



HM Inspectorate of Prisons for Scotland

Report on HMYOI Polmont

Follow-up Inspection 24-28 March 2014



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HM Chief Inspector's Overview

HMYOI Polmont was last inspected in October 2012. The resulting report, published in January 2013, contained 74 recommendations for improvement and identified nine areas of good practice.

Eighteen months later, this follow-up inspection revisited HMYOI Polmont to assess the actions which had been taken to address the recommendations and to report on the progress made.

It is apparent that a great deal of progress has been made in HMYOI Polmont over the last year, resulting in positive improvements to many aspects of life for the young offenders. We assess that 51 recommendations have been achieved, 18 partially achieved and five not yet achieved. All nine areas of good practice have been maintained.

HMYOI Polmont is part way through a significant organisational change to create a learning environment for all its young offenders. This is an ambitious programme which seeks to transform the lives of the young offenders, to improve their prospects for successful resettlement on release. I commend the Governor for setting out so clearly the strategic direction for HMYOI Polmont and recognising that this is a long-term journey.

It is clear that a strategic approach to working with external agencies has been developed. The partnership with Education Scotland is a significant factor in delivering improvements. I particularly welcome the increase in staff training and the raising of awareness amongst all staff of the changes at HMYOI Polmont. I acknowledge, too, the levels of financial investment in both capital and staff resourcing. HMYOI Polmont has benefited from a reduction in its population of young offenders and a greater level of management stability since the last inspection.

I was pleased to see improvements in the involvement of families in the induction process and the progress being made to provide a Family Help Hub at HMYOI Polmont. Healthcare provision continues to be positive, with a greater emphasis on health promotion.

At a time of significant change, it is important to maintain a focus on the day to day requirements of running a successful young offenders institution. There remain for HMYOI Polmont challenges in addressing some of the issues from the full inspection report. There is perhaps an inevitable tension between seeking to transform the young offenders and maintaining control. An historical emphasis on the latter has resulted in a culture where time out of cell, access to recreation and to showers are limited, in some Halls more than others. This is still so, despite the reduction in the number of young people detained in HMYOI Polmont. Time spent in the open air by most young offenders remains particularly poor.

Work is still required to change the culture, so that all staff are working towards the strategic direction of HMYOI Polmont. The provision of physical training (PT) at evenings and weekends needs to be improved. There is scope, too, to increase the

usage of the activity spaces in the workshops, and to maximise participation in work and vocational training.

Summary

Overall, HMYOI Polmont has made significant progress since the last full inspection. I recognise that it is still at an early stage of the change in strategic direction. I was pleased to note generally positive relationships between staff and young offenders. There is considerable potential for the Personal Officers to deliver positive change in the lives of the young offenders.

I look forward to seeing continued progress at HMYOI Polmont and will continue to monitor the changes over the next 12 months.

David Strang

HM Chief Inspector of Prisons for Scotland

EXECUTIVE SUMMARY

This inspection assesses the progress made by HMYOI Polmont in responding to the Recommendations made in the full inspection carried out in October 2012. It also assesses if elements of the service previously considered to be Good Practice remain in place.

There are three criteria: Not Achieved, Partially Achieved and Achieved. These are defined as:

Not Achieved: Overall, there is insufficient evidence of progress against our Recommendations or Action Points which either has a negative effect on prisoners or does not improve outcomes for prisoners.

Partially achieved: Overall, progress against our Recommendations or Action Points is slow or negligible and/ or there is little evidence of improvements in outcomes for prisoners.

Achieved: Overall there is evidence that demonstrates efforts have been made to respond to our Recommendations in a way that is having a discernible, positive impact on outcomes for prisoners.

Recommendations

At our inspection in October 2012 we made some 74 recommendations, of which 51 have been achieved, 18 have been partially achieved and five have not been achieved. We have made a further four recommendations.

Summary of Progress

Whilst much progress has been made on the majority of recommendations it is of concern that the timing of access to the open air remains an issue for the bulk of young offenders. As does the time when Physical Training Instructors (PTIs) are on duty giving limited availability for many young offenders to physical activity in the evening and at weekends. The worry regarding the lack of availability, at times, of pre ordered food choices has not been resolved.

Good Practice

Of the nine areas identified as Good Practice all remain in place. One further area of Good Practice is identified in respect of Family Induction (recommendation 39).

The paragraph reference number at the end of each Recommendation and Area of Good Practice refers to its location in the previous inspection report which can be found online at: www.scotland.gov.uk/hmip.

1. PROGRESS ON RECOMMENDATIONS

1.1 National Health Service (NHS) Healthcare Providers should take action to ensure that electronic medical records sent between establishments are accurate, complete and up-to-date at point of transfer. (Paragraph 1.5)

Achieved. As a result of the reduction in the young offenders in custody there are less transfers in from other prisons than was the case during the full inspection in October 2012. However, when young offenders are transferred in from other prisons, there are no concerns with the quality of the electronic medical records.

1.2 NHS Forth Valley should review the IT systems to ensure that medical records can be accessed quickly and without undue delay. (Paragraph 1.6)

Achieved. Staff are able to access 'Vision', the NHS computer system, during the admission process. While there are some intermittent Information Technology (IT) issues, there is an established process for staff to have these dealt with quickly.

1.3 HMYOI Polmont should ensure that all discussions about sensitive matters are conducted in private. (Paragraph 1.9)

Achieved. There is a room on each level of all residential areas where staff can meet in private with young offenders. These rooms are appropriately furnished and provide a relaxed and confidential environment where discussions can take place. During the inspection, staff routinely used these rooms when talking to young offenders. A number of young offenders spoken with on the day after their admission confirmed their first night in custody interview took place in these rooms.

1.4 HMYOI Polmont should ensure that young offenders who are unable to read the written guidance material on the routines of the establishment are properly identified and provided with additional assistance as required. (Paragraph 1.12)

Achieved. During an education induction facilitated by Fife College new admissions complete the Big Plus Challenge which identifies numeracy and literacy issues. Young offenders identified as requiring support with numeracy or literacy are then visited by Learning Centre staff and encouraged to attend education. In some cases support may be offered on a one-to-one basis.

1.5 HMYOI Polmont should provide written information on establishment routines in a range of languages. (Paragraph 1.13)

Achieved. Written information in a number of languages is available for young offenders whose first language is not English.

1.6 HMYOI Polmont should ensure that all contingency plans are up-to-date. (Paragraph 1.19 and 1.20)

Achieved. A hard copy of Emergency Contingency Plans is held in the Head of Operations' office. An electronic version is also available on a restricted basis. Both versions are fully up-to-date and version controlled. As part of their individual annual

performance targets, each Operations First Line Manager (FLM) has responsibility to ensure two contingencies are updated as required. **This is positive.** In addition, all contingency plans are audited on a six monthly basis to ensure that they are up-to-date. Night Duty Orders were updated by the Night Duty FLM in October 2013 and are now fully up-to-date and version-controlled.

1.7 HMYOI Polmont should take action to ensure that rosters always include sufficient numbers of staff competent in Control and Restraint techniques. (Paragraph 1.22)

Achieved. Staff competency in Control & Restraint (C&R) and other incident command roles are recorded on the Key Management System (Tracka) and a report from this system can be produced when required which will confirm the C&R competency of staff on duty. Examination of these reports confirmed that adequate numbers of staff competent in C&R are always on duty.

1.8 HMYOI Polmont should ensure that staff competency in First-Aid is maintained and that a member of staff trained in First-Aid is always available. (Paragraph 1.24)

Partially achieved. There should be at least one member of staff on duty at all times who has completed the First Aid at Work Training Course. During periods of unlock, on commencing duty FLMs in all areas inform the Electronic Control Room (ECR) if there is a member of staff who has completed this course on duty in their area. Records examined confirmed that a member of staff who has completed the First Aid at Work Training Course is on duty at all times the establishment is unlocked. A number of staff who consistently cover night-duty periods have completed this course, ensuring relevant cover is available during these periods. However there may be occasions during weekday and weekend patrol periods where no member of staff on duty has completed the First Aid at Work Training Course.

