in good time. If a prisoner had no fixed abode, the local sex offender liaison officer responsible for housing would attend and in their absence the criminal justice social worker would take on this role. All completed Parole Board reports included potential addresses and prisoner needs. These had to be approved by the supervising officer prior to release, before the address was confirmed.

8.3 Where prisoners have been engaged in development or treatment programmes during their sentence, the prison takes appropriate action to enable them to continue or reinforce the programme on their return to the community.

Rating: Good performance 

Generally, there was good access to formal programmes for long-term prisoners such as Constructs and CARE (an anger management course), with the exception of the new sex offender treatment programme introduced approximately 18 months ago. HMP Dumfries had difficulty delivering the course due to problems with staff training. However, they were hoping to deliver this soon given that a member of staff had completed their training, and the psychology department had after a long gap recently recruited staff. Three other prisons were running this course and prisoners could move to another prison to complete it, although some were reluctant to do so.

Through the ICM process, post programme reports generally followed the prisoner into the community.

Prison officers, employees and external tutors were successfully delivering a significant number of different courses and awards. Short-term prisoners could apply on a voluntary basis to complete a wide range of modules during their time in prison. These included accredited modules such as health and wellbeing, care and maintenance, finance, citizenship responsibilities, sexual health and cooking on budget. These modules could be accumulated and converted to an accredited SQA citizen and tenancy award (see 7.17). Prisoners saw this as a particularly valuable

asset because prison staff had successfully negotiated with the local housing authority to give it recognition during the allocation of property. Prisoners had the option of completing other standalone units after release to add to their qualifications, or complete others should they return to prison in the future. Other vocational awards were also offered which included cleaning buildings award (Level 1), response to hazard award, (which included cleaning up bodily fluids). A few prisoners had used these awards to obtain full-time permanent employment after release. Prisoners spoke positively about the achievement they felt in completing these courses and believed they would make a difference to their employment opportunities on release.

8.4 As prisoners near release all reasonable steps are taken to ensure appointments and interviews are in place with relevant agencies.

Rating: Satisfactory performance ●

Link centre representatives were committed to supporting prisoners to plan ahead and make appointments prior to their release. For example, the Jobcentre Plus representative gave prisoners appointments to attend soon after release. The Citizen Advice Service representative made sure prisoners had their telephone number and encouraged them to continue to use the service.

The range of professionals who attended the multi-disciplinary throughcare forum were committed to making sure each prisoner would have the relevant support from one of them, to attend appointments or interviews. The throughcare workers recognised the barriers that prisoners could face in trying to access services in the community and were diligent in the way they attended appointments to support and advocate on behalf of the prisoners. This positive support continued to be offered for other appointments after release.

8.5 As prisoners near release all reasonable steps are taken to ensure that accommodation will be available.

Rating: Generally acceptable performance ●

On the day of release, long-term prisoners knew who would be supervising them in the community and that accommodation would have been arranged. The housing needs of these prisoners were dealt with via the ICM process and no long-term prisoner was released without somewhere to stay. Some local authorities used specific furnished accommodation for long-term prisoners convicted of a sexual offence - a furnished place to go to temporarily on release. Others used a range of temporary provision

No long-term prisoner was released without the address being confirmed as suitable by the supervising officer. If the long-term prisoner was a Schedule 1 offender (as per offences within the ambit of Schedule 1 of the Criminal Procedure (Scotland) Act 1995) then accommodation still had to be approved by the supervising officer. No prisoner or officer was told where the prisoner was being released to until the day of release. High-risk offenders were escorted to their new accommodation on the day of release.

We saw an older prisoner successfully discharged directly to a residential care home via the MAPPA process.

Short-term prisoners who had no home address or secure base to return to, had to go to the Local Authority housing department once released. While still in prison, the

Citizen Advice Service representative helped such prisoners complete their homeless accommodation forms. Although this service was offered on a voluntary basis, the representative persevered in attempts to engage with prisoners if they seemed reluctant to accept the initial offer of an appointment. Completing the relevant forms prior to release significantly reduced the stress on the prisoner of having to do this on the day, and reduced the waiting time when they arrived at housing. The TSOs gave a number of examples where they had negotiated these local authority appointment times with staff there, so that they could either accompany the prisoner, or reduce the lengthy wait on the day of release.

Prisoners and prison staff described the standard of accommodation offered as very variable. They described some smaller types of accommodation providers who recognised the needs of ex-offenders, which consequently resulted in more positive outcomes for the offender. For example, they were better supported in keeping their other appointments and accessing other services. However, all prisoners interviewed who had used homeless accommodation, were clear about the place they did not want to be placed. Their negative views on this accommodation were endorsed by the TSOs.

