



HM Inspectorate of Prisons for Scotland

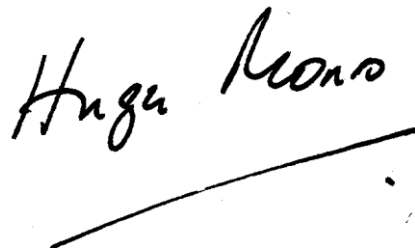
Inspection of the Conditions in which Prisoners are Transported and Held in Sheriff and JP Courts while Under Escort

INSPECTION, 29th OCTOBER, 2010 to 20th March 2012

The Scottish Ministers

In accordance with my terms of reference as Chief Inspector of Prisons for Scotland, I forward a report of an Inspection of the conditions in which prisoners are transported and held in Sheriff and JP Courts while under escort

The report makes a number of recommendations and highlights areas of good practice.

A handwritten signature in black ink, reading "Hugh Monroe". The signature is written in a cursive style. Below the signature is a long, horizontal, slightly wavy line, also in black ink, which serves as a decorative flourish or underline.

Brigadier Hugh Monroe CBE
HM Chief Inspector of Prisons

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1. Overview

Setting the Scene

1.1 This inspection deals with prisoner escort arrangements including custodies escorted from court to prison, from prison to court as well as individual court locations. In order to provide a comprehensive picture, this report covers inspections of all Sheriff and JP Courts and includes the treatment of prisoners under escort.

1.2 It should be stressed that this is not an inspection of Reliance Custodial Services (RCS) or, G4S, the current escort contractor. It is not an inspection of the Scottish Prison Service (SPS), the escort services contract holder, or of the Scottish Courts Service (SCS), or of the local authorities who run the JP Courts. However, all of these parties (and in some cases the police) have a responsibility, for managing the infrastructure along with the constituent parts of the service. It is therefore important that all partners work together to address the shortfalls highlighted in this report.

1.3 The legal basis for the inspection of Escort Services is set out below.

1.4 Inspections were conducted between 29th October 2010 and 20th March 2012. During this period the provider of escort services changed from RSC to G4S¹.

Inspection of Escort Services and Court Cells

1.5 Escort services and court cells face a number of logistical challenges. These include the large numbers of people attending court in the central belt and also the need to travel to distant courts located in the North and South West of Scotland. Despite these challenges, this report finds that the escort service functions well. It also finds that conditions in the majority of court cell areas are adequate, although a minority of courts face a requirement to upgrade facilities to enable easier access to adjacent police cells. This latter point particularly applies at Rothesay where the conditions for custodies could be quickly improved if access is allowed to the police cells which are located very close to the court.

1.6 I continue to criticise the minimal use of video courts throughout Scotland and particularly to those distant courts in the North and South West. Previously I have reported on the situation at Cornton Vale whereby women may have to travel under escort for pre-trial hearings to distant courts, particularly in the Highlands, and be returned to prison on the same day. Appearances at Court can be very short indeed or even be cancelled at short notice. Moving prisoners for pre-trial hearings is often a waste of resources and time all of which could be saved by the use of short video appearances using a suitable system with video terminals at prisons and at courts. I am aware there is a dedicated cross justice project working to increase the use of video technology, but progress is slow. I urge that the proposed pilot scheme for distant courts in the Highlands and Islands is trialled as a priority so that the Cabinet

¹ G4S took over escort services from 11th January 2012.

Secretary for Justice is able to set out a long term strategy to introduce such technical systems with appropriate and sanctioned processes, by the end of 2014.

1.7 In summary, this has been a comprehensive inspection of escort services and courts across Scotland. It should promote change and improvements to conditions, practices and services.

2. Introduction and Background

The Legal Basis for the Inspection of Escort Services

2.1 Section 7(2) of the Prisons (Scotland) Act 1989 sets out the functions of HM Chief Inspector of Prisons. The Criminal Justice and Public Order Act 1994 section 103 (2b) amended this section to include a requirement:

“to inspect the conditions in which prisoners are transported or held in pursuance of prisoner escort arrangements (within the meaning of section 102 of the [1994 c. 33.] Criminal Justice and Public Order Act 1994) and to report to [the Secretary of State] on them.”

Scope and methodology of the Inspection

2.2 A previous inspection report, “The Conditions and Treatment of Prisoners Under Escort”, was published in September 2007. This provided an overview report but did not highlight the standards applicable at individual courts. On the other hand, this report provides detailed information on all Sheriff and Justice of the Peace courts (JP Courts) in Scotland.

2.3 It is important to stress that this inspection deals with prisoner escort arrangements (as defined in legislation). It is not an inspection of the escort services contractor, or of the Scottish Prison Service (SPS), the escort services contract holder. Neither is it an inspection of the Scottish Courts Service (SCS) or of the local authorities who run the JP Courts. It examines the conditions and treatment of prisoners under escort. It focuses on custodies escorted from prison to court, and from court to prison.

2.4 The inspection focuses on:

- The collection of prisoners, and their delivery to, and reception into court custody.
- The condition of cells and associated facilities
- The general management of prisoners while in court custody.
- Safety, administration, catering and medical provision and
- The onward transfer to prison custody or release of prisoners following court hearings.

Sources of Evidence

2.5 The following sources of evidence were used:

- Written and statistical material from SPS and RCS.
- A set of questions inserted in the 2010 SPS Prison Survey.
- Observation of and discussion with prisoners in escort vehicles and court or police cells.
- Discussions with SPS staff and managers in several establishments including Escort Monitors.

- Discussions with RCS headquarters, area management, escort and custody staff.
- Discussions with Scottish Court Service managers, relevant police personnel, solicitors, sheriff clerks and ancillary staff at court locations.

Standards

2.6 “Standards Used in the Inspection of Prisons in Scotland²” sets out a range of standards designed both to guide inspections, and to help prison managers assess their own performance. These standards fall into three main areas, of which, two are relevant to the inspection of escort services:

- Safety: this encompasses security, good order, protection of prisoners from harm.
- Decency, humanity and respect for legal rights: this encompasses all aspects of the treatment of prisoners and the framework of rights within which imprisonment should operate.

2.7 For the purposes of this inspection, two broad definitions of “safety” and “decency, humanity and respect for legal rights” have been adopted, and have guided consideration of the findings. These have been adapted from definitions used to guide prison inspections, and are set out below:

Safety: “The individual prisoner should be safe from harm by others, safe from self harm and as far as is possible be managed in such a way that any risk that the individual poses to others is assessed and appropriate interventions put in place to respond to those risks.”

Decency, humanity and respect for legal rights: “The individual prisoner should be treated in such a manner as to preserve that individual’s Human Rights, preserve human dignity, respect individuality and support family ties. Treatment of the prisoner should be fair and consistent and the prisoner should not be treated out with the law and the Prison Rules. The prisoner should be held in clean and hygienic conditions which promote self respect.”

² HM Chief Inspector of Prisons for Scotland, Standards Used in the Inspection of Prisons in Scotland, Scottish Executive, Edinburgh, 2006

3. Executive Summary

3.1 Although this document features individual reports there are several areas where it is useful to take a Scotland wide view. This will provide stakeholders with reference points apart from the specific court or area that they may be interested in. The points that are discussed in paragraphs 3.2 to 3.19 are observations from across the estate.

3.2 SPS Prisoner Survey. The Scottish Prison Service carried out a survey of the views of prisoners in 2011. Prisoners were asked for their views on how well they got on with escort service vehicle staff. 13% advised that they got on 'very well', 21% advised that they got on 'fairly well' and 46% advised that they got on 'OK' with vehicle staff. However, 12% advised that they got on either 'fairly badly' or 'very badly' with escort staff. In terms of relationships with court staff, 73% advised that they got on 'very well', 'fairly well' or 'OK' with Court staff. 18% reported that they got on 'fairly badly' or 'very badly' with court staff. The survey results indicate that relationships between staff and prisoners are generally good

3.3 Logistics. The pressure of high prisoner numbers in the central belt is managed well by the escort provider. Somewhat more challenging, however are the logistical requirements in the more remote courts of the Highlands and Islands, but these are managed well. Arrangements between the agencies (police, escort providers and court staff) in these locations **are an example of good practice**. Locations such as Lerwick, Kirkwall and Fort William set an example that some other areas could follow.

3.4 The inspection came at a time when the escort provider contract was in transition. As a result the older vehicles were kept in service by Reliance instead of them being renewed. Although the vehicles still functioned, the risk of breakdown was significant. The effect of this was evident on one or two of the inspections. Newer vehicles have now been brought into service.

Court Buildings

3.5 Video Conferencing. Inspections of prisons have revealed extraordinary distances being travelled to courts across Scotland. The situation is particularly evident for Cornton Vale. Inspectors have witnessed dire conditions for prisoners arriving at Cornton Vale (see HMIP inspection report from September 2009³) and at courts.

It is recommended that the SPS and SCS work together to introduce video conferencing links to courts, and particularly distant courts, as soon as possible. Cornton Vale should be a priority in this area.

3.6 Public scrutiny. There are issues with public scrutiny at certain courts, during arrival, and *en route* to court from the cells. These are usually managed very well by the escort staff employing dynamic security procedures. In the majority of cases

³ Inspection of HMP&YOI Cornton Vale 21 – 29 September 2009

police assistance can be called upon to assist if this is required. The issue is not helped by the age and location of many of the court buildings. However that is not to say that some old buildings are not well designed. Similarly, new buildings are not necessarily the best designs. There is a difference when size is taken into consideration where a distinct divide between large and small exists, with the larger buildings being generally better designed.

3.7 The individual court reports in paragraphs 4 to 58 give more detail about public scrutiny in each location. *However Arbroath and Tain require urgent action to ensure the safety of prisoners and escort staff is not compromised by public interference.*

3.8 Cells and Facilities. Reception infrastructure, facilities and processes employed vary between the courts. These are detailed in each individual report.

3.9 By far the cleanest and best suited cells are those that are in buildings where there are arrangements with the police to charge those who damage cells. This works well, particularly when there are notices in the cells to advise prisoners that they will be charged if they cause damage.

3.10 A number of custody suites do not have this procedure in place. However, this, along with CCTV would ensure that the long term fabric of cells could be maintained especially in courts that deal with a large number of custodies. This would save on maintenance costs as well as improving conditions for those who are held in custody. **It is recommended that the police and escort contractors work together to establish a protocol to charge those who damage cells, across the whole SCS estate.**

3.11 In many of the custody suites CCTV is fitted into cells. This gives enormous advantages in terms of supervision and the recording of evidence. While CCTV is a basic requirement for most court cells there are some custody suites where it is not required as staff are stationed directly outside the cell and prisoner numbers are low. Some stakeholders have advised that CCTV is not suitable for police cells. However, in shared custody suites it is possible to put in a system that can be turned off when police custodies are held overnight.

3.12 Escort Contractor. Whilst this was not an inspection of Reliance Custodial Service or G4S, there are a few issues at a national level that are highlighted.

3.13 There is a standardised induction process for escort staff. While this is an area of **good practice**, some locations have yet to embrace this. The other process that is highlighted in this section is the completion of administrative paperwork by court officials. Sometimes, particularly in large courts, (e.g. Glasgow Sheriff Court) the completion of paperwork is delayed. This has an impact on the time taken by the escort contractor to release people or transfer them to prison. SCS should take action to improve its administrative efficiency at such courts.

3.14 All escort contractor staff are 'first aid at work' trained and provided with refresher courses on a regular basis. This is above the minimum standards expected and is an example of **good practice**.

3.15 Court-based escort managers strive to build very good working relationships between police, lawyers and court staff. This is an area of **good practice**.