1.9 HMYOI Polmont should ensure that staff competency in fire awareness is maintained. (Paragraph 1.27)

Achieved. Fire awareness training has now been delivered to 92% from 80% (at the time of the full inspection) of staff, the target is 100%. This awareness training includes residential staff that require to be trained in cell evacuation (FRP1) and other staff who may be required to be trained in assisted evacuation (FRP2). The training record does not differentiate between which awareness package they have undertaken, nor their specific role.

Additional information was provided stating that a total of 96 residential staff had received training on FRP1 and general awareness since October 2013. However, it is likely that out of this number a total of 30 staff who were involved in 'practice' sessions during January and February 2014 are potentially 'double accounted for' in the total number.

Recommendation: HMYOI Polmont should ensure that fire awareness training records separates general awareness training from role and area specific training (FRP1 – cell evacuation, FRP2 – assisted evacuation).

1.10 HMYOI Polmont should ensure the computerised Cell Call System in Iona House is repaired and that all such systems are regularly checked. (Paragraph 1.29)

Achieved. All Computerised Cell Call Systems throughout the establishment were checked and found to be in working order. Staff reported that the system in Iona Hall had been repaired during the full inspection in October 2012 and that subsequently the Personal Computer (PC) had been replaced.

1.11 HMYOI Polmont should ensure that managers are trained and able to interrogate the Cell Call System. (Paragraph 1.30)

Achieved. A random sample of FLMs spoken with across all of the three main residential halls areas were able to demonstrate the use of the Cell Call System and interrogate it to provide a range of reports. Desktop instructions are available and FLMs report that they have been given awareness training in the use of the system.

1.12 HMYOI Polmont should take action to ensure that regular, unannounced visits by senior managers take place and are properly recorded. (Paragraph 1.32)

Achieved. A rota is in place to identify the senior managers responsible for visiting the establishment, during patrol periods, on a monthly basis. Examination of the occurrence book held in the ECR confirmed that a senior manager visited the establishment during patrol periods each month from April 2013 to the date of the follow-up inspection. On completion of their visit the manager submits a report detailing their visit. In addition the Night Duty FLM records all senior managers' visits in the daily report.

1.13 HMYOI Polmont should put a procedure in place for the issue and management of handcuffs. (Paragraph 2.1)

Achieved. The use of handcuffs in HMYOI Polmont is limited to those occasions where young offenders are escorted by prison staff outwith the establishment. Handcuffs are securely stored within Reception and in the Operations FLMs' office with an inventory in both areas which records their issue and return. Operations FLMs undertake a monthly audit to confirm all handcuffs are in place. During the follow-up inspection all handcuffs were accounted for and a record of monthly audits in place.

1.14 HMYOI Polmont should develop and put in place an appropriate policy and procedure for reducing and responding to bullying. (Paragraph 3.4 and 3.5)

Partially achieved. Senior management confirmed the SPS Anti-Bullying Strategy (ABS) is not utilised in HMYOI Polmont, deeming it unsuitable for use with young

offenders. Instead, the establishment has created a Community Safety Unit who, in conjunction with Respect Me (Scotland's Anti-Bullying Service) are developing a policy aimed specifically at young offenders. Respect Me awareness sessions for young offenders took place in November 2013 and the new policy is due to be implemented by June 2014. It is too early to comment on how successful this initiative will be, however HMIPS have asked to be kept informed of progress.

While awaiting completion of the Respect Me work, instances of bullying continue to be dealt with in the same manner as they were at the time of the inspection. Staff spoken with confirmed that where bullying behaviour is identified, either the victim or the perpetrator will be relocated to another area of the establishment or, ultimately, the perpetrator removed from association and managed under Rule 95 conditions. In addition, HMYOI Polmont encourage young offenders who have been involved in acts of violence to engage in restorative practices, during which time they will work with staff to resolve potential areas of conflict.

Young offenders who attended focus groups and those spoken with during the follow-up inspection stated they were unaware of any strategy or policy aimed at dealing with issues of bullying and that they would deal with any such issues themselves. **This is a weakness.**

Since the full inspection the population of HMYOI Polmont has reduced and most young offenders are no longer required to share cells. The Intelligence Management Unit FLM suggests this is having a positive effect on the potential for violence and instances of bullying, however no conclusive evidence to support this could be found or was offered.

1.15 HMYOI Polmont should take action to ensure that pedestrian and vehicle access complies with Scottish Prison Service National Standards. (Paragraph 3.6)

Achieved. HMYOI Polmont now complies with the SPS National Standards in relation to vehicular access and egress. Observation of the process, discussion with staff and examination of records confirm that all vehicles entering and leaving the establishment are searched. In addition drivers are required to provide identification.

1.16 HMYOI Polmont should ensure that all relevant information is considered when completing Cell Sharing Risk Assessments. (Paragraph 3.11)

Achieved. The sample of Cell Sharing Risk Assessments (CSRAs) checked on the SPS Prisoner Record System (PR2) were found to have been completed accurately and had taken account of all available relevant information. As the establishment's population has reduced by around 120 since the time of the full inspection in 2012, the number of young offenders now required to share cells is much fewer. Notwithstanding, the process in place at the time of the follow-up inspection is robust with staff interviewing the young offender in order to gather information prior to allocating him to a cell. This information is collated in written form before entering it onto PR2. A check of CSRAs is undertaken by Residential Unit Managers on a weekly basis to provide a secondary assurance in addition to daily scrutiny of a

Business Objects report to ensure information held within the Risks and Conditions section of PR2 is mirrored in the assessments.

1.17 HMYOI Polmont should review and improve its approach to ensuring that food being provided to vulnerable groups cannot be tampered with. (Paragraph 3.12, 3.13 and 3.14)

Achieved. Catering staff are aware of the issues regarding food for vulnerable groups of young offenders. The process of transferring food from the cooking source to the heated trolleys is different to that employed at, for example, HMP Shotts where a more randomised approach is taken to ensure that all food under production could be served to any prisoner, whether vulnerable or not.

At HMYOI Polmont, the production of food such as pies, sausages or pre-portioned foods is co-ordinated by a member of the catering staff who allocates the required portions of each foodstuff for each accommodation section to individual cooking trays loaded onto the oven trolleys. When the food is transferred to the hot trolleys after cooking, the same member of staff directs which tray should be placed in each heated trolley. Although the staff member gave assurance that only he knows what food is for each specific area, it is evident that a young offender could, with effort, identify what food was for any particular Hall or Section. At HMP Shotts, as an alternative example, all food is prepared together and only at the point of transfer to the heated trolleys is it allocated to any particular Hall or Section.

However, the process of loading the food into the trolleys is closely supervised and at the time of the inspection was being carried out by the supervising Catering Officer, a further member of staff and a young offender.

Any loose or dry foods (baguettes, rolls, etc) are now bagged and sealed or boxed and sealed to prevent tampering. This is an improvement on the previous inspection.

1.18 HMYOI Polmont should ensure that the Prisoner Supervision System is aligned with Scottish Prison Service national policy, guidelines, timescales and good practice. (Paragraph 5.1, 5.2 and 5.3)

Achieved. The SPS standard Prisoner Supervision System (PSS) is being utilised, with evidence provided that all young offenders are assessed within the appropriate timescale on admission and that there is a review process in place with requisite timescales being adhered to.

A report is prepared and provided to Hall management on a fortnightly basis detailing which reviews are due. Reviews are then arranged with each young offender who is due a review and undertaken by the Residential FLMS and Unit Managers.

Two PSS reviews were witnessed during the inspection. The young offenders were taken through the review process prior to the commencement of the review and the supervision levels explained. In addition, the entitlement to provide any representation in support of or in opposition to the outcome of the review was highlighted. At each stage of the review process and for each of the criteria, the

information and evidence being taken into account was explained to the young offender.