8.6 As prisoners near release all reasonable steps are taken to help them find work or enrol for training or education.

Rating: Satisfactory performance ●

Long-term prisoners were supported on release by the community criminal justice team and by a supervised officer allocated to do this work. The pre-release ICM was used to inform training, education and employment options.

Short-term prisoners were actively supported by a range of professionals. The throughcare team and the recently appointed New Routes worker employed by Turning Point Scotland provided continuity of contact post-release, and they were committed to supporting prisoners to find work or educational opportunities. The multi-disciplinary TSOs' humanistic and community-based style of work is beginning to improve outcomes for ex-offenders.

On one occasion, this meant working with Springboard to obtain funds to buy kitchen equipment, negotiating bus warrants to make sure the ex-offender was able to get to his work and mediating with his employer when his attendance at work was adversely affected as a result of a personal crisis.

On another occasion it involved accompanying an ex-offender to join the local library and encouraging him to enrol on an IT course. The course meant that he could re-establish relationships with his family using technology.

A community integration unit (CIU) is being created in Dumfries, the aim of which is to provide responsible and appropriate placements with community input for short-term, low-risk prisoners prior to release. A Project Board was set up in November and the prison has appointed two lead officers to take this work forward. Significant preparation work has been completed - the unit has been refurbished with a small gym and kitchen; furniture has been ordered; other staff have been allocated; protocols have been completed and remain in draft form until ratification. Until the prison rules had been changed to allow placements to happen, officers were cautious not to raise

expectations of community partners or prisoners, but staff had made tentative links with two potential placement providers. Both organisations had experience of, and a positive approach to, supporting offenders. The process would include the risk management team and the Governor agreeing a license for each prisoner to be able to participate and criteria would include: being a low category prisoner with a sentence of over one year but less than four; and providing clean drug tests. Work would be on a voluntary basis; individual prisoners would be matched carefully to placements with regard to skills, gaps and needs. The unit will be able to take twelve prisoners, but initially only three would be offered placements at any one time. The remaining prisoners would still benefit from the experience and it is hoped it will provide a smoother transition from prison to community.

8.7 As prisoners near release all reasonable steps are taken to help them manage their financial affairs.

Rating: Satisfactory performance ●

A Citizen Advice Service representative was available in the link centre five mornings a week to give financial advice. They routinely completed benefits checks and explained benefits in detail to the prisoner, making sure they were aware of their entitlements. Prisoners were specifically targeted six to eight weeks before release.

They also helped prepare prisoners on remand if they were not likely to be released by court, and offered debt support, particularly relevant for long-term prisoners. Future financial issues were dealt with via the ICM process for long-term prisoners and discussed during the pre-release case conference.

While in prison, short-term prisoners could choose to complete a standalone unit of work, focusing on managing finances and managing on a budget - it included shopping and planning meals on benefits allocated.

8.8 The prison reliably discharges its statutory duties to assist the resettlement of prisoners on release.

Rating: Satisfactory performance ●

The prison was committed to improving prisoners' skills, abilities and confidence while in prison in order to better assist their resettlement and this was proving particularly beneficial for short-term prisoners. The TSOs were providing on going resettlement assistance in a flexible way which focused on the needs of the individual prisoner.

The prison's attempt to engage the community in a variety of ways, for example, the involvement with Alzheimer's Scotland, or the annual book and art awards, were all constructive efforts to enhance community involvement (see 7.17 and 7.25).

As discussed in 7.9 and 7.17, the IWISH course involved potential employers coming into the prison to engage with prisoners and it allowed prisoners to present their achievements to family and outside agencies. It was proving to be successful with a few prisoners being offered employment. This programme was well-planned and executed - they ran a short taster programme for interested prisoners to try, which avoided setting prisoners up to fail.

Agencies were accessible via the link centre to provide advice on financial, housing and other personal matters and this was offered in a routine and systematic way.

Wherever possible, the prison tried to make sure that opportunities were available to both long and short-term prisoners.

8.9 Where the prison offers any services to prisoners after their release, those services are well planned and effectively supervised.

Rating: Generally acceptable performance 

In addition to the statutory services and provisions there are a number of services committed to supporting prisoners post-release. For example, the Citizen's Advice Service in the link centre encouraged prisoners to get back in contact if they needed help after release.