3.16 Scottish Prison Service. Prisoners should be given an opportunity to shower before travelling to court. Some prisoners that we spoke to advised that they had not been given this opportunity. *Everyone should be given an opportunity to shower before leaving the prison to go to court.*

4. Aberdeen Sheriff Court

DISEMBARKATION & RECEPTION

4.1 The disembarkation of prisoners from vehicles takes place in a secure yard that has electronic gates and CCTV coverage. Prisoners are double handcuffed and taken downstairs through the police station and into the court cells area. Access for disabled prisoners is through a side door and chairlift although this is through the main public area so the police would usually be on duty.

4.2 Prisoners are searched in a suitable area. They are then taken to a reception desk where details are recorded on computer and a photograph taken.

4.3 Property handover and storage is adequate although property seals are poor. There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

4.4 There is a language identification poster in the reception area and interpreters are arranged by the police or court staff if required.

ESCORT VEHICLES

4.5 Two vehicles were inspected. One was a four cell model while the other was a fourteen cell model. Both were clean and serviceable and were equipped with first aid packs, fire extinguishers, hygiene packs, food and water.

4.6 The four cell vehicle is equipped with a Perspex panelled observation door but *the Perspex is flimsy and could easily be broken.*

4.7 Most prisoners that we spoke to said that they did not hear a safety message. They also indicated that they did not have access to a shower or time for breakfast prior to travelling

CELLS & FACILITIES

4.8 The layout of the cells area allows for the separation of different categories of prisoners. There are eight cells and one observation cell. A maximum of 54 prisoners can be held. The adjacent police cells can also be used if an individual is disruptive or if there is overcrowding. The JP court also has two holding rooms that are used for short periods of time when prisoners are waiting to enter court.

4.9 There is no natural light in the cells. The ventilation system is good. All cells are covered by CCTV. This is monitored in the reception area.

4.10 There are no ligature points in the cells.

4.11 The cells and surrounding areas had recently been redecorated so were clean and had little graffiti in them.

4.12 The toilets are in the same area and staff are able to allow quick access when required. There are three toilets, one male, one female and one unisex. All have solid doors for privacy. The male toilet has a soap dispenser *however the female and unisex toilets do not.*

4.13 On the day of inspection prisoners were treated well by escort staff.

AGENTS VISITS

4.14 Solicitors are able to speak to their clients in one of three interview rooms. These rooms were clean and had very little graffiti in them. There is no separation of solicitor and prisoner. There are usually delays in allowing agents access to prisoners. **It is recommended that a further agents room be provided.**

4.15 There are a further two agents rooms in the JP court area which can be used for custodies attending that court.

COURTROOMS

4.16 There are seven Sheriff courtrooms and one JP courtroom. Access to courtrooms one to six involves climbing stairs from the cells and crossing public areas. Courtroom seven is easily accessed from the cells but as this is a family court it is rarely used for prison custodies.

4.17 Prisoners are usually double handcuffed on their way to, and when in, the courtrooms. Public interference is a risk and the escort providers constantly conduct risk assessments and work with the police to minimise this.

4.18 All courtrooms have unsuitable access to the dock, with some having prisoners walking past the agents desk or the public gallery.

4.19 There is a lift for disabled prisoners and although this involves using the main public areas, the security processes are robust and reduce the potential for any interference by members of the public. This process involves posting staff at lift entrances and having police on duty. This is an area of **good practice.**

4.20 *There are no CCTV or staff alarms in the cell corridors or routes to the courts.*

CATERING ARRANGEMENTS

4.21 Drinking water is available and hot drinks are served at regular intervals. Sandwiches and crisps are available at lunch time. Special dietary needs can be met. A hot snack (pot noodle) can be provided for those who are still in the cells after 17.00 hrs.

MEDICAL ARRANGEMENTS

4.22 Arrangements for medical support are in place through a contract with Scotnurse. Scotnurse attend within the hour when requested to do so. All escort

court staff are first aid trained (and refreshed regularly). This more than meets the minimum standards expected.

4.23 Emergencies are taken to Aberdeen Royal Infirmary which is about a 10 minutes drive away.

ADMINISTRATION

4.24 Since January 2012 the recording of events has been upgraded from a paper-based system to an electronic one called Prisoner at Court System (PACS). Records are printed off at the end of the day and provided to the prison. Records that we examined were detailed.

4.25 The court is quick in supplying bail papers and warrants, and there are few delays in moving prisoners after court appearances.

ADDITIONAL INFORMATION

4.26 Fire evacuation procedures are good. The police cells are the normal evacuation point. Fire evacuation plans were easy to understand and readily available.

GOOD PRACTICE

- The security processes for transferring disabled prisoners from the cells to the courtrooms

RECOMMENDATIONS

- A further room for agents should be made available.

ACTION POINTS

- G4S should review the material used in the observation cells in their four cell vehicles.
- Soap dispensers should be available in all toilets.
- The cells corridor and route to courtrooms should be fitted with CCTV and staff alarms.

5. Airdrie Sheriff Court

DISEMBARKATION & RECEPTION

5.1 There is a secure vehicle area for disembarkation, although because of height restrictions this cannot be used in all cases. Prisoners who disembark in the secure vehicle area are single handcuffed prior to exiting the vehicle until they reach the charge bar. Disembarkation in this area is free from public interference.

5.2 There is a second disembarkation area to the rear of the court which is used for vehicles that cannot access the secure vehicle entrance. This area allows access directly into the cell area. Prisoners who disembark in this area are double handcuffed prior to exiting the vehicle until they reach the charge bar. This entrance can be accessed by the public, although during the inspection there was no evidence of any interference.

5.3 There are no issues in relation to access for disabled prisoners.

5.4 Prisoners are identified, and have their details entered on a computer as part of the reception process. There are language identification posters in the charge bar area where reception takes place.

5.5 Property is checked and stored in a cabinet behind the charge bar area.

5.6 Prisoners are then searched before being located in a cell.

5.7 There are CCTV cameras in outside areas, vehicle points and the corridors in the cells area. The images are monitored in the charge bar area.

ESCORT VEHICLES

5.8 On the day of inspection a four and six cellular vehicle were inspected. Both had fire extinguishers and first aid packs on board. The six cellular vehicle was not checked but the four cellular vehicle did not have water or hygiene packs on board. The reason given for this was that this vehicle had travelled from Coatbridge Police Office which is a journey of approximately 10 minutes and all custodies were male. G4S staff confirmed that this vehicle would be equipped with these items prior to use for longer journeys or if female prisoners were being transported.

5.9 Both vehicles were clean and in good repair.

5.10 Only one of the six prisoners asked stated that he was not informed the previous day of his court appearance.

5.11 Showers were offered in some cases and with the exception of the prisoner who advised that he was not informed of his court appearance, breakfast packs were issued the previous evening.

5.12 *All prisoners who were asked advised that they did not hear the safety message.*

CELLS & FACILITIES

5.13 On a Monday there can be more than 40 custodies, although during the inspection there was less than this.

5.14 There are eight cells in total comprising of five 'mainstream', a separate two cell area and an observation cell. The two cell area is designated for female prisoners, although an operational assessment is carried out in relation to the daily custodies to determine the best use of the area, meaning these cells can be used for vulnerable prisoners or other prisoner groups. On the day of inspection these cells were being used for mainstream prisoners.

5.15 On the day of inspection there were no more than four prisoners in any room. G4S staff advised that maximum occupancy would be eight with the exception of one cell which could accommodate 12 due to the seating layout.

5.16 *Only the observation cell has a grille gate (open) with the rest of the cells having solid doors with observation panels. Consideration should be given to fitting Perspex to the grille gate of the observation cell.* Due to the size, layout, staffing and maximum prisoners within the cell area there were no issues with observation of prisoners.

5.17 *On the day of inspection all cells were clean and fit for purpose. Most cells have graffiti.*

5.18 There are two toilet areas which were clean and fit for purpose. There were soap dispensers in each area, but no hand drying facilities.

AGENTS VISITS

5.19 There are four interview rooms for use by agents with screens separating agents and prisoners.

5.20 G4S staff stated that the number of rooms was adequate, and only occasionally did agents have to wait to see their client. On the day of inspection these rooms were in regular use.

COURTROOMS

5.21 There are five courtrooms. In all courtrooms prisoners enter directly into the dock. No courtroom has a glass screen separating the dock from the public gallery or the bench.

5.22 All courtrooms are situated above the cell area and can only be accessed by a number of stairs, meaning they are not easily accessed by disabled prisoners. Any prisoner who is unable to access a courtroom will have their case convened in the cells area. This is not appropriate. **It is recommended that where disabled**

prisoners are not able to access the court room, hearings should not be held in cells or cell areas. Alternative, more suitable arrangements should be made.

5.23 Prisoners are single handcuffed for transfer to courtrooms 1, 2 and 5 as there is a secure walkway. They are double handcuffed for transport to courtrooms 3 and 4, as there is a requirement to walk through a public area. The Police support transfer to courtrooms 3 and 4 to ensure minimal public interference.

CATERING ARRANGEMENTS

5.24 Prisoners are given a cup of tea on arrival and are provided with water on request.

5.25 Lunches are provided from the nearby vehicle base at Tannochside and consist of a sandwich pack, crisps and a biscuit. A range of sandwiches are available to suit dietary requirements. Hot snacks are available for prisoners remaining in the building after 16.30 hrs.

MEDICAL ARRANGEMENTS

5.26 Medical support is provided by Scotnurse with a nurse being on-site within one hour of a request.

5.27 Medical emergencies are transported to Monklands General Hospital which is approximately a five minute drive from the court.

5.28 All escorting and court staff are first aid trained and refreshed regularly. This is well above the minimum standards required.

ADMINISTRATION

5.29 All events are recorded on the Prisoner at Court System (PACS) which when examined reflected the events of the day. However G4S staff noted there were issues with the system in terms of the ease of use.

5.30 G4S staff noted that occasionally there can be delays in paperwork arriving from court to the cell area. A prisoner who was tracked during the inspection concluded their court appearance at 10.15 hrs, with the paperwork being received in the cell area at 11.11 hrs and departing the court at 11.15 hrs.

5.31 There was evidence of a site specific induction for staff, covering basic requirements for new staff.

ADDITIONAL INFORMATION

5.32 A fire evacuation plan is in place with a staged evacuation process. The primary evacuation area for prisoners is the secure vehicle area. The unsecured car park can be used if necessary. G4S staff stated if this area was to be used additional G4S staff and vehicles would be requested along with support from the police.

5.33 During the inspection all prisoners were treated in a courteous and professional manner by G4S staff.

GOOD PRACTICE - none identified

RECOMMENDATIONS

- Where disabled prisoners are not able to access the court room hearings should not be held in cells or cell areas. Alternative, more suitable arrangements should be made.

ACTION POINTS

- The escort contractor should ensure that the safety message is played each time a prisoner enters a vehicle.
- Consideration should be given to fitting Perspex to the grille gate of the observation cell.
- Graffiti should be removed from cells.

6. Alloa Sheriff Court

DISEMBARKATION AND RECEPTION

6.1 The escort vehicles are parked to the rear of the court in a gated area. The parking area is only big enough for four or six cell vehicles. On the day of the inspection a 14-cell vehicle delivered a prisoner who had to disembark in the street.

6.2 All prisoners are disembarked by walking, double cuffed, a short distance to the stairs up to the court cells. This is a discrete area. Wheelchair access is through the front entrance and a lift but would entail lifting the chair and prisoner up a few steps.

6.3 Prisoners are screened on reception. Personal details and a photograph are entered onto the computer which is situated in a small staff office near the cells.

6.4 Property is also checked at this point before the prisoner is placed in a cell. This is then stored in a cupboard.

6.5 There are good facilities in place for identifying the language spoken by non-English speakers and interpreters are usually arranged by the police or court staff.