Governors and Managers Action Notice Reference No. GMA 13A/12 which explains the change to the Prison Rules whereby all remand prisoners and young offenders are now required to be allocated a 'high' supervision category rather than being subject to the assessment process and are not required to be reviewed until convicted. The standard SPS PSS forms do not reflect this change.

Recommendation: The Scottish Prison Service should ensure that Prisoner Supervision System (PSS) forms reflect the guidance issued via the SPS Governors and Managers Action Notice Reference No. GMA 13A/12.

There is very little differentiation between the 'High' and 'Medium' supervision levels at HMYOI Polmont in terms of the regimes in place. The difference between these categories does not impact greatly on the activities or work available to the young offenders. As such the young offenders who offered an opinion did not recognise any difference between High and Medium nor attach any value to it. However, the distinction between 'Medium' and 'Low' is more evident and benefits of a lower supervision level are understood by the young offenders eg access to a passman job, the National Top-End regime or the Home Detention Curfew (HDC) Scheme.

An Explanatory Notice has recently been provided to help explain the process and what the system means for young offenders. This is an improvement on the previous inspection.

1.19 HMYOI Polmont should provide young offenders with lockable storage for personal items. (Paragraph 7.4)

Achieved. In-cell safes had been installed in Blair House prior to the temporary transfer of women offenders from HMP & YOI Cornton Vale in 2013. At the time of the follow-up inspection, a further supply of in-cell safes to fit-out the remaining cellular accommodation had been purchased and were being held in stock. Competing priorities in the Estates Department had prevented the safes from being fitted however an installation programme was due to commence during late March/early April 2014.

1.20 HMYOI Polmont should ensure that cell windows are kept clean. (Paragraph 7.6)

Achieved. A window cleaning schedule for all areas of the establishment including all cellular accommodation is now in place and at the time of the follow-up inspection, the windows were seen to be reasonably clean.

1.21 HMYOI Polmont should ensure that young offenders are provided with the appropriate training, direction, supervision and Personal Protective Equipment (PPE) to ensure that cleaning and food handling standards are met. (Paragraph 7.10 and 7.11)

Partially Achieved. Some improvement is noted in relation to the general cleanliness of both the communal areas and the serveries, however the standard is variable across the establishment. Cleaning schedules and passman's duties are displayed in some sections within the residential areas. Instructions for portion control are also posted in some serveries. While the majority of those passmen spoken with were able to describe the recognised processes for cleaning different areas within the Hall and identify the appropriate cleaning materials and equipment, many were not with some passmen cleaning food-handling areas with equipment and materials meant for toilets or non-food areas. Records for passmen who have undertaken related training in Food Hygiene and Industrial Cleaning are available however it is evident that not all passmen are fully trained or are putting their training into practice. This situation can, in part, be attributed to the level of supervision and direction given by staff to the passmen as this was seen to vary not only between each Hall but also between different levels within the same Hall. Most, but not all, young offenders observed serving meals were wearing the appropriate PPE.

1.22 HMYOI Polmont should ensure that external areas are free from debris. (Paragraph 7.12)

Partially achieved. Areas external to Blair House, Iona Hall and Dunedin Unit were clean throughout the period of the inspection. The cleanliness of the areas external to Monro Hall remains poor. While the hard surfaced road external to Monro Hall was cleaned daily to remove a significant amount of debris, specifically toilet roll, the grassed area was strewn with litter. In addition, a number of T-shirts discarded in the small football park remained for the entirety of the follow-up inspection.

1.23 HMYOI Polmont should ensure that all young offenders are offered at least one hour in the open air each day. (Paragraph 8.1)

Partially achieved. In most instances young offenders will be offered a one hour period in the open air. However if there is any disruption to the early morning regime or if the establishment's population is high, this one hour period is often reduced to allow other aspects of the regime such as the movement of young offenders to activities to take place.

1.24 HMYOI Polmont should review access arrangements for young offenders spending time in the open air. (Paragraph 8.2)

Not achieved. The system for accessing time in the open air in HMYOI Polmont has not changed since the time of the inspection. Young offenders are still required to confirm if they would wish to attend a period of time in the open air during the serving of breakfast. While a large percentage of young offenders still have their breakfast given to them in their cells, more are now required to collect their breakfast from the servery. This change is designed to encourage young offenders to get up in the morning and to attend a period of time in the open air. However, at the time of the follow-up inspection, it was impossible to determine if this has had any positive impact.

1.25 HMYOI Polmont should review the timing of access to the open air to ensure that young offenders are encouraged to participate. (Paragraph 8.3 and 8.4)

Not Achieved. With the exception of Blair House Level 1 where young offenders can access a period of time in the open air at 16:30 on weekdays, the timings of access to time in the open air for the rest of the establishment remain the same as at the time of the full inspection.

Young offenders in some areas of the establishment did not attend their allocated period in the open air at any time during the inspection. In other areas attendance from Monday to Friday was low with numbers at the weekend slightly improved.

HMYOI Polmont accept this recommendation has not been met and confirm it will form part of a forthcoming regime review which will look at the structure of the day along with staff attendance patterns which may allow the timings of periods in the open air to be changed.

Management referenced a survey of young offenders which pointed towards the timing of access to periods in the open air not being the main reason for non-attendance and noted a two week pilot in Iona Hall Level 2 when the period of time in the open air was changed to lunchtime did not see a significant increase in attendance. However this belief is not shared with young offenders who attended focus groups, who stated periods of time in the open air would be better attended if the times were similar to those in other establishments.

1.26 HMYOI Polmont should take action to ensure that all halls have an adequate number of waterproof jackets and appropriate storage and drying facilities. (Paragraph 8.6)

Partially Achieved. Prior to the inspection HMYOI Polmont purchased 700 waterproof jackets for use in inclement weather and confirmed every young offender was issued with one. However a number of young offenders in Monro Hall Level 4 were not issued with a jacket. Additionally a small number of young offenders in Iona Hall Level 2 did not have a jacket.

1.27 HMYOI Polmont should put systems in place to inspect the condition of mattresses on a regular basis and provide replacements when required. (Paragraph 10.4)

Achieved. There is evidence of a significant investment of approximately £55,000 having been spent on replacement mattresses in HMYOI Polmont. Additionally, the Head of Finance reports that the establishment was able to secure approximately 70 new mattresses held in stock in HMP Aberdeen at the time of its closure. All mattresses in Blair House were replaced in preparation for the temporary transfer of women offenders into the Hall in 2013. Procurement documentation and a replacement schedule confirms that all mattresses in Monro Hall will be replaced between April 2014 and October 2015. Iona Hall has had all mattresses replaced since the time of the full inspection.

1.28 HMYOI Polmont should provide better quality pillows. (Paragraph 10.5)

Not achieved. HMYOI Polmont adhere to the SPS procurement policy which requires them to purchase pillows through a national contract.

Recommendation: The Scottish Prison Service should review the specification of their contract for the procurement of pillows for prisoners' use when it is renewed in April 2014.

1.29 HMYOI Polmont should ensure that all young offenders are able to shower on a daily basis. (Paragraph 11.3)

Partially achieved. The decrease in the population of HMYOI Polmont has had a positive effect on young offenders' ability to access a shower daily; as there are fewer young offenders requiring access to the six communal showers in each section of Monro Hall and the four communal showers in each section of Iona Hall. Any significant increase in the population would make it more problematic to ensure daily access to a shower in both Monro and Iona Halls.

As at the time of the full inspection, young offenders in Blair House, Monro Hall and Dunedin Unit have access to showers on a daily basis. All young offenders in Iona Hall are offered a shower every weekday; however a small number on level 1 may only be offered a shower on a Saturday or Sunday and not both.

Observation of the routine in Iona Hall Level 1 confirmed that staff attempt to provide young offenders with a shower on a daily basis, however the restrictive nature of the regime which limits the number of young offenders allowed out at any one time makes this difficult to achieve. In addition any increase in the number of young offenders held in Iona Hall Level 1 will make it more difficult to ensure all can access a shower on a daily basis. This is significant as currently when the number of untried young offenders increases the population of Iona Hall Level 1 increases disproportionately.