TSOs have been in post for around 18 months and retain contact with prisoners post-release on a voluntary basis. The nature of this contact varied from occasional messages by text for those who had been released for some time, to more on going practical support for those recently released. The type of support provided included assistance in attending interviews, work with specialist agencies such as APEX Scotland and advocating with individuals when they were in a crisis. Prisoners spoke extremely positively about this support, describing the interventions as being helpful.

In addition to the SPS TSOs the newly appointed New Routes worker was beginning to establish meaningful support to prisoners after release.

There was evidence that this type of post-release support was having a beneficial impact on prisoners. However this work was not being carried out systematically and records were not clear. The resettlement planning process needs to be improved.

Standard 9: Equality, dignity and respect

The prison employs fair processes whilst ensuring it meets the distinct needs of all prisoner groups irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

Commentary

The prison ensures that all prisoners experience equality of opportunity and outcomes whilst ensuring that the law that applies to any specific group of prisoners is implemented in ways that recognise and respect particular needs.

Inspection findings

Overall rating: Satisfactory performance ●

There is a clear commitment to Equality and Diversity in published documents and a specialist committee has been convened. Prisoner representatives told us they are not able to speak to other prisoners easily. There is a need for independent specialist advice in this area.

Staff have a good general understanding about Equality and Diversity and most prisoners feel respected.

We found evidence that some account has been taken of the experience of older prisoners but more needs to be done to promote their interests.

The physical environment is not suitable for individuals with physical disabilities although some adjustments have been made for prisoners with reduced mobility.

The work being done to combat domestic violence is exceptional and we commend this.

There is little evidence of racial disharmony, however the language barrier does pose problems for foreign national prisoners across a number of different areas.

Prisoners from different religious backgrounds are treated equitably and we found no evidence of intolerance in relation to prisoners' sexuality.

Quality indicators

9.1 The prison's Equality and Diversity Strategy meets the legal requirements of all groups of prisoners including those with protected characteristics.

Rating: Generally acceptable performance ●

One of the first things people see when entering the visitor entrance at HMP Dumfries is the Governor's human rights policy statement displayed on a digital board. This message is also displayed throughout the prison, although prisoners we spoke to indicated that they did not have time to read the messages on the digital boards.

An equality and diversity forum which was originally chaired by the Deputy Governor has been chaired by the Governor since January 2015, as per previous recommendations. The prisoner representative expressed concerns about his ability to communicate with other prisoners. As he was not allowed to do so, this needs to be addressed in order to fully realise the value of having a prisoner representative on the forum. Additionally we recommend that the equality and diversity forum membership should be expanded to external experts, in order to provide greater clarity and guidance on this issue

In general, documentation supported the equality and diversity strategy. However, some of the actions in the 2013–14 action plan seemed to be symbolic in character, for example, “Eliminate unlawful discrimination and harassment” being actioned by putting statements on the notice boards.

In terms of the complaints procedure, we found that documentation relating to complaints about race (concerning two individuals) was incomplete, so we were unable to follow this up through the complaints process. **This is a weakness.**

Records should be updated and be available to both inspectors and the prisoners concerned. HMIPS will monitor this.

9.2 Staff understand and play an active role in implementing the prison’s Equality and Diversity Strategy.

Rating: Satisfactory performance 

Staff demonstrated a strong understanding of their role in implementing the equality and diversity strategy and in promoting human rights. We observed that interactions between staff and prisoners were generally professional and friendly. Prisoners reported that they felt staff respected their human rights and were responsive to their needs. While there were some specific examples of prisoners who wanted to complain about staff, these were exceptions, which underlined the generally positive view of staff.

Staff we spoke to expressed mixed views in relation to training. While there was a general sense that management was supportive of training, many staff said that they had only undertaken core training. Staff noted a significant change under the new Governor in terms of continuing professional development, and being encouraged to try new things. However, this does not seem to have been captured in any written policy.

Staff referenced recent lesbian, gay, bisexual and transgender (LGBT) training, and newer staff referenced that equality and diversity training had been part of their core training. There was no continuous, mandatory training in this area. We also found that there was a lack of understanding between personal grievances and human rights, including equality and diversity grievances. On-going human rights (equality and diversity) training should be provided, as the law and social attitudes rapidly change in this area.