ESCORT VEHICLES

6.6 The vans remain parked at the rear of the court all day. Two vehicles were checked and found to be equipped with hygiene packs, first aid kits, a fire extinguisher, food and water. Prisoners confirmed that they heard the safety message at the start of their journey. The vehicles inspected were clean and serviceable.

CELLS AND FACILITIES

6.7 The custody suite consists of four cells. This is usually adequate but special arrangements can be made with the police to house any overspill. The police station is just round the corner.

6.8 None of the cells have windows although there is adequate ventilation. However, staff reported that it gets too cold in the winter and too warm in the summer. There are three sizeable cells one of which holds eight prisoners and two which can accommodate six prisoners each. The small cell holds four prisoners, this is usually reserved for female prisoners. This cell was in poor condition with a strong odour emanating from it. No cell buzzers are installed but there is CCTV in all of the cells, monitors are situated in the staff office.

6.9 *There was lots of graffiti in the cells. The police support Escort staff by charging people who damage the cells (if possible). Some structural damage to the plasterwork was observed by inspectors.*

6.10 There is one toilet and this is screened adequately. There is a sink, but soap dispensers and paper towels, meant for the prisoners toilet, have been fixed to a staff area wall instead of the prisoners toilet area. This means that prisoners do not have an appropriate means of hand washing after using the toilet. *A soap dispenser and hand towels should be available for prisoners to use.*

AGENTS VISITS

6.11 Agents can see their clients in one of two booths although only one interview can take place at any time due to confidentiality, safety and security concerns. Both booths are screened between the prisoner and the lawyer. **It is recommended that SCS divides the two booths so that two interviews can take place at the same time.**

COURTROOMS

6.12 On the day of inspection the courts were very busy but staff managed well despite being subjected to technical problems that caused the late delivery of prisoners.

6.13 There are two courtrooms at Alloa. The route to courtroom one is semi-secure. Prisoners are double handcuffed and taken up secure stairs but then have to cross a small public corridor. Once in the court room the prisoner remains double handcuffed.

6.14 Number two courtroom is for JP hearings but is situated in an exposed area across an external yard. This courtroom is often used for custodies and this entails walking prisoners along the same route as they come in, across the yard and up some stairs. This exposes them to the public view. Prisoners are double handcuffed for the walk to court and the hearing. *An alternative route into courtroom number two should be utilised.*

6.15 To get into either courtroom, disabled prisoners would have to be escorted into a lift, although this still entails negotiating some stairs. *Escort staff informed inspectors that they would have to lift a wheelchair should access be required.*

CATERING ARRANGEMENTS

6.16 Lunch is provided by a local bakery and usually consists of two rolls with a hot filling. Drinking water is available and hot drinks are supplied on a regular basis. Microwave meals are available should the prisoners be kept in the cells for lengthy periods.

MEDICAL ARRANGEMENTS

6.17 Medical provision is provided by the Scotnurse agency. The service provided was reported to be good. Any emergencies would be taken to Forth Valley Royal Hospital, Larbert.

6.18 All Escort staff are first aid trained and this training is regularly refreshed.

ADMINISTRATION

6.19 The PER forms were checked and found to be in order although inspectors highlighted that a protection prisoner had been located with main stream prisoners. There is a good exchange of information between agencies.

6.20 There was no documentation to suggest that any staff induction takes place. The manager and staff who were present were not aware that such a procedure existed. *A staff induction process should be created.*

ADDITIONAL INFORMATION

6.21 We saw evidence of good relationships between Escort staff, the police and court staff. This ensures that the operation runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

6.22 Fire evacuation involves returning prisoners to the vehicle through the fire exit (the same way that they came in). However Escort vans do not always have enough capacity to accommodate the full number of custodies requiring to be evacuated. Alloa police station is nearby and can house longer term evacuees. Fire evacuation plans were not available for the cells themselves and staff had little understanding of the process other than returning prisoners to the vehicles. *Fire evacuation plans should be produced, rehearsed and staff trained in them.*

GOOD PRACTICE - none identified.

RECOMMENDATIONS

- SCS should divide the two Agents interview booths so that two interviews can take place at the same time.

ACTION POINTS

- The cells should be redecorated and structural damage attended to
- A soap dispenser and hand towels should be available for prisoners
- An alternative route into courtroom number two should be utilised
- Staff should not lift a wheelchair to get a disabled prisoner into court
- A staff induction process should be created
- Fire evacuation plans should be produced, rehearsed and staff trained in them

7. Annan JP Court

7.1 Annan court does not have any facilities for holding custodies. The courtroom that is used is rented from the council so is used for other business when it is not being used as a JP court. Any prisoners from police or prison custody are produced at Dumfries JP court rather than Annan.

7.2 An inspector was informed that there have never been any custodies taken to Annan so, because of this arrangement, it was decided not to inspect.

8. Arbroath Sheriff Court

DISEMBARKATION AND RECEPTION

8.1 The escort vehicles park to the front of the court. Prisoners are disembarked by walking, double cuffed, across a 12 to 15 foot pavement to get into the building. This takes place in Arbroath's Main Street. The numbers of custodies involved at Arbroath means that this presents a significant risk.

8.2 All prisoners have to be individually transferred using this method. On the day of inspection there were six.

8.3 Police assistance can be called upon but Escort staff, prisoners, police officers and members of the public are put at risk by this. At approximately 10.00 hrs an inspector witnessed a member of the public who appeared to be drunk, approach the escort vehicle and verbally abuse the Escort manager. The manager reported that this type of incident is a regular occurrence. **It is recommended that the Agencies (Escort Provider, Scottish Court Services and the Police) should work together to find a way to reduce the risks.**

8.4 Prisoners are required to take a lengthy route up stairs to the cells area, where initial screening takes place in a discrete area. A photograph is taken, and personal details and property are processed before the individual is placed in a cell. There are good facilities in place for identifying the language used by non-English speakers and for the provision of interpreters.

8.5 Wheelchair bound prisoners have to go through a public area and use a public lift to get to the cells area.

ESCORT VEHICLES

8.6 The vehicles were equipped with hygiene packs, first aid kits, food and water. Prisoners confirmed that they heard the safety message at the start of their journey.

CELLS AND FACILITIES

8.7 There are three small cells in the court building. Each cell holds a maximum of six prisoners and is equipped with CCTV. The cells were clean and had little graffiti in them. The police support Escort staff by charging people who damage the cells (if possible).

8.8 The Escort Manager completes a Health and Safety Risk Assessment incident form in order to highlight a breach of population capacity. Such a case occurred during the inspection.

8.9 Once actioned the escorting officers will escort prisoners back and forth to the police station. On average, Arbroath police station is used two or three times a month, as a result of overcrowding in Court cells.

8.10 The ventilation in the cells was not working at the time of inspection. The Escort manager said that this had been reported. As a consequence the staff leave the door hatches open to let air into the cells. This leaves officers vulnerable to attack from within the cell when they are walking past (down a narrow corridor). The inspector was also informed that the heating does not provide enough heat. These issues mean that the cells are too cold in the winter and too hot in the summer. An inspection of the interiors of the cells confirmed this. **It is recommended that the ventilation system is repaired and that cell door hatches remain closed when the cells are occupied.**

8.11 There are male and female toilets separate from the cells, each had a toilet and a sink. These were clean and there was a soap dispenser and towels nearby for prisoners to use.

AGENTS VISITS

8.12 Agents interviews take place in two rooms close to the cells. These are sectioned off with a glass panel. There are adequate facilities (through speakers) for prisoners to discuss their cases and no one can overhear conversations.

MEDICAL ARRANGEMENTS

8.13 Medical provision can be sourced via Scotnurse agency or a local GP can attend. All Escort staff are first aid trained and refreshed.

COURTROOMS

8.14 The route to courtroom one is secure but prisoners walk past solicitors and court personnel to get to the dock. Courtroom two is accessed by secure stairs. Court room one can be accessed by disabled people but access to Court room two for people with disabilities is via the public lift, which could pose a risk.

ADMINISTRATION

8.15 PER forms and occurrence books were all completed appropriately and kept up-to-date.

8.16 There are good relationships between Escort staff, the police and court staff. This ensures that the business is conducted smoothly and that there are rarely any delays in returning custodies to prison once a hearing is concluded. Arbroath escort staff are provided with an induction programme. The training is recorded and confirmed with a signature by the member of staff. *This is an area of good practice.*

ADDITIONAL INFORMATION

8.17 Should a fire (or even a fire drill) occur then the inadequate accommodation and high numbers of custodies could create a risk. The procedure in place is to evacuate back through the route that the prisoners came in and return to the van.

8.18 This presents risks with exposure to the public but also brings into question the capacity to contain everyone securely. At the time of the inspection, there was one six cell vehicle available and only just adequate enough vehicle space for the prisoners who were in custody.

8.19 There are usually two six cell vehicles present but these would not be enough to evacuate the average population of between 15 to 18 prisoners, should a fire or a drill occur

8.20 Because of the unsuitable evacuation procedures there has never been a live fire evacuation practice for staff and prisoners. **It is recommended that more suitable fire evacuation plans should be created and regular practice drill held.**

8.21 The fire evacuation issue, the vehicle access, the open cell door hatches, and the cell ventilation and heating were all brought to the attention of Scottish Court Services, the escort provider and the SPS escort monitors.

GOOD PRACTICE

- Arbroath escort staff go through an induction programme

RECOMMENDATIONS

- The agencies (Escort provider, Scottish Court Services and the Police) should work together to find a way to reduce the risks involved
- The ventilation system should be fixed and the cell door hatches remain closed when the cells are occupied
- More suitable fire evacuation plans should be created and regular practices held.

ACTION POINTS – none identified

9. Ayr Sheriff Court

DISEMBARKATION AND RECEPTION

9.1 The Ayr courtrooms are situated in a council building near to the sea front. This is a busy area but is away from the main town centre. Up to three escort vehicles can park at the side of the court with extra parking provided on the nearby esplanade. Prisoners disembark in a discrete area close to an archway that leads to the court cells.

9.2 All prisoners walk, double handcuffed, a short distance. This can involve some view by the public but this is kept to a minimum. Escort staff could not recall ever having any problems in this area. The police are very helpful. If escort staff have any concerns the police will clear the public area.

9.3 Prisoners are screened on reception at a custody desk situated directly next to the entrance. Personal details and a photograph are entered onto the computer. Prior to being located in a cell, the individual's property is checked and stored in a secure locker behind the desk. People with disabilities may have difficulties accessing the cells as there is a set of steps leading to them. However, an alternative access route is available via a ramp at the front of the building and a lift.

9.4 Prisoners are searched on reception but are required to take their shoes off and stand on the floor. *There should be a mat for prisoners to stand on when removing shoes for searching.*

9.5 There are good facilities in place for identifying the language used by non-English speakers and interpreters can be arranged by the police or court staff if required.

ESCORT VEHICLES

9.6 Three vehicles were checked and found to be equipped with hygiene packs, first aid kits, fire extinguishers, food and water. The vehicles were clean.

9.7 Most prisoners confirmed that they heard the safety message at the start of their journey. They were all aware of their destination. There was a mixture of prisoners from Dumfries, Kilmarnock and Polmont on the day of inspection. All reported no difficulty in receiving breakfast or medication but were not able to shower before coming to court.

CELLS AND FACILITIES

9.8 The custody suite consists of five cells and two observation cells in an L shaped suite. These are usually adequate but special arrangements could be made with the police to house any overspill. The police station is about five minutes away.

9.9 None of the cells have windows but there is adequate ventilation and heating. The cells have grille gates but are not equipped with spit shields. This makes it a

dangerous environment for staff. **It is recommended that spit shields are fitted to all Ayr cells.** The five cells can hold a maximum of eight prisoners each. The observation cells are glass panelled and can be used to hold four prisoners each. There is CCTV in the two observation cells, monitors are situated in the desk area. The five cells do not need CCTV and staff can see directly into them from their stations.