Another contributory factor to the difficulties in gaining daily access to showering facilities in Monro and Iona Halls is due to the amount of time young offenders spend in the shower. Observation during the inspection confirms that they spend on average up to 20 minutes, which if reduced could allow more young offenders to access showering facilities.

1.30 HMYOI Polmont should ensure that all young offenders should have the opportunity to shower before leaving the establishment to go to court. (Paragraph 11.5)

Achieved. While not all young offenders have the opportunity to shower prior to leaving the establishment to attend court this recommendation has been met.

All young offenders attending court after the early shift staff group comes on duty will be offered a shower prior to leaving the establishment. Observation in Iona Hall Levels 1 and 2 where the majority of young offenders leave to attend court confirmed this. However if a young offender is required to leave the establishment prior to the

early shift staff group coming on duty he will not be offered a shower that morning, but will be given the opportunity to shower during the previous evening. The opening of HMP & YOI Grampian which can hold up to 75 young offenders from the Grampian catchment area has significantly reduced the number of individuals required to leave the establishment prior to the early shift staff group coming on duty.

1.31 HMYOI Polmont should ensure that training records are accurate, up-to-date and fully completed. (Paragraph 12.3)

Achieved. All young offenders who work in the Kitchen are trained in the Royal Environmental Health Institute for Scotland basic food safety standards and safe use of equipment. They are also trained in the use of any particular items prior to first using the equipment. It is clearly understood by staff and young offenders that the latter can only use equipment for which they have received training.

A random selection of young offender training records checked against the items of equipment being used were found to be in order. Training records appear to be complete and signed by the appropriate staff member and young offender.

There are opportunities for further training to Scottish Vocational Qualifications Levels 1 and 2 and records were provided showing progress achieved by a number of young offenders.

1.32 HMYOI Polmont should ensure that the recognised contingency plan for transporting food to Iona Hall is adhered to when the food hoist is out of order. (Paragraph 12.7)

Partially Achieved. A revised Safe System of Work (SSOW), dated February 2014, has been produced by the Catering Manager. The SSOW contains a number of contingency measures in the event of failure of the hoist used to transport food to Iona Hall (or any other lifts within accommodation buildings). Such measures include providing alternative food containers and sealed lids for food trays in order that the food can be delivered manually in a safe manner. In addition, other measures also include preparing extra food or altering menus to food that is easier to transport.

The SSOW has been prepared by the Catering Manager and is referenced as Catering SSOW No. 40. However, the responsibility for the process of delivering food from the Kitchen to the residential areas, and the serving of the food, is the responsibility of the residential staff. Therefore, the safety of those delivering the food is the responsibility of the residential staff directing and supervising the process. It was evident during the discussions with the Catering Manager and Residential FLM that there was not a completely clear understanding of responsibilities.

Remedial works to the hoist have been implemented and no further failures had occurred to date. However, a breakdown occurred during the weekend of the inspection which resulted in the SSOW being implemented. Whilst the contingency arrangements appeared to work – replacement meals prepared – the management supervision of the delivery was not robust and a number of safety issues were

identified including PPE not fully in use and dynamic risk assessment not conducted and supervision sporadic.

Recommendation: HMYOI Polmont should ensure that a Safe System of Work for transporting meals to the Halls in the event of a hoist/ lift breakdown is clearly understood and that all parties involved take responsibility for their part of the process.

1.33 HMYOI Polmont should provide appropriate supervision of those working at the serveries to ensure that young offenders receive their meal of choice, that portion sizes are consistent and that food is appropriately presented. (Paragraph 12.9)

Not Achieved. During observation of the food serving process supervision was provided by one member of Hall staff. He ensured that the food is maintained at the correct temperature and that PPE is worn by the passmen. The process of serving the food does not guarantee that every young offender is provided with his pre-ordered choice of food. This is due to the practice by which young offenders are brought to the servery in small groups (maximum six at a time) from their cells. The passmen then ask what they want without checking their choice against the pre-order record. By the time two-thirds of the young offenders had been served only one choice remained and therefore a number of the final young offenders did not get their choice.

On this occasion the Supervising Officer ensured that portion sizes were consistent and encouraged the take up of soup. However, he was unconcerned about the choices and did not appear to have the record to check against.

The following general comments noted regarding serving of food and related issues made as a result of observing the process in one particular area:

1. On return from activities, young offenders are locked in their cells (the majority already appeared to have been in their cells in any case and some clearly for the full morning). Cells were unlocked in small groups and prisoners were directed to the servery, returned to their cell and locked back in. There was no opportunity for social dining. One young offender confirmed that this was always the case, including the evening meal and had never been given the opportunity for dining outside his cell. This is certainly contrary to normal practice at other establishments and contradicts previous HMIPS advice.

2. The food is delivered to the Halls in heated trolleys which are carefully filled in the Kitchen with the correct number of portions of food following the pre-order record. Within the Hall, the food is immediately transferred onto the hot plates. The Supervising Officer tested and recorded the temperatures at this point. The actual serving of the food commenced approximately 20 minutes later. The Inspector requested that the temperature was retested at the point of service and determined that the temperature had fallen from 83°C to 76°C. Whilst this is within temperature guidelines for food safety requirements, it can be regarded as a significant reduction in temperature which could be affected by a number of factors – ambient temperature, setting temperature of hot cupboard/hot plate, type and quantity of

food, length of time that the hot cupboard has been switched on, whether covered or not, length of time to service (and to service of final portions). The hot plate in the opposite servery was at a higher temperature and consequently the food at point of service was at a higher temperature. This differs from standard practice in other establishments where food is retained in the heated trolleys which are plugged into specialist electrical sockets in the servery thus maintaining a more consistent temperature (80°C to 83°C) and then only immediately before service (approximately five minutes) is the food transferred onto the hot plates. This ensures that the temperature is both generally higher and more consistent. It is however acknowledged that the quality of certain types of food may decline within the heated trolleys i.e. chips or pastry products. These should be kept warm in the dry heat within the hot cupboards to maintain quality. The Supervising Officer should test the temperature at the point of service rather than at too early a point in the process. Staff should ensure that food is kept hot in the most appropriate manner which maintains quality of each particular item.

3. Pre-selection of the menu choice is completed three weeks in advance. Due to the potential turnover of young offenders within some sections over this timescale, the food provided does not often match what was ordered. In addition, young offenders new to a section may not have been given a choice.
4. A SSOW is in place. However observation indicates that it concentrates more on the control of young offenders than on food safety or maintaining food quality.
5. One servery visited did not have any hand wash solution in the dispenser. There was no provision for the disposal of paper towels. This would indicate a lack of hand washing in the area.
6. After service, the passmen were tasked with clearing and washing down the servery area. There is a sign on the servery door requiring that only green equipment is used within the servery. The young offender cleaning the floor chose to use a blue bucket and a yellow mop. The cleaning fluid dispensed into the mop bucket was also incorrect and was not suitable for use in a food area. This was in full sight of the Supervising Officer which would indicate lack of knowledge or training.
7. There does not appear to be any control over the food stored within fridges in the serveries which contain left over food from previous meals.
8. The gastronorm trays used to serve the food are washed in the servery and returned to the Kitchen 'clean' to be re-used. The sinks within the serveries are not suitable for the washing and rinsing of the trays. The standard practice is to remove any food waste within the Hall and transport the trays back to the Kitchen for proper washing and sterilisation.

1.34 HMYOI Polmont should ensure that senior managers routinely taste the food at the point of service. (Paragraph 12.10)

Partially Achieved. Records indicate that senior managers taste the food regularly in the Kitchen rather than at the point of service.

1.35 HMYOI Polmont should take action to promote the benefits of healthy eating and encourage young offenders to eat more fruit and vegetables. (Paragraph 12.11)

Partially Achieved. Rather than supply fruit on a daily basis, a bag of fruit is supplied to every young offender each Monday. The Catering Manager believed that this is delivered directly to each individual cell. However, the practice within the Halls is for the boxes to be placed adjacent to the servery for collection during a food service. In some areas there had been a good take up of the bags of fruit but in others a number of bags - some opened, some not - remained in a box in the servery with no further attempt being made to distribute it.