We noted that the United Nations Revised Standard Minimum Rules for the Treatment of Prisoners (the Mandela Rules) were adopted by the UN Crime Commission on 22 May 2015, and the General Assembly is expected to adopt them later this year. Rule 75 provides that:

“All prison staff shall possess an adequate standard of education and shall be given the ability and means to carry out their duties in a professional manner. The prison administration shall ensure the continuous provision of in-service training courses with a view to maintaining and improving the knowledge and professional capacity of its personnel, after entering on duty and during their career. Including: rights and duties of prison staff in the exercise of their functions, including respecting the human dignity of all prisoners and the prohibition of certain conduct, in particular torture and other cruel, inhuman or degrading treatment or punishment.”

Staff referenced a number of diversity events and initiatives engaging the local community, such as LGBT initiatives and dementia and disability groups visiting the prison. These engagements helped staff better understand their role, in relation to equality and diversity. However, we were unable to get a clear sense of whether these were a planned and structured part of staff development, or simply ad hoc.

9.3 Prisoners of all ages are treated with dignity, respect and according to their individual needs.

Rating: Generally acceptable performance 

At the time of inspection there were 18 prisoners over the age of 60 held in HMP Dumfries.

There was some evidence that a participative approach was being taken in order to meet the particular needs of older prisoners: food was provided to older and less mobile prisoners in their hall so they did not have to go to the canteen; access to medical staff was prompt and adequate according to international standards; and some recreation activities catering to older, less mobile, prisoners were provided, but due to the fabric of the building, which is considerably old, there were often problems with getting access to it.

Physical and outdoor activity was also limited. For example, outdoor activity for long-term prisoners started at 07:45, which was a challenging time for less mobile prisoners.

While we acknowledged the limitations posed by the physical environment, more should be done to ensure that accessible recreation and outdoor activity is provided.

9.4 Prisoners with disabilities are treated with dignity, respect and according to their individual needs.

Rating: Generally acceptable performance 

As part of the reception process, prisoners are asked to identify whether they consider themselves to be disabled. We were unsure whether a full assessment was done by medical staff to ensure that additional support needs were identified for disabled prisoners, as required by international human rights standards.

As noted in relation to 9.3, the physical environment was not designed with disabled people in mind, and there are a limited number of accessible cells, or provisions for prisoners with reduced mobility. There was good access to accessible showers and

toilets for disabled prisoners, and at the time of inspection there were no prisoners requiring assistance in relation to personal care.

The demographic of the prison is such that a number older prisoners serving long sentences will become disabled while in prison, or their needs will change, and the reasonable adjustments required will put great strain on limited prison resources.

There was good provision for mental health services. As with 9.3, the challenge will be ensuring that plans are made to meet growing demand. In addition, it is important that recreational and cultural activities are provided for these prisoners.

Care plans were well-designed and followed by staff.

We were impressed by the use of Act 2 Care for prisoners at risk. We saw one prisoner in separation and the officer supervising him demonstrated a high degree of knowledge and expertise in dealing with mental health challenges. The system was being followed in a careful and considerate way, and the officer demonstrated a high level of professionalism in providing appropriate support to the prisoner to ensure his care and safety.

9.5 Prisoners who have undergone or are in the process of transforming from one gender to another are treated with dignity, respect and according to their individual needs.

Rating: Satisfactory performance ●

There were currently no prisoners who identified as transgender.

Staff referenced a policy on transgender prisoners that was developed in consultation with the Scottish Transgender Alliance, and suggested that they would refer to the policy if they needed to do so.

In general, there was a good sense that prisoners felt comfortable discussing their needs with prison staff.

9.6 Prisoners who are married or who have entered into civil partnership unions are treated with dignity, respect and according to their individual needs.

Rating: Satisfactory performance ●

Prisoners were very positive about the visiting regime in the prison, compared to other prisons. No distinction was made in relation to marital status.

Prison officers made reference to relationships between prisoners. In the future, the prison may need to consider what arrangements would be appropriate if two prisoners wished to get married or enter into a civil partnership.

One foreign national prisoner detained on immigration offences complained about maintaining communication with his wife who was in custody at Edinburgh prison. He reported that they only had communication once a month by telephone. We are aware that the SPS has an 'inter-prison visits policy' we would ask that this policy is checked to ensure that it does not interfere with the right to respect for family life.

While not directly related to discrimination on the basis of marital status, we would like to commend the work being done to combat domestic violence. White Ribbon training and other targeted work was delivered to prisoners who had a history of domestic abuse. Officers cited two examples of the work they were doing:

- in response to an assault which happened during a spousal visit, a tailored education programme was developed for the prisoner, support was provided to the victim directly by the prison, joint counselling was established with the prisoner and his spouse, and a plan was put in place for post-release support;
- in response to a prisoner who verbally and emotionally abused his spouse during telephone calls, other prisoners overheard and, drawing on their White Ribbon training, challenged him on the behaviour, encouraged him to seek help, making it clear that they would not tolerate domestic abuse.