9.10 All seven cells were in a poor condition with dirty walls and lots of graffiti on the walls, benches and ceilings. *All cells should be redecorated.*

9.11 There are two toilets, one for male and one for female prisoners. Both have a sink. Only the male toilet has a soap dispenser. *A soap dispenser and paper towels should be fitted in the female toilet.* Paper hand towels are handed to prisoners by staff after using the hand washing facilities.

AGENTS VISITS

9.12 There are four screened interview rooms. This is adequate for the number of custodies being held on a regular basis.

COURTROOMS

9.13 There are five courtrooms. The route to all courtrooms involves climbing steps so prisoners with mobility problems are taken via a lift into a public area to access the dock.

9.14 The routes to courtrooms one to four are via secure stairs straight into the dock. Courtroom five uses a private corridor. Prisoners are double handcuffed for court five but the other courtrooms only require single handcuffs. Courtroom four is also used for JP hearings.

CATERING ARRANGEMENTS

9.15 Lunch is provided by a contractor and usually consists of a sandwich and biscuits. Drinking water is available and hot drinks are supplied on a regular basis. Microwave meals are available should the prisoners be kept in the cells for any length of time.

MEDICAL ARRANGEMENTS

9.16 Medical provision is provided by the Scotnurse agency. The service provided was reported to be good. Any emergencies would be taken to Ayr Hospital. All Escort staff are first aid trained and refreshed.

ADMINISTRATION

9.17 The PER forms were checked and found to be in order. There is a good exchange of information between agencies.

9.18 Staff induction takes place at Ayr and is signed accordingly – this is an area of **good practice**.

ADDITIONAL INFORMATION

9.19 There was evidence of good relationships between Escort staff, the police, solicitors and court staff. This ensures that the operation runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

9.20 Fire evacuation involves returning prisoners to the vehicles through the fire exit. . There are always enough cells available in Escort vans. There is also enough room between the cells entrance and secure gates under the archway to accommodate the number of custodies. Ayr police station can house longer term evacuees and Kilmarnock prison would take prison custodies back.

9.21 Prisoners were treated well by escort staff.

GOOD PRACTICE

- Staff induction takes place at Ayr and is signed accordingly

RECOMMENDATIONS

- Spit shields should be fitted to all cells

ACTION POINTS

- There should be a mat for prisoners to stand on when removing shoes for searching
- All cells should be redecorated
- A soap dispenser and paper towels should be fitted in the female toilet

10. Banff Sheriff Court

DISEMBARKATION & RECEPTION

10.1 There is no secure area for the disembarking of prisoners. Escort staff park in the main street, double handcuff and walk prisoners through public areas to reach the cells. Despite the physical limitations the security processes ensure that delivery is conducted appropriately. A police officer can assist if required.

10.2 The area immediately around the cells is a public area and since the last inspection (June 2010) an additional security door has been fitted. However this has been fitted so close to the cells that prisoners still have to cross a public area to access the court.

10.3 Disabled access is good as there is an entrance ramp and all facilities are on the ground floor.

10.4 There is a limited reception process as there is no computer or camera. There is a language identification poster and interpreters are arranged through the police or court staff.

10.5 All of the administration procedures and storage of property etc. have to take place in either the interview room or the corridor. Despite, this records show that there are good exchanges of information between the prison/police and Reliance using the Prisoner Escort Record (PER) form.

ESCORT VEHICLES

10.6 There were no prisoners in custody on the day of the inspection so it wasn't possible to inspect any vehicles. The vehicles are allowed to park in a public car park next to the court building.

CELLS & FACILITIES

10.7 The layout of the cells area is very small and only has one cell so it would be difficult to manage the separation of different categories of prisoners. The cell is sizeable and could hold about eight prisoners. There is an interview room that can double up as a cell. This room could hold about three prisoners. Where there are more than two categories of prisoners or the interview room is needed for interviews the escort vehicle would have to be used for temporary accommodation.

10.8 Staff are aware of the limitations of the accommodation and take appropriate steps to ensure the processes still run smoothly. The rooms themselves are in a reasonable condition, although the cell has no natural light and *neither rooms have the advantage of having CCTV installed*. There is a good ventilation system installed.

10.9 There is a problem with vandalism in the cell and the police do charge those responsible.

10.10 The police station is a couple of minutes away and there is a good relationship between the courts, police and escort staff who work together to ensure that any problems that may occur do not interfere with the running of the court.

There is one toilet which prisoners have to ask to use. There is a sink and good hand washing facilities with a soap dispenser and paper towels.

AGENTS' VISITS

10.11 Solicitors are able to speak to their clients in the interview room but there is no separation screen installed.

10.12 Confidential conversations can take place but escort staff are always just outside the interview room.

COURTROOMS

10.13 There is one courtroom at Banff. The JP court is also held within the Sheriff court and occasionally requires prisoners to attend. As noted in paragraph 10.2, prisoners have to walk past the rear door of the court, through a public area and past the public gallery to reach the dock.

CATERING ARRANGEMENTS

10.14 Drinking water is available and regular hot drinks are served throughout the day. Sandwiches and crisps are provided at lunch time. Special dietary needs can be accommodated and there are vegetarian and Halal options.

10.15 Hot snacks are available should they be required. Escort staff have full use of the court staff kitchen facilities.

MEDICAL ARRANGEMENTS

10.16 Arrangements for medical support are in place through the Scotnurse contract and as usual all escort staff are first aid trained and refreshed

10.17 Emergencies are transported to St. Chalmers Hospital in Banff, two minutes drive away.

ADMINISTRATION

10.18 All administration is paper based as there is no computer in Banff court cells. It takes place in a small corridor but there is usually no delay in the preparation of bail papers or warrants.

10.19 There is no evidence of a staff induction however as the court is rarely used and there is always an experienced crew member present verbal information is given instead.

ADDITIONAL INFORMATION

10.20 Primary Fire evacuation procedures involve taking prisoners through a staff corridor into a small courtyard. Procedures are clear and posters are displayed appropriately.

10.21 Secondary evacuation would involve returning the prisoner to the vehicle with the option of transferring to the police station should this be necessary.

10.22 The escort staff do a very good job at Banff court despite the limitations of the building and facilities available.

GOOD PRACTICE – non identified

RECOMMENDATIONS – none identified.

ACTION POINTS

- CCTV should be installed in the cell and interview room

11. Campbeltown Sheriff Court

DISEMBARKATION AND RECEPTION

11.1 Escort vehicles park at the back of the court building. This is a semi-secure (gated) area. It is a discrete location away from public scrutiny. Escorting staff apply double handcuffs for the short walk to the cells which are on the ground floor.

11.2 Court or police staff arrange for interpreters to be provided for non-English speaking prisoners in advance of the hearing.

11.3 Prisoners are quickly processed and accommodated. There is no computer or camera so they are placed straight into one of the two cells.

11.4 Cell usage at Campbeltown is irregular. On most Mondays there is a need for a custody court which is facilitated by an honorary Sheriff. The rest of the time sees a visiting Sheriff sitting for one week of the month. On average, there are 12 custodies housed in the cells each month.

ESCORT VEHICLES

11.5 There were no prisoners present on the day of inspection so it was not possible to inspect vehicles.

CELLS AND FACILITIES

11.6 The two cells are grille gate and were clean but one (number two) had some graffiti on one wall. *Cell number two should be redecorated.*

11.7 The cells area is bright and airy and has adequate heating and ventilation. CCTV is installed in the cells area and this is monitored in the Sheriff Clerk's office.

11.8 The cells are small with number one able to accommodate three prisoners and the other five. There are ligature points but prisoners remain in view of staff at all times. The accommodation is usually sufficient for the small numbers of prisoners but there are adequate arrangements in place to deal with overcrowding. These arrangements involve using an interview room for females or making use of the nearby police station.

11.9 There is one toilet which is functional and clean. There is a sink and hand washing facilities. A soap dispenser and hand towels are also available.

AGENTS VISITS

11.10 There is one small interview room which, although not screened, is clean, graffiti free and offers adequate levels of confidentiality. Staff observe through a glass panel in the door.

COURTROOMS

11.11 There is one court which is accessed via secure stairs from the cells. Prisoners are not usually handcuffed, but can be on written request should Escort staff feel that there is an enhanced risk of escape. Police are available to assist in supervising prisoners if necessary. JP hearings also take place in this court.

11.12 The court is accessible to disabled prisoners.

11.13 Concern was expressed by court staff and the visiting committee of the adjacent police cells over the amount of time prisoners spend travelling to Campbeltown and similar rural courts. **It is recommended that Video conferencing should be used for distant courts like Campbeltown.**

CATERING ARRANGEMENTS

11.14 Drinks are readily available with a hot drink being provided on arrival and with lunch. All dietary needs can be met. Lunch is usually a microwave meal. Microwave meals are also available for people staying late in the cells.

MEDICAL ARRANGEMENTS

11.16 Medical assistance is available from Campbeltown Health Centre. Escort staff are also all first aid trained. If a medical emergency should occur the prisoner would be taken to Campbeltown hospital which is nearby.

ADMINISTRATION

11.15 All of the administration procedures take place in the small reception area. There are good exchanges of information between the prison/police and escort staff using the Personal Escort Record (PER) form. There are no secure storage facilities so prisoners' property is kept in the vehicle.

ADDITIONAL INFORMATION

11.16 Custody records show that court hearings for custodies often do not start until after lunch and occasionally there are delays between a hearing and leaving the court building.

11.17 Fire evacuation is adequate: the primary exit is into the vehicle. On a short-term basis they would be housed in the vehicles but could be quickly transferred to the police station if necessary.

11.18 The secondary route is leaving by the front of the building, which requires police assistance.

GOOD PRACTICE – none identified.

RECOMMENDATIONS

- Video conferencing should be used for distant courts like Campbeltown

ACTION POINTS

- Cell number two should be redecorated

12. Coatbridge JP Court

DISEMBARKATION AND RECEPTION

12.1 The escort vehicle parks to the side of the court which is located in the council offices. The parking area is only big enough for four or six cell vehicles and this is usually adequate for the number of custodies being transported.

12.2 All prisoners are disembarked by walking, double cuffed, a short distance to the cells area. Although this is not a discrete area there is not usually any oversight by members of the public. The van remains parked in this area all day.

12.3 Disabled prisoners are taken to the front entrance because the usual entry has stairs.

12.4 Prisoners are not screened on reception. There are no facilities to take personal details or photographs.

12.5 Property is checked and held in the room where Escort staff work as there is no other secure storage available.

12.6 There are no facilities in place for identifying the language used by non-English speakers although interpreters are usually arranged by the police or court staff. *Language identification notices should be clearly displayed in areas where prisoners can see them.*

ESCORT VEHICLES

12.7 No vehicles were inspected as there were no custodies on the day of inspection.

CELLS AND FACILITIES

12.8 The custody suite consists of three cells. This is usually adequate but special arrangements can be made with Airdrie Sheriff Court, about ten minutes away, to house any overspill.

12.9 All of the cells have windows and there is adequate ventilation. Each cell takes a maximum of four prisoners. The cells were in a poor condition with lots of graffiti and cell number two has damaged plasterwork around the window. *The cells should be redecorated and plasterwork repaired in cell number two.*

12.10 No cell buzzers are installed and there is no CCTV in any of the cells. There are no cameras anywhere in the building. *CCTV should be fitted to all of the cells.*

12.11 There is one toilet in a separate area and this is adequately screened. There is a sink with soap dispensers and paper towels.

AGENTS VISITS

12.12 There is no interview room so agents see their clients in one of the cells. Although this is not ideal there have been no complaints. One interview can take place at a time and there is enough soundproofing to ensure confidentiality.