The provision of the bags of fruit was seen as positive by the young offenders spoken with. However, there were requests for greater variety including bananas which would not suit being placed in a plastic bag.

The Catering Manager reported that he had been attempting to include more vegetables within meals such as pasta dishes, including sweetcorn along with tuna as an example.

Additional evidence provided to the Inspection Team included details of special events regarding healthy lifestyle which promoted healthy eating, including an introduction to the Eatwell plate system.

1.36 HMYOI Polmont should take action to ensure that the additional food provided to cover the gap between meals on Friday and Saturday and Saturday and Sunday is issued on the appropriate days. (Paragraph 12.13)

Achieved. The main snack pack is still issued on a Saturday, with an additional packet of biscuits issued on both a Friday and Saturday evening. While the issuing and timing of the snack pack is welcome it is noted that it no longer contains a packet of instant soup.

1.37 HMYOI Polmont should take action to ensure that mugs, bowls, and cutlery, are stored and cleaned in accordance with infection control standards. (Paragraph 12.15)

Achieved. A system has been introduced that requires a different colour of cutlery and crockery to be used within the servery (red) to that which would be allowed within cells (green) for breakfast use and which is limited to a small number. The rules if implemented suggest that Hall staff should remove any cutlery or crockery of the incorrect colour from the cells after meal service or during cell inspections/searches.

In one Hall inspected, there was a variety of different coloured cutlery in use in the servery – red, blue, green, grey – and it was apparent that the system was not being applied.

However, it was also evident that cutlery and crockery used in the servery and returned after meals was being properly washed by the passmen with the

dishwasher in use. This is often not the practice at other establishments where individual prisoners often retain their own cutlery and crockery and the dishwashers go unused. So whilst this has been achieved it is not in accordance with the developed process.

1.38 HMYOI Polmont should take action to ensure that all searches are carried out to the required standard. (Paragraph 14.1)

Achieved. A number of rub down and body searches were observed in all areas of the establishment and were carried out in an effective and professional manner to the required standard.

1.39 HMYOI Polmont should reintroduce family involvement in their induction process. (Paragraph 15.3)

Achieved. Since June 2013, the families of 19 young offenders have chosen to take part in HMYOI Polmont's Family Induction process. The invitation is extended to the families of all first offenders with the permission sought from the young offender himself. Staff facilitating this service will speak with the family in advance of the visit to outline the process and establish who is attending, their relationship status and ensure that any younger visitors are not under 16 years of age.

The induction takes place between 17:30 and 18:45 when the establishment is locked up and the facilitators ensure that no more than two families are in attendance at any given induction session. This allows for greater personal involvement and the opportunity to visit parts of the prison relevant to the individual, for example the young offender's designated place of work. The induction includes a tour of a Hall, the gymnasium and the radio station. Members of the Chaplaincy Team also meet with the visitors during this time. The visit is conducted in as informal circumstances as is possible and there are opportunities to have tea/coffee with the staff who will explain the establishment routine, highlight the importance of Integrated Case Management (ICM) and answer any questions posed by the visitors. At the end of the induction session, the young offender and his visitors are given the opportunity to enjoy a visit in the Visit Room. **Family Induction is an area of good practice.**

1.40 HMYOI Polmont should review the need for an artificial limit on the number of visits that are allowed to be booked by each residential area. (Paragraph 15.4)

Achieved. With effect from 12 March 2014, the limits on the number of visit spaces available to young offenders in each of the residential areas were lifted. Where not all visit spaces are booked young offenders may, given 48 hours' notice, request an additional visit in excess of their normal entitlement.

1.41 HMYOI Polmont should ensure that basic visit entitlements are not related to behaviour and/ or the level attained in the Incentives and Privileges Scheme. (Paragraph 15.5)

Achieved. With effect from 12 March 2014, each young offender in HMYOI Polmont, irrespective of his Incentives and Earned Privilege Scheme status, is permitted to take a minimum of four visits per month, two of which are taken during the week and two at weekends.

1.42 HMYOI Polmont should work with community partners and help to provide a Visitor Centre for visitors. (Paragraph 15.11)

Achieved. Significant financial investment has been made by SPS in developing a Public Social Partnership (PSP) with the Church of Scotland, Crossreach and Action for Children which will provide a Family Help Hub in HMYOI Polmont delivering a range of support services for young offenders' families and friends visiting the establishment. While not yet built, plans are well advanced to provide this facility within the current atrium at the entrance to the establishment. A Help Hub co-ordinator has been recruited and is in post. With effect from May 2014, Families Outside will provide additional support workers for two and a half days per week and it is anticipated that a further 25 hours per week will be made available by support workers from local voluntary organisations. Two Officers have been selected to establish a Parenting Unit and provide related services to young offenders and their families and are expected to begin work in their new roles in April 2014. The three Family Contact Officers will remain, working alongside and complementing the roles of staff in the Parenting Unit, the Help Hub personnel and the volunteers.

1.43 HMYOI Polmont should take action to ensure that young offenders are able to hear the telephone and not be overheard by others when making a call. (Paragraph 18.3)

Achieved. All telephones have a fit for purpose hood. Observation of recreation periods when telephones tend to be busiest confirmed there is a degree of background noise; however this was not assessed as overly problematic. Young offenders who attended focus groups confirmed that whilst there was a degree of background noise it did not cause a significant issue. They also noted that in the main other young offenders showed a degree of consideration when others were using the telephone.

1.44 HMYOI Polmont should provide written information regarding their legal rights in a range of languages. (Paragraph 20.1)

Achieved. The information detailing how young offenders can make a complaint and the forms used are only produced in English. This is for the internal complaints system only.

Printed information regarding complaints to the Scottish Public Services Ombudsman (SPSO) is available in a number of languages as published by the SPSO and copies are held by Hall staff. Young offenders are made aware of this during induction and via the HMYOI Polmont radio station.

If any further translation of any documentation is required, a translation service is available. This can be used to provide a written translation of any document and also telephone or on-site direct translation.

1.45 HMYOI Polmont should take action to ensure young offenders who wish to submit a confidential complaint are provided with an envelope for their complaint. (Paragraph 20.2)

Achieved. New document holders have been installed in each residential section within the Halls along with additional notice boards. A supply of envelopes is available beside the documents and forms.

1.46 HMYOI Polmont should ensure that young offenders who are foreign nationals are provided with assistance to access consular officials. (Paragraph 20.5)

Achieved. This was viewed by the establishment as an infrequent occurrence. Within the documentation held by the Unit Managers there is a list of contacts for a number of consulates which was available on request.

During the follow-up inspection, it was highlighted that the behaviour of a foreign national young offender had recently changed over a short period, potentially following receipt of legal correspondence. The Unit Manager was concerned that deportation papers may have been served and had made attempts at discussing any issues with the prisoner. However, despite previous success in communicating with the young offender, he had closed down verbal responses and attempts at conversing in English. Assistance was sought from the establishment Equality and Diversity (E&D) representative and limited communications re-established. It was decided that the young offender should be placed on ACT 2 Care and a case conference organised. It was agreed that an interpreter would attend the case conference and also discuss with the young offender any legal concerns that he may have, including access to the appropriate consulate if necessary. **This is positive.** It is clear that there is an appropriate process and available resources in place.

1.47 HMYOI Polmont should take action to assess and meet the communication needs of non-English speaking young offenders, as a matter of priority. (Paragraph 20.6)

Achieved. An assessment of young offender information notices has been implemented with a view to ensuring that notices can be readily understood by all young offenders, including those non-English speaking ones. The notices are being redesigned to include visual aids rather than simply text. Specialist advice is being provided from learning support and E&D staff.

Within Halls, the Unit Manager holds information that can be used to aid communications in a number of languages such as details of commonly used phrases including common health, wellbeing or medical questions. A number of translation dictionaries are also available.