9.7 Women prisoners are treated with dignity, and their individual needs are met including those associated with pregnancy and maternity.

Rating: Not applicable ○

Not applicable – there are no women prisoners in HMP Dumfries.

9.8 Prisoners of all racial groups and nationalities are treated with dignity, respect and according to their individual needs.

Rating: Satisfactory performance ●

At the time of the inspection, the vast majority of prisoners were white British (152) with a small number of prisoners from other racial groups or nationalities and there were 15 foreign nationals. We saw no evidence of particular tensions between different ethnic or nationality groups.

There were a number of foreign national prisoners who did not have English as a first language with some of these prisoners having a very low level of understanding of English. The lack of interpretation for these prisoners is a huge barrier to communication and constitutes a significant concern.

Staff reported that communication barriers presented challenges to their work. While many referred to the availability of interpretation services, it would be beneficial to hold a log of when these services were used and for what purpose.

Written information about the prison in a range of languages other than English, was scarce. There was no information in other languages related to food such as assurances over ingredients, or the visiting regime.

These communication barriers affect access to medical services, complaint procedures, and other services. Other prisoners were commonly asked to translate which has a serious impact on the right to respect for private life, and in relation to safety. It also has an impact on rehabilitation and recreation.

We had concerns about the cost and availability of communication with family outside of Scotland. For example, the cost of a telephone call to Albania is £3 per minute. We

noted that in 2014 the Deputy Governor investigated whether the SPS video conferencing facilities could be used, but there were technical challenges.

Whilst there is an SPS policy relating to family contact for prisoners whose relations live abroad the SPS should ensure that they are content that this policy does not interfere with the right to respect family life.

There were complaints that the food was not appropriate to the national diets of prisoners from outside Scotland. However, efforts had been made to ensure that the food menus were responsive to the cultural and religious needs of prisoners. Healthcare staff confirmed the adequacy of the food nutrition and quantity.

Prisoners raised issues around the lack of culturally appropriate books and videos in languages other than English. This seemed to be a process issue with the ordering system rather than an intentional restriction.

There were a few reports of issues relating to racial tension between staff and a prisoner, which seemed to have been handled appropriately, but the discrimination incident reporting forms were incomplete.

9.9 Prisoners of all religious groups are treated with dignity, respect and according to their individual needs.

Rating: Good performance 

Prisoners had good access to chaplains and worship, and those of all faiths or none, were able to seek support from the prison chaplains. It was clear from discussions with the Imam that good relationships of trust have been built up between prisoners and staff. Prisoners could celebrate major religious festivals, which were actively promoted, although Muslim prisoners raised concerns about their ability to fully enjoy Eid (one lunch celebration) compared with other religious festivities like Christmas.

There is generally respect for prisoners who practise their religion. However, there was a report of racial tension issues between staff and a prisoner, relating to his freedom to pray. There were allegations that discriminatory statements in relation to Sikh prayer had been made.

Food appropriate to the dietary requirements of all faiths represented in the prison, was provided. A number of Muslim prisoners told us that some of their dietary requirements were not met, but it seems that the complaints related more to the quality of the food rather than its propriety. The Imam made an important point to prisoners during our group discussion, about the difference between religious needs and cultural ones. Any religious issues were raised through the chaplaincy and addressed.

The Imam gave some good examples of religious issues and how they were addressed. Some prisoners and visitors had complained that the dogs used for security purposes interfered with the need to be clean for prayer. The Imam explained that the issue had been looked at thoroughly by Islamic scholars: some views were that a dog sniffing someone was not in itself unclean, but that even taking the view that it was, it would not be an issue, as long as there was the chance to get clean before prayer. Equally, dogs searching cells, including bed linen or personal items not directly related to prayer, did not create any issues. Religious items such as texts or prayer mats should be treated with special care, but should still be searched for safety and

security reasons. The only religious issue raised would be if prisoners were not given the opportunity to clean themselves prior to prayer.

Two Sikh prisoners had raised issues about religious practice. They were required to share a cell and considered that this interfered with their religious practice. Their verbal prayer was distracting each other, and because they were using bunk beds, they did not like that one should be above another when praying. The prison took advice from Sikh scholars who advised that neither of these issues were religious requirements.

Education programmes were available for all prisoners who wished to learn about other religions. We were informed that this was proving useful in breaking down barriers.