COURTROOMS

12.13 There is one courtroom. The route to this is semi-secure. Prisoners are double handcuffed and taken through private corridors into a public area and then into the dock. Police are always present when the court is in session. Once in the court room the prisoner remains double handcuffed. Escort staff informed an inspector that there is usually no problem with public scrutiny or interference.

12.14 Wheelchair access from the cells to the courtroom is good.

CATERING ARRANGEMENTS

12.15 Lunch is not usually required as cases are dealt with very quickly. However, each vehicle carries microwave meal that can be used if necessary. Water is also available. Microwave meals are also available for prisoners being held for any length of time.

MEDICAL ARRANGEMENTS

12.16 Medical provision is provided by the Scotnurse agency. Emergencies are taken to Monklands Hospital in Airdrie.

12.17 All Escort staff are first aid trained and refreshed.

ADMINISTRATION

12.18 There is no dedicated administration area although a separate room can be used by Escort staff on a temporary basis.

12.19 There was no documentation to suggest that any staff induction takes place, although the Airdrie manager always sends at least one experienced member of staff to the court. *A staff induction process should be created.*

ADDITIONAL INFORMATION

12.20 Court staff reported that there are good relationships between Escort staff, the police and court staff. This ensures that the operation runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

12.21 Fire evacuation involves returning prisoners to the vehicle through the fire exit (the same way that they came in). The Escort van always have enough room to accommodate the number of custodies. Airdrie Sheriff court is nearby so could be used to house longer-term evacuees.

12.22 There is no consistent managerial cover for the cells area but this does not seem to affect the running of the court processes.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Language identification notices should be clearly displayed in areas where prisoners can see them.
- The cells should be redecorated and plasterwork repaired in cell number two.
- CCTV should be fitted to all of the cells.
- A staff induction process should be created at Coatbridge court cells.

13. Cumbernauld JP Court

DISEMBARKATION AND RECEPTION

13.1 The escort vehicle parks to the side of the court which is beside the council offices.

13.2 All prisoners disembark by walking, double cuffed, a short distance to the cells area. Although this is not a discrete area there is not usually any oversight by members of the public. The van remains parked in this area all day.

13.3 The entrance requires climbing up some stairs so disabled prisoners are taken to the front entrance of the council building.

13.4 Prisoners are not screened on reception. There are no facilities to take personal details or photographs.

13.5 There are no facilities in place for identifying the language used by non-English speakers although interpreters are usually arranged by the police or court staff. *Language identification notices should be clearly displayed in areas where prisoners can see them.*

13.6 Property is checked and held in the corridor as there is no other secure storage available

ESCORT VEHICLES

13.7 There were no prisoners attending during the inspection so no vehicles were checked.

CELLS AND FACILITIES

13.8 There are two cells. This is usually adequate although special arrangements can be made with Airdrie Sheriff Court to house any overspill. Airdrie Sheriff Court is about fifteen minutes away.

13.9 The cells do not have windows but there is adequate ventilation. Each cell holds a maximum of four prisoners and there is not usually any difficulty with overcrowding. The cells were in poor condition with lots of graffiti. *The cells should be redecorated.*

13.10 No cell buzzers are installed and there is no CCTV in any of the cells. There are no cameras anywhere in the building. *CCTV should be fitted to all the cells.*

13.11 There is an unscreened toilet in each cell. There is also a sink with soap dispensers and paper towels just outside the cells.

AGENTS VISITS

13.12 There is no interview room so agents have to see their clients in their cells. Although this is not ideal there have been no complaints. One interview can take place at a time and there is enough soundproofing to ensure confidentiality

COURTROOMS

13.13 There is one courtroom. The route to this is semi-secure. Prisoners are double handcuffed and taken through private corridors into a public area and then into the dock. Police are always present when the court is in session. Once in the court room the prisoner remains double handcuffed. Escort staff informed an inspector that there is usually no problem with public scrutiny or interference.

13.14 Wheelchair access from the cells to the courtroom is good.

CATERING ARRANGEMENTS

13.15 Lunch is not usually required as cases are dealt with very quickly however each vehicle carries microwave meals that are available if necessary. Water is also available. Microwave meals are also available for prisoners being held for any length of time.

MEDICAL ARRANGEMENTS

13.16 Medical provision is provided by the Scotnurse agency. Emergencies are taken to Monklands Hospital in Airdrie.

13.17 All Escort staff are first aid trained and refreshed.

ADMINISTRATION

13.18 There was no documentation to suggest that any staff induction takes place although the Airdrie manager always sends at least one experienced member of staff to the court. *A staff induction process should be created.*

13.19 There is no administration area except for a corridor where Escort staff base themselves.

ADDITIONAL INFORMATION

13.20 There are good relationships between Escort staff, the police and court staff. This ensures that the operation runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

13.21 Fire evacuation involves returning prisoners to the vehicle through the fire exit (the same way that they came in). The Escort van always has enough room to accommodate the number of custodies. Airdrie Sheriff court is nearby so can be used to house longer term evacuees.

13.22 There is no consistent managerial cover for the cells area but this does not seem to affect the running of the court processes.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Language identification notices should be clearly displayed in areas where prisoners can see them
- The cells should be redecorated.
- CCTV should be fitted to all cells.
- A staff induction process should be created at Cumbernauld court cells.

14. Cupar Sheriff Court

DISEMBARKATION AND RECEPTION

14.1 Escort vehicles are parked at the back of the council offices which are in the same building as the court. Although this is not a secure area it is a discrete location away from public scrutiny. Escorting staff apply double handcuffs for the short walk to the council building. Prisoners are then taken through a secure corridor but then have to be walked through a council staff corridor, into a lift and then through a public area to the cells. This takes a minimum of two staff per prisoner and sometimes a police officer may also be needed.

14.2 Prisoners enter a small multi-purpose area which is separated from a corridor by a grille gate. They are quickly processed and housed.

14.3 Language identification notices and practices are good. For example, on the day of the inspection a translator had been procured for a Bulgarian prisoner.

ESCORT VEHICLES

14.4 Two vehicles were checked by an inspector and found to be equipped with hygiene packs, fire extinguisher, first aid kits, food and water. Prisoners confirmed that they heard the safety message at the start of their journey. The vehicles were clean and tidy.

14.5 Prisoners confirmed that they knew what their destination was before travelling and had all had been offered breakfast before leaving.

CELLS AND FACILITIES

14.6 There are two cells which were clean but had some graffiti and damaged plasterwork. *The cells should be re decorated and plasterwork repaired.*

14.7 Both cells have vents but no windows. CCTV is installed in the cells and this is relayed to the multi-purpose room and the Sheriff Clerk's office.

14.8 The cells are small with one able to accommodate six prisoners and the other just three. There are no ligature points. The accommodation is usually enough for the small numbers of prisoners going to Cupar but there are adequate arrangements for overcrowding which involve using an interview room for females or making use of the nearby police cells.

14.9 There is one toilet which is secure, functional and clean. There is a sink and hand washing facilities. A soap dispenser and hand towels are available for prisoners to use.

AGENTS VISITS

14.10 There is one small interview room which, although not screened, is clean, graffiti free and offers adequate levels of confidentiality.

COURTROOMS

14.11 There are two courtrooms. Courtroom one is accessed via a short walk from the cells across a public waiting area. Prisoners are double handcuffed and police usually assist in moving prisoners across this area. It is accessible to disabled prisoners. JP hearings can also take place in this court.

14.12 Access to courtroom two is gained by escorting prisoners, double cuffed, down some public stairs. However, this courtroom is rarely used for prison custodies. A lift is used for disabled access. The escorting staff and police work together in assuring that appropriate levels of security are applied. JP hearings are usually held in this courtroom.

CATERING ARRANGEMENTS

14.13 An inspector observed that drinks were readily available with a hot drink being provided on arrival and with sandwiches at lunch time. All dietary needs can be met. Microwave meals are available for people staying late in the cells.

MEDICAL ARRANGEMENTS

14.14 Medical assistance is usually sought from the Scotnurse Agency. Escort staff are also all first aid trained. There is a choice of three hospitals within 30 minutes of Cupar should a medical emergency occur.

ADMINISTRATION

14.15 All of the administration procedures and storage of property, etc, take place in a small multi-purpose area. There are good exchanges of information between the prison/police and escort staff using the Personal Escort Record (PER) form. There are secure storage facilities so prisoners' property is locked in a cabinet once it has been checked.

14.16 There are sometimes long delays between the end of a hearing and leaving the court building. On the day of the inspection there were three prisoners. One was released without delay. The second finished in court at 10.30 and was still waiting at lunch time for the third to finish in court before being transported back to prison. *Delays in returning prisoners to prison from court should be kept to a minimum.*

ADDITIONAL INFORMATION

14.17 Fire evacuation is adequate with prisoners able to exit into the vehicle parking area. On a short-term basis they are housed in the vehicles but can be quickly transferred to the police station at Cupar or, if necessary, Kirkcaldy.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS

- The cells should be re decorated and plasterwork repaired.
- Delays in returning prisoners to prison from court should be kept to a minimum.

15. Dingwall Sheriff Court

DISEMBARKATION AND RECEPTION

15.1 The disembarkation of prisoners from vehicles takes place in a discrete area to the rear of the building. There are not usually any problems with public interference. Prisoners are double handcuffed and walked straight into the cells area.

15.2 Property handover and storage is limited, as the vehicle is the only place where it can be secured.

15.3 There are language identification notices for foreign speaking prisoners and interpreters can be arranged through the police or court staff.

ESCORT VEHICLES

15.4 No vehicles were checked or prisoners interviewed as part of the inspection.

CELLS AND FACILITIES

15.5 There is one cell which can accommodate up to six prisoners. It was clean but there was graffiti on the door. There are no ligature points in the cell. There is no window but good ventilation.

15.6 There are few prisoners held but occasionally police cells in Inverness act as a holding base for overcrowding.

15.7 An interview room is available for use as an extra cell if required. There were no custodies on the day of the inspection.

15.8 There is CCTV in the cell and this is monitored in the Sheriff Clerk's office. Supervision is good as staff are positioned directly outside both rooms.

15.9 There is a separate toilet which is equipped with soap and hand towels. There is also a disabled toilet but this is also used by members of the public. Access to the public toilet is appropriately controlled.

AGENTS VISITS

15.10 The interview room was clean and graffiti free. There is a window in the interview room and no CCTV.

15.11 The interview room is not screened but does offer secure and confidential access to agents.

COURTROOMS

15.12 There is one courtroom which sits for both Sheriff and JP court hearings. Access is via secure stairs which are away from the public areas. Prisoners are escorted and attend court double handcuffed, and are then single cuffed in court. Police assistance is available if required.

15.13 There are good facilities for disabled prisoners to attend court as they can be taken up in a lift a short distance from the cells.

CATERING ARRANGEMENTS

15.14 Drinking water is available and a hot drink is served on arrival and at lunch time with sandwiches and crisps. Special dietary needs can be accommodated. A hot snack (microwave meal) can be provided for those who are still in the cells after 17.00 hrs.

MEDICAL ARRANGEMENTS

15.15 Arrangements for medical support are in place and staff expressed confidence in the service that is provided by 'Scotnurse'.

ADMINISTRATION

15.16 There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

15.17 There are very rarely any delays in returning prisoners to custody once their case has been heard.

15.18 The Escort staff induction process is displayed on a wall and there were records to indicate that this is relayed to staff attending Dingwall for the first time.

ADDITIONAL INFORMATION

15.19 Fire evacuation procedures are good, with the escort vehicles being the muster point. Police assistance can be called upon quickly if required as the station is two minutes away.

15.20 Prisoners are treated well by Escort staff at all times.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS – none identified.

16. Dornoch Sheriff Court

DISEMBARKATION AND RECEPTION

16.1 The disembarkation of prisoners from vehicles takes place in a semi-secure (gated) area to the rear of the council building that is shared with the court. Prisoners are double cuffed and walked straight into the cells area.