If additional support is required, the E&D representative is the focal point. He holds additional information in a variety of languages. If he is unable to provide the required assistance, there is a translation service available via telephone and also as an on-site service with prior arrangement.

1.48 HMYOI Polmont should take action to ensure that young offenders are informed of their right to appeal disciplinary decisions, of the procedure for doing so, and of what assistance is available to them in making an appeal. (Paragraph 20.9)

Achieved. Observation throughout the follow-up inspection provided assurance that young offenders, if found guilty of a disciplinary offence, were advised of their right to appeal and offered assistance in doing so at the time of the adjudication. Written information in relation to the procedures for making a complaint or submitting an appeal is also displayed in every residential accommodation area.

1.49 HMYOI Polmont should put in place a robust system for recording, investigating and monitoring complaints about racial discrimination. (Paragraph 21.3)

Achieved. All young offender Complaint Forms (PCFs), including confidential PCF2s, are reviewed by the establishment's Business Improvement Manager who administers the complaints system. As part of this review, the reason for any complaint is assessed to determine if there is any racial discrimination issue which has given rise to the complaint. As part of the complaints system, an additional Equality and Diversity form has been introduced allowing young offenders to record if their complaint relates to equality and/ or hate aggravation. Since this system was introduced, no forms have been received. Monitoring of the other PCF forms also indicates that no racial discrimination issues have been raised.

The Business Improvement Manager also monitors Record of Hearing forms for any Race issues. Again, to date, no issue has been recorded.

1.50 HMYOI Polmont should review their systems for recording and responding to complaints. (Paragraph 22.1)

Achieved. HMYOI Polmont follows the standard SPS Prisoner Complaints process. The database for recording complaints was previously incorporated within the PR2 system but this changed in 2011 to a National Database.

Senior management and staff appeared unaware that there was a National Database in existence and had implemented a local record of complaints. In the meantime, a manual recording system has been in place in each Hall. Whilst it is clear that there is a complaints recording system in place, the administration of the system has not been robust and only limited management information regarding the number and types of complaints is available. Recording across the residential areas is inconsistent.

1.51 HMYOI Polmont should ensure that young offenders are not permitted to attend legal proceedings or other important meetings out with the establishment while wearing prison-issue clothing. (Paragraph 22.6)

Achieved. A number of young offenders were observed leaving for and returning from court and in all cases were wearing their own personal clothing.

1.52 HMYOI Polmont should ensure that all young offenders are provided with an induction. (Paragraph 24.1)

Achieved. Current provision allows for all convicted young offenders to attend a week-long Induction programme as soon as practical after sentencing. A 10 week pilot scheme had recently concluded in HMYOI Polmont whereby the SPS National Induction Programme had been amended to better suit the needs of young offenders. At the time of the follow-up inspection, the outcomes from this pilot were under consideration by the SPS Offender Outcomes Delivery Group.

A shorter induction is provided for untried young offenders and is delivered every weekday afternoon. Induction for convicted and untried young offenders with either offence or non-offence protection status is delivered on a one-to-one basis within their residential accommodation area.

1.53 HMYOI Polmont should ensure that service providers attend and participate in induction sessions. (Paragraph 24.2)

Achieved. The content of the new Induction programme delivered in HMYOI Polmont has changed significantly since the time of the full inspection in October 2012 and now includes sessions from a wide range of service providers including: The Wise Group, Action for Children, Passport, Fife College, NHS Forth Valley, Mentor UK, Caledonia Youth and the in-house Chaplaincy Team. **This is positive.**

1.54 HMYOI Polmont should expand the remit of the Young Persons Casework Team to include young offenders in Blair House. (Paragraph 24.5)

Achieved. The Young Persons Casework Team no longer exists however responsibility for the co-ordination of case management for all young offenders, irrespective of age, now falls to one of two groups; the Standard ICM Coordinators Team for all those serving less than four years and who are not subject to any form of post-custody supervision or the Enhanced ICM Team for all other convicted young offenders. While this approach is still relatively new and training and awareness is ongoing for those staff who deliver the Personal Officer role within it, it has the potential to become an area of good practice.

1.55 HMYOI Polmont should take action to further develop its approach to involving and consulting young offenders. (Paragraph 24.6)

Partially Achieved. There is documented evidence of recent Food Focus meetings having taken place across the establishment and of less formal consultation occurring in Monro Hall during the week leading up to the follow-up inspection. Minutes from Prisoner Information and Action Committee meetings held in August and September 2013 as part of the remit of the Regime and Population Project are also available. The Youth Work Team within the establishment have facilitated focus groups as part of a national consultation exercise with Creative Scotland and staff in Monro Hall Level 1 have sought the views and opinions of a group of young offenders in relation to the Healthy Lifestyles approach adopted in that area. Management report that work is currently underway with the office of Scotland's

Commissioner for Children and Young People to develop its approach to involving and consulting with young people, however at present there is still insufficient indication of a structured approach being in place.

1.56 HMYOI Polmont should take action to increase the volume of purposeful activity available to young offenders. (Paragraph 25.1)

Partially Achieved. While this recommendation refers to all young offenders it also commented specifically on those young offenders aged 16 and 17 who, at the time of the full inspection, were held in Blair House and who were unable to access shared activities with young offenders aged 18 and over. This situation has since changed with the number of under 18 year old young offenders reducing to approximately 50 and the restrictions on their shared activities having been lifted. This has resulted in them having access to a greater volume and wider range of purposeful activity. Staff and young offenders spoken with during the inspection commented positively in relation to this development. During the follow-up inspection only a few under 18 year old young offenders remained in Blair House during purposeful activity periods. **This is positive.**

Young offenders located in the National Top End section in Blair House also have reasonably good access to purposeful activity within the establishment or in some cases in the community.

However, during the full inspection HMIPS noted that many young offenders remained locked in their cells for long periods of time during the day, at evenings and weekends. Unfortunately, with the exception of Blair House, this situation remains the same. Those young offenders not engaged in purposeful activity during the day are likely to be locked in their cells. Similarly those young offenders who are only offered recreation every second day may also spend long periods locked in their cells at evenings and weekends. **This is negative.**

1.57 HMYOI Polmont should ensure that the Activity Booking service is able to accommodate the ad hoc closure of facilities. (Paragraph 25.2)

Achieved. Since the full inspection, the activity booking process has been revised to provide better opportunity to direct young offenders to alternative purposeful activity if programmed activities have to change. Under the revised system, the Activity Booking Service can take account of planned alterations to purposeful activities for the following day and direct young offenders affected by these changes to other activities. Printed lists of individual young offenders' programmes for the following day are displayed each evening in the Halls. The system cannot accommodate last minute cancellations, for example due to staff absences, but the establishment attempts to rearrange staff duties to best suit the regime requirements on that day.

1.58 HMYOI Polmont should ensure that all activity spaces in the workshops are utilised. (Paragraph 25.3)

Partially Achieved. The establishment has made steady progress towards meeting this recommendation. Using the revised activity booking process, Instructors are

provided with a daily sheet each afternoon highlighting which young offenders are available for their work party the following day. Officers then allocate the available young offenders to appropriate work parties to try and maximise their work party capacity. Management have also recently introduced a work party for untried young offenders to participate in taster programmes in construction skills. However, overall there still remains room for improvement. Using data provided by the establishment, in January and February 2014, of the 200 activity spaces available each day the average uptake by young offenders was 73% (previously 42%). Similar figures for the Learning Centre indicate an average uptake of around 50% (previously 36%) of activity spaces available.

1.59 HMYOI Polmont should review opportunities for work placements with a view to increasing numbers accessing them. (Paragraph 26.4)

Achieved. The establishment has reviewed its approaches for work placements in the community for young offenders since the full inspection. It has more than doubled the number of organisations that provide external placements for young offenders and that now sits at 23 (previously 11). At the time of the follow-up inspection eight young offenders are accessing daily work placements to assist them with preparation for release with a further three young offenders referred to the Risk Management Team with a view to accessing a placement.