Staff had growing confidence that they were treating prisoners from all religious groups with dignity, respect and according to their individual needs. However, on going training is necessary.

9.10 Prisoners of all genders are treated with dignity, respect and according to their individual needs.

Rating: Satisfactory performance ●

Only male prisoners are held in HMP Dumfries. A number of prison, medical and care staff are female but there were no gender-related issues raised (see 9.5).

9.11 Prisoners of any sexual orientation are treated with dignity, respect and according to their individual needs.

Rating: Satisfactory performance ●

There were three prisoners who identified as being either bisexual or gay. Nine prisoners decided not to disclose their sexual orientation.

As discussed in 9.2, LGBT issues were covered by the equality and diversity strategy. There had been recent LGBT training, equality and diversity training was part of the core training for new staff. There was found to be a reasonable understanding of policy and procedure at all levels of prison staff. There was no continuous mandatory training in this area and many staff had been trained more than a decade ago.

Standard 10: Organisational effectiveness

The prison's priorities are consistent with the achievement of these standards and are clearly communicated to all staff. There is a shared commitment by all people working in the prison to co-operate constructively to deliver these priorities.

Commentary

Staff understand how their work contributes directly to the achievement of the prison's priorities. The prison management team shows leadership in deploying its resources effectively to achieve improved performance. It ensures that staff have the skills necessary to perform their roles well. All staff work well with others in the prison and with agencies which provide services to prisoners. The prison works collaboratively and professionally with other prisons, and other criminal justice organisations.

Inspection findings

Overall rating: Good performance



Staff and managers have a clear up-to-date understanding about current and future plans for the prison. There are suitable arrangements in place to ensure that the prison's performance can be monitored and reviewed. Not all previous HMIPS recommendations have been adequately dealt with.

Staff development is taken seriously by managers but more needs to be done to improve the way non-mandatory training is organised.

Good performance by members of staff is readily acknowledged and staff show an understanding and respect towards each other's work.

There are sound working relationships between the prison and other parts of the SPS. Relationships with community-based partners, the media and the public, are often very good.

Quality indicators

10.1 The prison successfully implements plans to improve performance against these standards. The management team gives clear leadership by communicating the prison's priorities and what is expected of all staff.

Rating: Good performance



The action plan for 2015-16 contained details of the prison's strategic priorities, deliverables and progress made for the year to date. There is a 'live' risk register in place, which is regularly reviewed during the prison's business performance meetings. Both were available on the prison's own intranet site and all staff working in the prison were able to access it.

During the course of the inspection, the management team provided numerous examples of different communication methods that have been adopted to ensure the prison's priorities are widely known and understood by staff (both SPS and non-SPS) and prisoners. Communication methods used for staff include emails, monthly prison briefs, regular meetings in which outcomes are formally recorded, events where information is shared in an interactive manner, media boards and a significant amount of face-to-face communication. We spoke to a number of staff (both SPS and non-SPS) and almost all were able to describe the prison's priorities and the various ways in which the priorities were communicated. Staff also spoke positively about the levels of face-to-face communication that took place, particularly from the Governor-in-Charge.

To communicate its priorities and other important information to prisoners, the prison uses prisoner notices and media boards. The prison also recently ran a World Café event to promote improved health and wellbeing for prisoners and their families. This was well attended and prisoners spoke positively about it. Prisoners were able to influence the prison's priorities and offer feedback by speaking with staff directly or at the PIAC. Most prisoners we spoke to during the course of the inspection were aware of, and satisfied with, the different communication methods in place.

10.2 The management team makes regular and effective use of information in improving the prison's performance against these standards.

Rating: Generally acceptable performance 

The prison has different plans in place that clearly describe what is required to achieve priorities and key performance indicators. At a strategic level, regular business performance meetings are held to monitor progress against the prison's priorities, key performance indicators and any risks that have been identified. Outcomes from such meetings are formally recorded and although we were satisfied that areas identified for improvement were being progressed, some dating back to when HMIPS last visited the prison and made a number of recommendations (in June 2013) had not been fully progressed.

The prison had recently implemented and published a local action plan to address key areas of concern identified by staff during the most recent SPS people survey. In recent months, the Governor-in-Charge had established a staff development forum to ensure that the experience and skills of staff are utilised and considered for the development of projects and local issues that arise. This, the prison believes, will allow staff to become more involved in improving the prison's performance. Although in its early days, staff spoke positively about this forum.