16.2 Property handover and storage is limited as the vehicle is the only place where it can be secured.

16.3 There are language identification notices for foreign nationals and interpreters can be arranged through the police or court staff.

ESCORT VEHICLES

16.4 One vehicle was checked and was equipped with hygiene packs, a fire extinguisher, first aid kit (which needed replenishing), water and food. Two prisoners were interviewed and neither of them had heard the safety message being played at the start of the journey.

CELLS AND FACILITIES

16.5 There is one cell. There are usually few prisoners held but on occasion police accommodation in Inverness acts as a holding base for overcrowding.

16.6 There is CCTV in the cell and this is monitored in the Sheriff Clerk's office. Supervision is good as the staff are positioned directly outside both rooms.

16.7 There are no ligature points in the cell.

16.8 There is a separate toilet which is equipped with soap and hand towels.

AGENTS VISITS

16.9 An interview room is available for use as an extra cell if required. Both the cell and interview rooms were clean and graffiti free. Ventilation is good: there is a window in the interview room but not in the cell.

16.10 The room is not screened but provides secure, confidential access to agents.

COURTROOMS

16.11 There is one courtroom which sits for both Sheriff and JP court hearings. Access is via stairs which are part of a public area. Prisoners are escorted and attend court double handcuffed but are single cuffed in court. Police assistance is available if required.

16.12 There are no facilities for disabled prisoners to attend court though they can be accommodated in the cells. There is no lift in the building. Their cases would be heard in the cell.

CATERING ARRANGEMENTS

16.13 Drinking water is available and a hot drink is served on arrival and at lunch time with sandwiches and crisps. Special dietary needs can be accommodated. A hot snack (microwave meal) can be provided for those who are still in the cells after 17.00 hrs

MEDICAL ARRANGEMENTS

16.14 Arrangements for medical support are in place and staff expressed confidence in the service that is provided from 'Scotnurse'.

ADMINISTRATION

16.15 There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

16.16 There are very rarely any delays in returning prisoners to custody once their case has been heard.

16.17 The staff induction process is followed meticulously and records were up-to-date. This is an area of **good practice**.

ADDITIONAL INFORMATION

16.18 Fire evacuation procedures are good. The escort vehicles are the muster point. Police assistance can be called upon quickly if required as the station is two minutes away.

16.19 Prisoners are treated well by Escort staff at all times.

GOOD PRACTICE

- The application of the staff induction process.

RECOMMENDATIONS – none identified.

ACTION POINTS – none identified.

17. Dumbarton Sheriff Court

DISEMBARKATION & RECEPTION

17.1 There is a secure vehicle entrance for disembarkation. However, due to size restrictions any vehicle larger than the six cellular types cannot use this entrance. Prisoners who disembark in the secure vehicle area are single handcuffed prior to exiting the vehicle until they reach the charge bar. Disembarkation in this area is free from public interference.

17.2 Larger vehicles are required to pull up parallel to the secure gates allowing prisoners to be offloaded into the secure area with minimal movement. Prisoners disembarking in this manner are double handcuffed prior to exiting the vehicle until they reach the charge bar. Prisoners exiting vehicles in this manner could potentially be subject to public interference. However there was no evidence of this on the day of inspection. G4S staff stated there have been very few instances of public intrusion and when this has been the case the police have supported the process.

17.3 There are no issues in relation to disabled access to the cell area.

17.4 On arrival at the charge bar area prisoners are photographed and their personal details are checked. They are then searched and located in a cell.

17.5 Property is stored behind the charge bar area.

17.6 CCTV cameras monitor the secure vehicle entrance and reception area.

17.7 There were no language signs on display. However staff stated these must have recently been removed and confirmed they would replace them.

ESCORT VEHICLES

17.8 On the day of inspection a six and ten cellular vehicle were inspected. Both had fire extinguishers, water, first aid packs and female hygiene packs on board.

17.9 Both vehicles were clean and in a state of good repair.

17.10 On the day of inspection the only prison custody was from HMP Barlinnie and he confirmed he was offered a shower and received breakfast prior to leaving the establishment

17.11 This prisoner claimed he did not hear any safety message on entering the vehicle.

CELLS & FACILITIES

17.12 Mondays can see upwards of 35 custodies being held. However, on the day of inspection there were 8. G4S staff claimed this was very quiet which may have been due to a training day for some of the court staff.

17.13 There are eight cell areas comprising of six 'mainstream' cells, an observation cell and an additional room which is used for observations or if the cells are busy. This area is not routinely used and on the day of inspection was not in use.

17.14 With the exception of this area all cells are covered by CCTV, which offers very good levels of observation. The CCTV is monitored from behind the charge bar. This is an area of **good practice**.

17.15 The observation cell is an excellent facility as it has a full glass wall meaning prisoners can be observed at all times.

17.16 The additional area for observation is directly adjacent to the charge bar and as such allows good levels of observation. *However the grill gate is uncovered meaning there is little protection for staff if a prisoner displays non-compliant behaviour.* In addition, any prisoners held in the cell would be able to see and hear the details of prisoners going through the reception process.

17.17 The six mainstream cells have a mixture of grille gates and full doors and are divided into a four and a two cell area. G4S staff noted the two cell area is primarily used for female or vulnerable prisoners, although an operational assessment is undertaken on the use of each area dependant on the number of prisoners being held. This helps overcome any issues in relation to the separation of prisoner classification.

17.18 *The cell area would benefit from being repainted as the level of graffiti particularly in the four mainstream cells is unacceptable.*

17.19 There are two toilet areas allowing the different classification of prisoners to remain separate. Both areas were clean and fit for purpose.

AGENTS VISITS

17.20 There are four agents interview rooms in the cell area with screens separating agents and prisoners. There is a small slot in each screen for the purposes of passing paperwork.

17.21 These rooms were fit for purpose and afforded privacy while retaining good levels of observation.

17.22 G4S staff stated that the number of rooms were adequate with few instances of agents having to wait to see their clients.

COURTROOMS

17.23 There are six courtrooms in total, although only five are used for criminal business. The courtrooms inspected appeared secure with the entry for the prisoners being directly into the dock with glass partitions separating this area from the public gallery.

17.24 Prisoners are single handcuffed for transfer to courtrooms one, two, three and four as there is a secure walkway. However they require to be double handcuffed for transfer to courtroom five as the route is through a public area. G4S staff stated there were no issues with public interference; however the police would be available to support the process if required.

17.25 All courtrooms are located upstairs from the cell area meaning there is no disabled access. As such disabled prisoners attending the court from the cell area are taken to the courtroom using a lift. Entry to and exit from this lift is through an area open to the public which has the potential for interference

CATERING ARRANGEMENTS

17.26 Prisoners are given a cup of tea on arrival and are further provided with water on request.

17.27 Lunches are provided from the G4S vehicle base and consist of a sandwich pack, crisps and a biscuit. On the day of inspection the food was of an acceptable standard and variety to cater for dietary requirements. A stock of hot snacks was in place for any prisoners remaining in the building late into the afternoon.

MEDICAL ARRANGEMENTS

17.28 Medical support is provided by Scotnurse with a nurse being on-site within one hour of request. G4S staff stated that a local locum doctor attends when required.

17.29 Any emergency would be transported to Vale of Leven Hospital which is approximately a 15 minute drive from the court.

17.30 G4S staff are first aid trained and refreshed regularly.

ADMINISTRATION

17.31 All incidents were up-to-date on the PACS system.

17.32 G4S staff noted that on occasion there can be delays in paperwork coming from court to the cell area.

ADDITIONAL INFORMATION

17.33 A fire evacuation plan is in place with the primary evacuation point being the secure vehicle lock. If further evacuation is required an area external to the building would be used. Vehicles are used in the first instance, with prisoners being handcuffed to each other if insufficient vehicles were available. The police support this process.

17.34 During the inspection all prisoners were treated in a courteous and professional manner by G4S staff.

17.35 The Team Leader stated the G4S staff had all worked in the court for a significant period of time. However he stated that he would provide an induction for any member of staff new to the court. The content of this induction appeared to cover all relevant processes and procedures.

GOOD PRACTICE

- Levels of observation are good due to presence of in-cell CCTV and the regular checks made by staff.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Consideration should be given to fitting Perspex to the grille gate of the observation cell.
- Redecoration of the cells should be undertaken due to the high levels of graffiti.

18. Dumfries Sheriff Court

DISEMBARKATION AND RECEPTION

18.1 Dumfries Sheriff Court is a very busy court which covers a large area in south west Scotland.

18.2 There is secure access for vehicles through a narrow archway into the area at the back of the court building. This allows a secure path to the cells.

18.3 Prisoners disembark one at a time and have property checked and a photograph taken. During observations it was noted that two prisoners had facial injuries but only one prisoner's injuries were recorded. *Escort staff should ascertain reasons for injuries and record these, on handover from the police, on the Personal Escort Record () form.*

18.4 There are language identification notices for non-English speakers and interpreters can be arranged through the police or court staff.

18.5 Property handover and storage is good: there are secure lockers in a separate area. There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

ESCORT VEHICLES

18.6 The escort vehicle that was checked was found to be clean, equipped with hygiene packs, a fire extinguisher, a first aid kit, food and water.

18.7 Prisoners who were interviewed knew where they were going and had heard the safety message on the vehicle.

CELLS AND FACILITIES

18.8 There are five cells. Space can be at a premium on busy days as each of the five cells only hold three or four prisoners. There is no natural light in the cells but they were clean and had little graffiti in them.

18.9 Staff and prisoners complained that the cells are sometimes cold in the winter and too hot in the summer.

18.10 There was no CCTV system to cover the cells but the corridors were covered. *CCTV should be fitted to all cells.*

18.11 The layout of the cells area is compact but does allow for the separation of different categories of prisoners.

18.12 There is a separate toilet which prisoners have to ask to use. *Although there is a sink, there is no soap dispenser or hand towels.*

AGENTS VISITS

18.13 Solicitors are able to speak to their clients in one of two interview booths. These booths do not have glass screens.

COURTROOMS

18.14 The cells serve four courtrooms. Only two of the courts are directly accessible from the cells. The other two are rarely used (one is the JP Court) and the route involves using a public lift. The staff have an electronic key card for the lift and once the lift is called no one else can access it. This is an area of **good practice** as it ensures that no contact can be made with members of the public. The same route is taken to get disabled prisoners to all of the courts.

CATERING ARRANGEMENTS

18.15 Drinking water is available and regular hot drinks are served throughout the day. Sandwiches and biscuits are served at lunch time. Special dietary needs can be met and there are usually vegetarian and Halal choices available.

MEDICAL ARRANGEMENTS

18.16 *Arrangements for medical support are poor.* Managers are not confident in the support that is available from Scotnurse. Medical emergencies are taken to Dumfries hospital.

ADMINISTRATION

18.17 The staff induction process is followed and records were up-to-date.

18.18 There is usually little delay in obtaining paperwork for bail or custody prisoners.

ADDITIONAL INFORMATION

18.19 Fire evacuation procedures are good and involve returning prisoners to the vehicles and on to the police station. Custodies return to Dumfries prison should longer term evacuation be necessary.

18.20 The police, staff and court staff all work well together.

18.21 Prisoners are treated well by Escort staff.

GOOD PRACTICE

- The staff have an electronic key card for the lift and once the lift is called no one else can access it.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Escort staff should ascertain reasons for injuries and record these, on handover from the police, on the PER form.
- CCTV should be fitted to all cells.
- Although there is a sink there, is no soap dispenser or hand towels.
- Arrangements for medical support should be improved.