1.60 HMYOI Polmont should undertake a review to ensure optimum participation in work and vocational training. (Paragraph 26.6)

Partially Achieved. Since the full inspection, the establishment has conducted and completed a review of purposeful activity. Recommendations from that internal review have been considered and approved by the senior management team and implemented within the establishment. A revised activity booking system operates a week in advance for service providers, such as education and youth work, to take account of young offender availability. Alterations can be made to allocations up to a day before planned activities to take account of court and agent visits. Instructors attempt to maximise remaining young offenders within available work parties. However there remains scope for improvement. Several instructor posts do not have built in cover meaning during periods of staff leave or sickness work parties are closed. In addition there have been several vacant posts in the Offender Outcomes Group for long periods which has reduced the activity spaces available.

1.61 HMYOI Polmont should take action to ensure that more young offenders, especially in Blair House, engage in education. (Paragraph 27.5)

Partially Achieved. Staff in the Learning Centre continue to encourage young offenders to engage in educational opportunities. The Learning Assistant visits residential halls regularly to speak with young offenders who will not engage in educational activities. Since the inspection, discrete classes for young offenders under the age of 18 years have been replaced with all classes being available to all young offenders. This has increased the opportunity for under 18s to take part in education activities. However, as mentioned previously in Recommendation 58, there remains room for improvement. Using data provided by the Learning Centre for February 2014, 184 different young offenders attended education classes on at

least one occasion. However, the average daily uptake of education spaces available was only 50% (previously around 45%).

1.62 HMYOI Polmont should ensure that arrangements for the delivery of activities take appropriate account of young offenders who require individualised and small group support to re-engage in learning and wider activities. (Paragraph 27.6)

Achieved. The Learning Centre has introduced a new timetable whereby morning classes now finish at 10:15 rather than 11:45 when the young offenders are returned to the residential halls or their work parties, if appropriate. Learning Centre staff then work in the residential halls between 10:30 and 11:30 providing small group work or one-to-one support for young offenders. This is working well, particularly for those young offenders who have previously not engaged in learning. Establishment data for February 2014, shows that 34 different young offenders received this support during the month. In addition, the Youth Work Service delivered by Barnado's Scotland has targeted young offenders who do not engage in any activity within the establishment by delivering a weekly group work session for these individuals.

1.63 HMYOI Polmont should ensure that all relevant staff take account of Curriculum for Excellence principles and the entitlements for all young people in Scotland, such as 16+ Learning Choices, when planning activities. (Paragraph 27.13)

Partially Achieved. Senior managers have made a decent start in addressing this recommendation. There is good joint planning and partnership work with external agencies such as Education Scotland and Skills Development Scotland. Internal partnership working is assisted through the activities of the Learning Environment Steering Group which meets regularly and encourages better joint working between staff in the Learning Centre, Youth Work and the workshops. The Governor has introduced a communication plan to help staff in the establishment focus on Curriculum for Excellence (CfE). However, the establishment is still at an early stage of ensuring all staff understand the key aspects of CfE and the experiences and outcomes that all young people should undertake. Learning Centre staff understand and apply CfE principles throughout their learning and teaching activities but staff in other areas of the establishment still have a distance to travel.

1.64 HMYOI Polmont should take action to provide enhanced access to Physical Education in the evenings and at weekends. (Paragraph 27.21)

Not Achieved. The number of Physical Training Instructors on duty during evening and weekend periods has not changed from the time of the full inspection and as such provision of structured PT during these periods has not increased.

During weekday evenings a maximum of 14 young offenders from Blair House Level 1 can attend the gymnasium from 19:00 to 20:30. This means in addition to limited numbers able to attend the gymnasium, young offenders who are not held in Blair House Level 1 have no access to structured PT at these times. This lack of access to evening PT was commented on very negatively by the young offenders from Monro and Iona Halls who attended focus group. **This is a weakness.**

At weekends there are two morning and two afternoon sessions on both days at which a maximum of 14 young offenders can attend. While each session caters for a different area of the establishment there is no access for young offenders from Iona Hall Levels 1 and 2 and Blair House Levels 2 and 3. Young offenders who attended focus groups, particularly those from Iona Hall Levels 1 and 2 commented very negatively in relation to their lack of weekend access to PT. **This is a weakness.**

On a positive note the establishment have introduced some new initiatives since the full inspection. The 'Breakfast Club' allows a maximum of 14 young offenders to attend the gymnasium prior to their working day on a Monday and Tuesday. Additionally the 'Drive' initiative is aimed at young offenders who may not be regular attendees at the gymnasium. 'Drive' sessions are held every Wednesday afternoon. There are also 35 staff trained in Sports and Games who could engage with up to ten young offenders in sporting activities, predominantly football when possible.

1.65 HMYOI Polmont should ensure that Progression Risk Management Team (RMT) meetings are convened regularly. (Paragraph 28.4)

Achieved. The Risk Management Team (RMT) convene monthly to consider risk-related cases and twice monthly to consider those young offenders eligible for progression to less secure conditions. A planned meetings schedule is in place and published covering the period January 2014 to December 2014.

1.66 HMYOI Polmont should ensure that young offenders, whose cases are discussed at Risk Management Team and Progression Risk Management Team meetings, are provided with information on the decision taken on their case and with a copy of the associated minutes. (Paragraph 28.5 and 28.6)

Achieved. Young offenders whose cases are being considered at RMT meetings are invited to attend and as such have the opportunity to make representation, ask questions and check for understanding at that time. In addition, their Personal Officer is also in attendance and if required is able to engage in further discussion with the young offender concerned to help clarify the outcomes for him or give further explanation as to the reason for decisions made. A copy of the minute from the meeting is also made available to him.

Young offenders who are being considered for progression are issued with a hard copy of the minute from that meeting and a system is in place which encourages the young offender to discuss the outcomes with the Placements Officer and allows them to retain the minute or simply read it. The young offenders will sign a pro-forma confirming their choice. In all cases, an electronic record is retained within PR2.

1.67 HMYOI Polmont should ensure that information following Risk Management Team meetings is added to PR2 in accordance with Risk Management Team guidelines. (Paragraph 28.7)

Achieved. A sample of records held on PR2 proved to be up-to-date in respect of recent RMT minutes. HMYOI Polmont acknowledged that there had, in the past,

been administrative delays in uploading the relevant information. At the time of the follow-up inspection however there was no backlog.

1.68 HMYOI Polmont should carry out a review as to why so few families are involved in Integrated Case Management case conferences and then take action to encourage more families to attend. (Paragraph 28.15)

Achieved. A review of attendance at ICM case conferences by the families of young offenders took place during the three months from May to July 2013. The review, published in August 2013, examined the prison's then current methods of informing young offenders and their families of the benefits of ICM and of taking part in case conferences and made recommendations on how to improve the level of engagement in the process and increase attendance at case conferences. These measures included enhanced promotion of the scheme during the National Induction sessions and flexibility in the scheduling of case conferences to better suit the needs of the families, taking into account work commitments and child care arrangements for example.

Examination of the statistics provided by the prison to SPS Headquarters identifies an increase of 6% since the time of the full inspection with HMYOI Polmont having the second highest recorded figures for families in attendance at ICM case conferences. **This is positive.**

1.69 HMYOI Polmont should ensure that patient confidentiality is maintained. (Paragraph 32.2)

Partially achieved. Steps have been taken to improve confidentiality during the referral process. Secure boxes have been fitted in all Halls for young offenders to place self-referral forms. However, some young offenders are still handing forms to Officers without being able to secure them in an envelope first. This could allow the information to be seen by people who do not need to. Health Care Staff also complete clinic lists which prison staff use to collect young offenders to bring them to the Health Centre. These lists identify the type of clinic the young offender is coming to, for example sexual health or Blood Borne Virus. This information is not required for the Officers who are collecting the young offenders from the Halls. The Health Care Staff should also take care with how they distribute their timetable and how the clinics are identified on this.