10.3 Staff are clear about the contribution they are expected to make to the priorities of the prison and each is trained to fulfil the requirements of their role. Succession and development training plans are in place.

Rating: Generally acceptable performance 

We spoke with staff working in various different roles across the prison and almost all were clear on how their own performance contributed to the overall priorities set for the prison. A sample of records showed that staff objectives were clearly aligned to the prison's priorities and that individual training and development plans were in place to allow staff the opportunity to develop in their role.

The prison has a training plan in place. However, this only provides details of the mandatory training that is required to ensure the prison achieves and maintains appropriate standards. At the time of the inspection, training records showed that the prison was required to improve performance against target in a number of areas, including suicide risk management (ACT 2 Care), fire awareness and emergency aid. The prison had arranged targeted training sessions to address these shortfalls, but sessions were frequently cancelled due to staffing shortfalls.

The prison clearly takes the development of its staff seriously and we saw records showing that additional non-mandatory training has been provided, such as White Ribbon awareness training, dementia awareness sessions, SQA assessor training, local incident command training, the Dumfries 'Fit for Life' training, local personal officer development training and sessions to assist staff in preparing for promotion boards. The prison's training plan did not include this non-mandatory training so it was difficult to see what strategy the prison had adopted, or whether it addressed overall aggregated need. Additionally, there was no evidence provided that demonstrated the prison holds regular training and development meetings to discuss and agree priorities and to monitor the overall training and development budget.

10.4 Good performance at work is recognised by the prison in ways that are valued by staff. Effective steps are taken to remedy inappropriate behaviour or poor performance.

Rating: Good performance



The prison was unable to provide documentary evidence that demonstrated a clear reward and recognition strategy in place, but numerous emails were made available to show that the prison recognises and rewards its staff, both formally and informally, on a regular basis. Staff we spoke to were able to describe the various different ways in which they could be formally rewarded, for example, the Xtra Mile award which gives staff the opportunity to nominate their colleagues, annual staff recognition award ceremonies, the nomination process for Butler Trust and Queens Honour awards and within their Personal Performance Management System appraisals.

10.5 Staff at all levels understand the value of work undertaken by others.

Rating: Good performance



We spoke to staff who cited the HMP Dumfries monthly brief, media boards and the use of emails, as examples of the main methods that they learned about the work being undertaken by others.

In recent months, the prison held its first World Café event which provided all staff (both SPS and non-SPS) with the opportunity to learn more about the work that is undertaken across the prison. We examined feedback received post-event and almost all staff found it to be a positive experience with plenty of opportunity to learn more about the work of others.

During the course of the inspection, we also found evidence that staff regularly assisted each other and worked across different functions both efficiently and effectively at times when staffing levels were an issue. This clearly demonstrated that

staff not only understood the work that their colleagues undertook, but that they were flexible in their approach.

10.6 Each functional staff group understands and respects the work undertaken by each of the other functions.

Rating: Good performance 

The observations made in 10.5 above, along with evidence gathered, provided assurance that each functional staff group understood and respected the work undertaken by each of the other functions in the prison. Additionally, staff we spoke to from the NHS, Social Work and New College Lanarkshire spoke highly about the way in which they are regularly included and consulted in the work that is going on in the prison.

The prison held various regular meetings that representatives from the NHS, Social Work and New College Lanarkshire attend and again, members of staff working in those areas felt that they were well-informed and played a key part in assisting the prison in achieving its priorities.

10.7 The prison is effective in fostering supportive working relationships with other parts of the prison system.

Rating: Satisfactory performance 

We found evidence to demonstrate that the prison had developed strong working relationships with other parts of the prison system. An example of work recently undertaken, was the plan to roll out training for staff to ensure they are better placed to support prisoners through custody and eventual release into the community. This training was designed in consultation with another prison that had already made significant progress in this area.

We found that the prison was sharing new initiatives and potential areas of best practice with colleagues in SPS Headquarters and other Governors-in-Charge across the prison estate. For example, the introduction of the Mindfulness sessions and the fully accredited tenancy qualification which was designed and developed by a member of the prison's staff.

10.8 The prison works effectively in partnership with agencies which share responsibility for managing and supporting prisoners.

Rating: Satisfactory performance 

The prison evidenced effective partnership working with the NHS, prison-based and community criminal justice social work, Police Scotland and other multi-agency groups.

The Governor-in-Charge and members of the senior management team attended and played an active part in external meetings with various agencies. Assurance of this was provided with copies of meeting agendas, minutes and actions logs.