19. Dundee Sheriff Court

DISEMBARKATION & RECEPTION

19.1 The disembarkation of prisoners from vehicles takes place in a secure yard that has electronic shutters and CCTV coverage. Prisoners are double handcuffed and taken through the police station and into the court cells area. Disabled access is good.

19.2 Prisoners are searched in a suitable area. They are then taken to a reception desk where details are recorded on computer and a photograph is taken.

19.3 Property handover and storage is adequate. There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

ESCORT VEHICLES

19.4 A ten cell and a four cell vehicle were inspected. Both were clean and serviceable. They were equipped with first aid packs, fire extinguishers, hygiene packs, food and water.

19.5 The four cell vehicle is equipped with a Perspex panelled observation door but *the Perspex is flimsy and could be easily broken.*

CELLS & FACILITIES

19.6 The layout of the cells area allows for the separation of different categories of prisoners. There are seven cells - these do not have spit guards fitted to them - and one with a solid door. **It is recommended that spit guards are fitted to the cells.** The adjacent police cells can also be used if an individual is disruptive or there is overcrowding. The two JP court cells are in another building linked to the sheriff court but these cells are rarely used.

19.7 There is no natural light in the cells. They were clean and had little graffiti in them.

19.8 The toilets are in the same area and staff are able to allow quick access when required. There are three toilets, one male, one female and one in the cell that has a solid door. The toilets in the main cells area offer soap from a dispenser. The inspector was informed that there are often problems with the drains and this was witnessed in two out of the three toilets during the visit.

19.9 On the day of inspection the prisoners were treated well by escort staff at all times.

AGENTS VISITS

19.10 Solicitors are able to speak to their clients in one of four interview booths. The interview rooms were clean and had very little graffiti in them. There is separation of solicitor and client with a slot in the glass panel for the passing of documents for examination.

COURTROOMS

19.11 There are five Sheriff courtrooms (one of which is used occasionally as a High Court) and one JP courtroom. Access is via stairs straight from the cells. Prisoners are usually single handcuffed in the courts. There is a lift for disabled access and although this involves using public areas the security processes are robust and reduce any potential interference by members of the public.

CATERING ARRANGEMENTS

19.12 Drinking water is available and hot drinks are served at regular intervals as well as with sandwiches and crisps at lunch time. Special dietary needs can be accommodated. Food is delivered via the Perth vehicle base. A hot snack (pot noodle) can be provided for those who are still in the cells after 17.00 hrs.

MEDICAL ARRANGEMENTS

19.13 Arrangements for physical medical support are in place through a contract with 'Scotnurse'. Although no mental health nurse is available, sound procedures are in place to liaise with the police for a Doctor to attend if any issues should arise. All escort court staff are first aid at work trained (and refreshed regularly).

19.14 Emergencies are taken to Ninewells Hospital in Dundee. This is only five minutes drive away.

ADMINISTRATION

19.15 Since G4s took over the contract the record of events system has been changed from paper to an electronic record. This is called PACS (prisoner at court system). The items on these records are printed off at the end of the day and supplied with the PERs to the prison. Records that were examined were accurate and detailed.

19.16 Managers reported that the court was expedient in supplying bail papers and warrants. There are generally few delays in moving prisoners on after court appearances.

ADDITIONAL INFORMATION

19.17 Fire evacuation procedures are good. The police cells are the normal evacuation point but there is always enough vehicle space available to facilitate an evacuation back to prison if required. Fire evacuation plans were easy to understand and readily available.

GOOD PRACTICE - none identified.

RECOMMENDATIONS

- Spit guards should be fitted to the seven grill gated cells.

ACTION POINTS

- G4s should review the material used in the observation cells in their four cell vehicles.
- SCS should remedy the problem with the drainage system.

20. Dunfermline Sheriff Court

DISEMBARKATION AND RECEPTION

20.1 The route from the escort vehicles to the cells is via a secure garage (with electronic doors) which sits within a court car park. The garage cannot accommodate vehicles with 14 cells.

20.2 The reception process is good. Prisoners are interviewed by a custody officer as soon as they reach the cells area, a photograph is taken and personal details are recorded. The flow through design of the building then allows for the prisoner to be located in a suitable cell.

20.3 Foreign language identification charts are available and interpreters are easily arranged.

20.4 Property handover and storage is adequate.

ESCORT VEHICLES

20.5 Two vehicles were inspected and found to be clean and equipped with hygiene packs, fire extinguishers, a first aid kit, food and water. All prisoners stated that they had heard the safety message at the beginning of the journey.

CELLS AND FACILITIES

20.6 The layout of the cells area is spacious, airy and clean. There are six cells: enough to allow for the separation of different categories of prisoners. Two of the cells were lawyers' interview rooms.

20.7 There are no ligature points in any of the cells.

20.8 All cells hold a maximum of five prisoners. On the day of inspection there were 23 prisoners but the average is usually around 12.

20.9 There is no natural light but there is good ventilation in the cells. They were not very clean and had a lot of graffiti in them. *The cells should be redecorated.*

20.10 Three of the cells and service corridors and immediate external areas are covered by CCTV which is monitored in the staff area. . Three cells have solid doors and three are grill gated with Perspex panels added for staff safety.

20.11 There are two toilets and adequate hand washing facilities are available.

20.12 There is no disabled access to the cells. The police station next door is used when a wheelchair bound prisoner is in custody.

AGENTS VISITS

20.13 Solicitors are able to speak to their clients in one of the interview rooms on days when they are not being used as cells. These do not have glass screens but are soundproof.

20.14 On busy days interviews can take place in a corridor. There is no confidentiality and there are often prisoners walking past. Furniture is not bolted to the floor. *Alternative arrangements should be made available for lawyers interview booths with seating secured to the floor.*

COURTROOMS

20.15 There are four courtrooms.

20.16 Access from the cells to courtrooms one, two and three (usually the JP court) is secure whereas courtroom four is accessed through the public foyer. There is a minimal requirement for prisoners to attend court four and escort staff mitigate as much of the risk as possible by using the most secure routes, double handcuffing prisoners and asking for police assistance.

CATERING ARRANGEMENTS

20.17 Drinking water is available and hot drinks are served regularly and with a choice of hot or cold rolls at lunch time. Special dietary needs can be accommodated and there are vegetarian and Halal choices available. Hot snacks (microwave meals) are available for those who are held after 17.00 hrs.

MEDICAL ARRANGEMENTS

20.18 Arrangements for medical support are in place and managers are confident in the support that is available from Scotnurse. Any emergencies would be taken to Queen Margaret's Hospital, Dunfermline.

ADMINISTRATION

20.19 There are good exchanges of information between the prison and escort staff using the Personal Escort Record form.

20.20 *There are often delays in returning custodies to prison once a hearing is finished.* This is because of the logistics of returning a sometimes high number of prisoners and the variety of establishments that may be involved in receiving them.

20.21 Escort staff go through an induction programme when they first attend Dunfermline Sheriff Court. The training is recorded and confirmed with a signature by the member of staff. This is an area of **good practice**.

ADDITIONAL INFORMATION

20.22 Fire evacuation procedures are good with clear instructions available to staff and suitable secure arrangements in place for prisoners and staff to gather. Difficulty would be experienced if numbers exceeded 12 due to the availability of vehicles. However plans are in place to deal with this. The police station is available for longer term evacuations.

20.23 There are good relationships between Escort staff, the (court) police and court staff. This ensures that the process runs smoothly.

20.24 Prisoners are treated well by Escort staff.

GOOD PRACTICE

- A staff induction programme is delivered to all those attending Dunfermline Sheriff Court for the first time. The training is recorded and confirmed with a signature by the member of staff.

RECOMMENDATIONS – none identified.

ACTION POINTS

- The cells should be redecorated.
- Alternative arrangements should be made available for lawyers interview booths with seating secured to the floor.
- Delays in returning prisoners to prison from court should be kept to a minimum.

21. Dunoon Sheriff Court

DISSEMBARKATION AND RECEPTION

21.1 Escort vehicles park to the rear of the court in a discrete area and the gates are shut once the vehicles are in place. The parking area is only big enough for four or six cell vehicles and this is usually adequate for the amount of custodies being transported.

21.2 All prisoners are disembarked by walking, double cuffed, a short distance to the cells. This takes place in a discrete area with limited public visibility. The vehicles remain parked in this area all day.

21.3 Prisoners are screened on reception. Personal details are recorded but no photographs are taken as there is no photographic equipment.

21.4 Property is then checked and stored in the staff office before the individual is allocated a cell.

21.5 There are no facilities in place for identifying the language used by non-English speakers although interpreters are usually arranged by the police or court staff. *Language identification notices should be clearly displayed in areas where prisoners can see them.*

ESCORT VEHICLES

21.6 No custodies were present on the day so no vehicles were inspected.

21.7 It seemed that punctuality of the delivery of prisoners had deteriorated over the past few months. This was confirmed by examining the cells occurrence book. This indicated that on eight occasions in the five weeks prior to the inspection that escort staff had been late: at least half of these had been after 11.00 hrs. Custodies should be at court for 09.30 hrs in order to facilitate interviews with their agents. **It is recommended that the escort provider ensures timely delivery of prisoners to Dunoon Sheriff Court.**

CELLS AND FACILITIES

21.8 The custody suite consists of three cells. This is usually adequate but special arrangements can be made with the police to house any overspill. The station is close by.

21.9 On the day of inspection the courts were not sitting and the court services were taking advantage of this to resolve a problem with the drains.

21.10 Wheelchair access to the cells is good

21.11 All of the cells have windows and there is adequate ventilation although staff reported that it gets too cold in the winter. Some remedial work has taken place to alleviate this with wall heaters being placed in the corridor and pointed at the cells.

The three cells take a maximum of four prisoners each. There is not usually any difficulty with overcrowding

21.12 No cell buzzers are installed and there is no CCTV in any of the cells. There is one camera in the corridor and this is monitored in the court clerk's office. *CCTV should be fitted to all of the cells.*

21.13 There was lots of graffiti in one of the cells, but the other two were in good condition. *Cell number three should be re decorated.*

21.14 There is a notice on the wall entering each cell which warns of the consequences of damaging the cells in any way. It was reported to the inspector that there have been cases taken to court where prisoners have been charged with criminal damage. The notices are an area of **good practice**.

21.15 There is one toilet and this is screened adequately. There is a sink with soap dispensers and paper towels.

AGENTS VISITS

21.16 There is no interview room so Agents have to see their clients in one of the cells. This is not an ideal situation, but there have been no complaints. One interview can take place at a time and there is enough soundproofing to ensure confidentiality

COURTROOMS

21.17 There is one courtroom but this is up some stairs and as there is no lift a disabled person would have to have his or her hearing in a cell. **It is recommended that where disabled prisoners are not able to access the court room, hearings should not be held in cells or cell areas. Alternative, more suitable arrangements should be made.**

21.18 The route to this courtroom is semi-secure. Prisoners are double handcuffed and taken up secure stairs and into the dock. There is a fire exit en route hence the need for handcuffs. Once in the courtroom the prisoner remains double handcuffed.

21.19 The same courtroom is used for J.P. hearings.

CATERING ARRANGEMENTS

21.20 Microwave meals are offered at lunch time. Water is available and hot drinks are supplied on a regular basis. Microwave meals are available should a prisoner be kept in the cells for any length of time.

MEDICAL ARRANGEMENTS

21.21 Medical provision is provided by the Scotnurse agency. The service provided was reported to be good. Emergencies are taken to Dunoon General Hospital.

ADMINISTRATION

21.22 The Personal Escort Record (PER) forms were checked and found to be in order. There was evidence to suggest that there is a good exchange of information between agencies.