1.70 NHS Forth Valley should take steps towards ensuring access to community based health records is available on a 24 hour basis. (Paragraph 32.5)

Achieved. All Health Care staff who are involved in the admission process have access to the young offenders emergency care summary. This is an electronic record of the young offenders current medication regime. It also includes information on any ongoing chronic illness such as asthma or diabetes. Health Care Staff are then able to get more information from the young offenders' GP if they have been admitted in the out of hours period.

1.71 NHS Forth Valley should take action to ensure appropriate referral arrangements for throughcare are in place. (Paragraph 33.5)

Achieved. As a national facility HMYOI Polmont continue to face challenges in relation to throughcare arrangements following the liberation of young offenders. There are good throughcare arrangements within the local NHS Board. There are also examples of good practice where community staff from other Health Board areas will engage with the young offender via video conference if they are unable to visit prior to release. All young offenders who require throughcare from a community addictions team are released with a named person to contact and an initial appointment.

1.72 HMYOI Polmont should seek to improve outcomes delivered through the LINKS Centre. (Paragraph 34.2)

Partially Achieved. Links with Cornerstone who provide support to individuals with learning difficulties and North Ayrshire Throughcare should also be in place in the future. Additionally a Public Social Partnership (PSP) arrangement with the Wise Group as the lead partner is in place. Access to Industry and Barnardo's/Action for Children also operate under the PSP.

1.73 HMYOI Polmont should take action to ensure that review dates are provided to young offenders who have been refused Home Detention Curfew. (Paragraph 35.3)

Achieved. A system is now in place which ensures that all young offenders who have been unsuccessful in attaining early release under the Home Detention Curfew scheme are given written notification of the reason(s) for that decision and, where there is sufficient time left to serve, a date when their application will be reviewed. This notification is made by way of a personal letter to the young offender and an electronic record kept on PR2. Examination of the system and of a sample of "live" cases demonstrates that the system is robust and well administered.

1.74 HMYOI Polmont should take action to develop a strategic approach to working with external agencies. (Paragraph 35.4)

Achieved. Significant progress in relation to this recommendation has been made and it is clear a focus on structured partnership working has been a priority for the establishment. As well as a focus at establishment level an SPS Strategic Advisory Group chaired by the SPS Chief Executive is now in place which has a focus on links with external partners.

Evidence of positive work with external agencies is clear throughout the establishment. Education Scotland have played an integral part in the work in relation to 'Creating a Learning Environment' and it is positive to note this has led to a link with the local high school who support the management team in gaining a better understanding of areas such as CfE. Similar links are apparent with numerous organisations such as Skills Development Scotland, Creative Scotland, and Who Cares? Scotland among others.

Positive links are also evident with the NHS at both local and national levels in health promotion work with young offenders.

A 'Throughcare Board' focusing on securing external service providers best suited to working in HMYOI Polmont has been set up.

In conclusion HMYOI Polmont should be commended for the work they have done in their work with external bodies. **This is positive.**

2. PROGRESS ON GOOD PRACTICE

2.1 Referrals to mental health services are responded to quickly. (Paragraph 1.16)

This remains an area of good practice. Mental health services are able to respond quickly to referrals. The majority of young offenders will be seen on the day of referral or the day after. The team can respond to any crisis referrals quickly. There is access to on-call psychiatrists who will see young offenders on the day of referral if required.

2.2 All prisoners are screened and assessed for illicit substance/alcohol difficulties within 24 hours of admission. (Paragraph 1.17)

This remains an area of good practice. All young offenders are screened for illicit substance/alcohol difficulties during the admission process. If any difficulties are identified the young offender will then be seen by the specialist addictions team the following day.

2.3 HMYOI Polmont uses a Night Duty Handover Diary to ensure that handovers are comprehensive. (Paragraph 1.21)

This remains an area of good practice. HMYOI Polmont continue to use a Night Duty handover diary in residential areas in which Officers record issues or events during their period of duty. As Officers covering Night Duty in residential areas change on a weekly basis information in this diary is a valuable aid in keeping other Officers informed.

2.4 HMYOI Polmont has a comprehensive and robust approach to area searching. Records are maintained by the Security Unit and a systematic, proactive approach is employed. (Paragraph 3.7)

This remains an area of good practice. HMYOI Polmont continue to employ the same process for area searching as they did during the full Inspection. Examination of records confirm all areas are searched on a regular basis. The Security Unit continue to manage the process and audit relevant records to ensure all areas are searched within required timescales.

2.5 Family Contact Officers arrange family bonding sessions prior to the commencement of the main visit sessions. The frequency and availability of these sessions is good. (Paragraph 17.3)

This remains an area of good practice. While no longer called family bonding sessions, these Children's visits remain in place and are facilitated every weekday except Wednesday between 11:30 am and 13:00 with lunch provided. Open to all fathers, the visit takes place in the main Visit Room between the young offender, his child and one adult visitor.

2.6 HMYOI Polmont has a sizeable collection of clothing of various sizes and type, which is offered to those young offenders who do not have appropriate personal clothing of their own. (Paragraph 22.7)

This remains an area of good practice. The establishment continue to retain a selection of clothing in Reception which is offered to young offenders who do not have appropriate personal clothing. A large selection of T-shirts, jeans, training shoes and a small number of suits and outdoor jackets are available. While all this clothing has been donated by young offenders who have no further use for them, the clothing is clean and in decent condition. In addition, HMYOI Polmont continues to purchase new waterproof jackets that are offered to those young offenders on liberation who do not have appropriate personal clothing.

2.7 A Learning Assistant promotes education programmes across the prison and provides learners with support. (Paragraph 27.3)

This remains an area of good practice. A Learning Assistant continues to promote education programmes across the establishment, attending induction and providing information about available learning opportunities. She establishes contact with new young offenders as she conducts initial diagnostic assessments for literacy and numeracy. She also visits residential halls to talk to and encourage young offenders who are disengaged with education to consider taking up learning opportunities.

2.8 The Integrated Case Management Team and the Young Persons Casework Team both provide Young Offenders with support and encourage them to address their risk factors. (Paragraph 28.14)

This remains an area of good practice. The ICM Team (Standard and Enhanced) continue to deliver an effective service. At the time of the follow-up inspection, 'Plan B', a Barnardo's initiative, were withdrawing from HMYOI Polmont. However, work with the under 18 population in this area continues to be delivered by the ICM Team and the staff in Blair Levels 1 and 2. Staff there have been given training to facilitate the introduction of a workbook for young offenders to help identify and prepare a realistic plan in response to their own risk factors and needs. The workbook provides flexibility by taking account of each young offender's level of motivation and, during the initial training phase, the levels of staff awareness and competence. Initially, training and awareness to date has been given to staff in Monro Levels 1 and 4 in addition to those staff in Blair Levels 1 and 2. While some staff spoken with reported that they were unfamiliar with the workbook, a plan is in place to roll out the training to the remainder of staff and includes complimentary training in Emotional and Social Wellbeing together with support from the Psychology Team, the ICM Team and 'Plan B' until their contract ended in the Spring of 2014.

2.9 A well-established referral process for healthcare is in place. (Paragraph 32.3)

This remains an area of good practice. The established referral process remains in place. Young offenders continue to be able to access initial healthcare appointments quickly.

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Acronyms

ABS	Anti-Bullying Strategy
C&R	Control and Restraint
CSRAs	Cell Sharing Risk Assessments
CfE	Curriculum for Excellence
E&D	Equality and Diversity
ECR	Electronic Control Room
FLM	First Line Manager
FRP	Fire Response Procedures
GP	General Practitioner
HDC	Home Detention Curfew
ICM	Integrated Case Management
IMU	Intelligence Management Unit
IT	Information Technology
PC	Personal Computer
PCF	Prisoner Complaint Form
PPE	Personal Protective Equipment
PR2	Prisoner Records Version 2
PSP	Public Social Partnership
PSS	Prisoner Supervision System
PT	Physical Training
PTIs	Physical Training Instructors
RMT	Risk Management Team
SPSO	Scottish Public Services Ombudsman
SSOW	Safe System of Work



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