10.9 The prison works effectively in partnership with organisations that provide services either during their sentence or on release.

Rating: Good performance 

We found that the prison was working in partnership with a significant number of organisations to provide services during sentence, in preparation for and upon release. Examples included:

- The consultation with Dumfries and Galloway Council while developing the new citizen and tenancy qualification (designed to better prepare prisoners for life in the community as a responsible citizen).
- Throughcare support services in partnership with, for example, criminal justice social work, New Routes, and a local church, to help prepare prisoners for release. (Additionally, the prison operates its own throughcare support service which, although not yet formally evaluated for effectiveness, appears to be providing a positive experience for those prisoners who have used the service).
- The project with Annan Athletic Football Club and the Scottish Premier League Trust to implement a physical activity and educational project for short-term offenders within HMP Dumfries. One of the key aims of this project was to provide prisoners with support to help them make the right choices upon release. We found that almost all prisoners who had participated in the project stated they had gained new skills which they believed they could use on release and plans were currently being made to deliver a further, similar programme in the future.

10.10 The prison is effective in communicating its work to the public and in maintaining constructive relationships with local and national media.

Rating: Good performance 

We found that HMP Dumfries was actively engaged with and keen to 'give back' to the local community in a variety of different ways. For example, prisoners were able to work in the prison's charity woodshed to build furniture and other items to order. In recent months, the prison had also worked to raise awareness of Alzheimer's among staff and prisoners and regularly invited people suffering from Alzheimer's into the prison where they could spend time enjoying the therapeutic benefits of the prison's extensive garden.

Good relationships were observed to be in place with the local press and radio and the prison was actively involved in a number of local art exhibitions.

Prison population profile on 11 May 2015

Figures supplied by the Scottish Prison Service

Status	Number of prisoners	%
Untried male adults	27	15
Untried female adults	0	-
Untried male young offenders	0	-
Untried female young offenders	0	-
Sentenced male adults	141	80
Sentenced female adults	0	-
Sentenced male young offenders	0	-
Sentenced female young offenders	0	-
Recalled life prisoners	0	-
Convicted prisoners awaiting sentencing	7	4
Prisoners awaiting deportation	1	1
Under 16s	0	-
Civil prisoners	0	-
Home detention curfew (HDC)	7	-
Total number of prisoners	176 (excluding HDC)	

Inspection team

David Strang, HM Chief Inspector of Prisons
Caroline Johnston, Deputy Chief Inspector of Prisons
Malcolm Smith, Inspector of Prisons
Ian Macfadyen, Inspector of Prisons

Alan Forman, Business Manager
Martha Shortreed, Care Inspectorate
Paul Noyes, Mental Welfare Commission

Andrew Brawley, Education Scotland
Sheila Page, Education Scotland

Stephen Fields, Guest Inspector,
Ralph Henderson, Guest Inspector
Angela Halliday, Guest Inspector

Karen Malloch, Healthcare Improvement Scotland
Ian Smith, Healthcare Improvement Scotland

Bruce Adamson, Scottish Human Rights Commission
Diego Quiroz, Scottish Human Rights Commission

Acronyms used in this report

ACT 2 Care	Scottish Prison Service suicide prevention strategy
BBV	Blood borne virus
BOSS	Body orifice security scanner
CARE	Controlling anger and regulating emotions
CIU	Community Integration Unit
CSRA	Cell Sharing Risk Assessment
EEDA	Exceptional escorted day's absence
ESOL	English for speakers of other languages
HDC	Home Detention Curfew
HIS	Healthcare Improvement Scotland
HMCIPS	HM Chief Inspector of Prisons for Scotland
HMIPS	HM Inspectorate of Prisons for Scotland
HMP	Her Majesty's Prison
ICM	Integrated Case Management
IWiSH	Into work in Scottish hospitality (a course run in partnership with Springboard and the Hollywood Trust)
LGBT	Lesbian, Gay, Bisexual and Transgender
LS/CMI	Level of Service/Case Management Inventory
MAPPA	Multi-Agency Public Protection Arrangements
PER	Prisoner Escort Record
PIAC	Prisoner Information Action Committee
PR2	Scottish Prison Service prisoner records system Version 2
RMT	Risk Management Team
SCQF	Scottish Credit and Qualifications Framework
SPS	Scottish Prison Service
SQA	Scottish Qualifications Authority
SVQ	Scottish Vocational Qualification
TSO	Throughcare Support Officer
Vision	NHS electronic patient record
ViSOR	Violent Sex Offender Register
VT	Vocational and technical



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