21.23 There was no documentation to suggest that any staff induction takes place at Dunoon there is no consistent managerial cover for the cells area. *There should be a consistent managerial presence at Dunoon to ensure a staff induction process takes place and that process are applied to the same standard every day.*

ADDITIONAL INFORMATION

21.24 Court staff reported that there are good relationships between Escort staff, the police and court staff. This ensures that the process runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

21.25 Fire evacuation involves returning prisoners to the vehicle through the fire exit (the same way that they came in). The Escort van always has enough room to accommodate the number of custodies. The police station is nearby so could be used to house longer term evacuees.

GOOD PRACTICE

- There is a notice on the wall entering into each cell which warns of the consequences of damaging the cells in any way.

RECOMMENDATIONS

- It is recommended that the escort provider reassess their processes to ensure timely delivery of prisoners to Dunoon Sheriff Court.
- It is recommended that where disabled prisoners are not able to access the court room, hearings should not be held in cells or cell areas. Alternative, more suitable arrangements should be made.

ACTION POINTS

- Language identification notices should be clearly displayed in areas where prisoners can see them.

- CCTV should be fitted to all the cells.
- Cell number three should be re decorated.
- The general state of the administration processes is poor. This should be improved.
- There should be a consistent managerial presence at Dunoon to ensure a staff induction process takes place and that process are applied to the same standard every day.

22. Duns Sheriff Court

DISEMBARKATION AND RECEPTION

22.1 Escort vehicles are parked at the side of the police station. The court is part of this building. Prisoners are disembarked by walking, double cuffed, a short distance to the court cells. This is a discrete operation out of the view of the public. The vans remain parked in this area all day.

22.2 The vehicles are equipped with hygiene packs, fire extinguishers, first aid kits, food and water. Prisoners confirmed that they heard the safety message at the start of their journey. The two vans inspected were clean and serviceable.

22.3 Prisoners are screened on reception in front of the police desk. Staff use a laptop computer to record personal details but cannot take photographs. The police photographs are readily available however.

22.4 Property is also checked at this point before the prisoner is placed in a cell.

22.5 There are good facilities in place for identifying the language used by non-English speakers and for the provision of interpreters.

22.6 Wheelchair bound prisoners can access the cells area without difficulty.

CELLS AND FACILITIES

22.7 The suite of custody cells is shared with the police. There are very rarely any police custodies brought into the cells but arrangements are in place should this happen.

22.8 On the day of inspection there were four prisoners (three police custodies and one prison custody). The numbers at Duns rarely rises above this and the two cells that are available are adequate.

22.9 The cells are small with one being able to take a maximum of six prisoners and the other four. The cells were clean and had little graffiti in them.

22.10 There are windows in both cells with fresh air venting in through two mesh panels. There is also a very good heating system installed. There are toilets in both cells but these are not screened.

22.11 There are sinks, soap dispensers and paper towels available just outside the cells. Prisoners can also ask to use another toilet in a separate room. This is a more private facility with a full door to ensure privacy.

AGENTS VISITS

22.12 Agents interviews take place in a room near to the cells. This is not sectioned off with a glass panel. It is an adequate facility for prisoners to discuss

their cases and no one can overhear conversations. A member of staff stands outside the room for security purposes when an agent is engaged with a prisoner.

COURTROOMS

22.13 There is one courtroom and the route to this is semi-secure. Prisoners are double handcuffed and taken out an enclosed yard which is gated and has perimeter walls. They are then walked up some stairs and into the courtroom. Once in the courtroom the prisoner remains single handcuffed.

22.14 The JP court is usually held in the same courtroom but occasionally has been held in a jury room. This means walking a prisoner along the same route and through the courtroom to access the jury room. On extremely rare occasions a prisoner may be required for a JP court whilst the court is in operation. This would entail walking round the outside of the police station, double handcuffed, to come into the building via the front entrance. This has not happened for a number of years.

22.15 To get into the court, disabled prisoners are escorted along the outside route and in through the front door to access a lift. No one could remember anyone ever having to take this route.

CATERING ARRANGEMENTS

22.16 Lunch is provided by a local bakery and usually consists of a pie and a packet of crisps. Drinking water is available from a tap just outside the cell and hot drinks are supplied on a regular basis. Microwave meals are available should a prisoner be kept in the cells for any length of time.

MEDICAL ARRANGEMENTS

22.17 Medical provision should be provided by the Scotnurse agency but it appears that they tend not to send anyone when assistance is asked for. This has entailed (on four occasions in the last two years) taking a prisoner to the Borders General Hospital. *The Scotnurse contract should be clarified in order to ensure assistance arrives when it is requested.* There is no provision for a local GP to attend.

ADMINISTRATION

22.18 The PER forms were checked and found to be in order. There is a good exchange of information between agencies.

ADDITIONAL INFORMATION

22.19 There are good relationships between Escort staff the police and court staff. This ensures that the process runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing has finished.

22.20 Fire evacuation means returning prisoners to the vehicle by one of the three fire exits that are built into the cells and police station. The Escort vans always have

enough room to accommodate the number of custodies. There is a choice of police stations nearby (Eyemouth, Coldstream and Hawick). One of these would be available to accommodate prisoners if evacuation were to be on a long-term basis.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS

- The Scotnurse contract should be clarified in order to ensure assistance arrives when it is requested.

23. Edinburgh Sheriff Court

DISEMBARKATION & RECEPTION

23.1 There is a secure vehicle entrance for disembarkation, which is used for all vehicles with the exception of the 14 cellular vehicles. Prisoners who disembark in the secure vehicle entrance are single handcuffed prior to exiting the vehicle until they reach the cell area.

23.2 The disembarkation method for 14 cellular vehicles is also carried out in a secure manner as the area directly external to the secure vehicle entrance is within a compound which is also controlled by electronic gates. As such when disembarkation is taking place from this type of vehicle the external gates remain closed and prisoners are double handcuffed prior to leaving the vehicle until they are in the cell area.

23.3 Disembarkation from either of these areas is free from public interference.

23.4 As there are a number of stairs that must be descended from the secure vehicle entry to the cell area it makes this route unsuitable for disabled access. Instead, a disabled prisoner would enter through the main entrance and across the public area to access a lift to the cell area. As this route exposes the prisoner to a prolonged period of potential public scrutiny security concerns would be taken into consideration in terms of escorting staff and the use of handcuffs. In addition, police based in the court would support such a movement.

23.5 On presentation at the charge bar prisoners are photographed, have their details processed, are searched and are then located in a cell.

23.6 Language signs are displayed in this area.

23.7 There is a large property storage area on the secure side of the staff area, which on the day of inspection was adequate for the amount of property requiring to be stored.

23.8 There are CCTV cameras in outside areas, vehicle points and corridors in the cells area. The images are monitored in the charge bar area.

ESCORT VEHICLES

23.9 On the day of inspection two 14 cell vehicles were inspected and both had first aid packs, fire extinguishers and water on board.

23.10 Both vehicles were clean and in a good state of repair.

23.11 Prisoners from HMP Barlinnie, HMP Edinburgh, HMP&YOI Cornton Vale and HMYOI Polmont were interviewed. All prisoners were offered breakfast prior to leaving their establishment, and in most cases were offered a shower.

23.12 Only one prisoner from HMYOI Polmont confirmed the safety message was played while on the escort vehicle.

CELLS & FACILITIES

23.13 The cells area is large due to the volume of custodies that pass through, and is designed to allow different classifications of prisoners to be kept separate.

23.14 In addition to the main cell area there are two separate cell areas that are used for females and Young Adults.

23.15 The Young Adult area has two cells and a toilet area which is situated out of sight and sound of the main cell area. These cells have grille gates and are clean and fit for purpose.

23.16 The female's area has four cells with toilet facilities in the area which are again out of sight and sound from the main cell area. These cells have grille gates and are clean and fit for purpose.

23.17 It is a positive feature that the design of the cell area supports the separation of different classifications of prisoners.

23.18 *However on the day of inspection, on admission a female prisoner from HMP & YOI Cornton Vale was initially located in a cell in the main cell as there were no staff to monitor the female cell area. This was due to the high number of prisoners being received and processed at that time. This cell had a grille gate and was in full view of all prisoners who were entering the cell area and also had to be passed by prisoners going to agents visits. The female in question commented negatively on this when asked.*

23.19 It should be noted that as soon as staff became available this prisoner was relocated to the female cell area.

23.20 The main cell area is split into two sections; one for prison custodies and one for police custodies, meaning separation can be maintained.

23.21 The prison custody cells are a combination of Grille Gates enclosed by Perspex or solid doors. All of these cells are in a good state of repair, are fit for purpose and have access to a communal toilet.

23.22 Police custodies are held in cells with grille gates which are not enclosed. On the day of inspection a high level of noise was generated from these cells as prisoners were continually shouting to or at each other. There is a toilet located in this area.

23.23 *Vulnerable prisoners are held on the same side of the cell area as police custodies in cells with open Grille Gates. It appears that the mainstream prisoner group are aware of these prisoners' classification meaning there is the potential for confrontation, especially as these cells are visible to all prisoners entering the cell area and prisoners pass them when going for an agents visit. The potential for such*

incidents to occur was confirmed by a G4S member of staff who stated he had witnessed it occurring. This is the same area where prisoners requiring increased levels of observation would be held.

23.24 Corridors are covered by CCTV.

AGENTS' VISITS

23.25 There are nine areas in total where prisoners can be interviewed.

23.26 A secure area is available for vulnerable prisoners and there are two separate rooms which are normally allocated for Social Work interviews.

23.27 In addition there are seven booths which are used for agent's visits. These booths see prisoners and agents entering from a different side and are separated by a glass partition.

23.28 After entering the area through a secure door prisoners make their way to the relevant booth, however none of these booths have doors, which could be problematic in terms of privacy, security and safety. When monitored, the noise level was high meaning that privacy could be compromised. In addition, if a prisoner became non-compliant there could be potential problems in de-escalating this and ensuring other prisoners did not become involved.

23.29 On the day of inspection these booths were in almost constant use, which G4S staff noted was normal on busy days.

COURTROOMS

23.30 There are 15 courtrooms in total. These hear both criminal and civil cases. The District Court also takes place in this building.

23.31 A number of these courtrooms see prisoners entering directly into the dock and have glass partitions to separate the dock from the public gallery.

23.32 As all courtrooms are located above the cells area, disabled prisoners are taken to court using a lift. However, on exiting the lift there is a requirement to pass through an area open to the public prior to accessing the courtroom. G4S staff assess the situation in relation to security and if required would be assisted by the police.

CATERING ARRANGEMENTS

23.33 Lunch consists of a sandwich, a packet of crisps, a biscuit and a cup of tea. On the day of inspection a range of sandwiches to suit dietary needs were available

23.34 Water is available on request throughout the day.

23.35 Hot snacks are available for prisoners remaining in the building after 16.30 hrs.

MEDICAL ARRANGEMENTS

23.36 Medical support is provided by Scotnurse with a nurse being on-site within one hour of request.

23.37 Emergencies are transported to Edinburgh Royal Infirmary which is located nearby.

23.38 All staff working in the cells area are first aid trained and refreshed regularly.

ADMINISTRATION

23.39 All incidents are recorded on the PACS system which when viewed reflected the events of the day.

23.40 A prisoner who was called for court at 10.50 hrs left the building at 12.15 hrs meaning the two hour timescale was met.

23.41 Likewise, three prisoners were returned to HMP Edinburgh within timescales.

23.42 There is evidence of a site specific induction for staff, covering basic requirements for new staff within the area.

ADDITIONAL INFORMATION

23.43 A fire evacuation plan is in place with a staged evacuation process. The primary evacuation area for prisoners is the secure vehicle lock, with the secondary area being the outer secure area. Prisoners are handcuffed and located on vehicles if available. If a further evacuation is required prisoners are taken to a lane directly adjacent to the court with a member of G4S staff or a police officer securing each end. In addition the G4S Team Leader holds a radio which is linked to the court security team, meaning he can maintain constant communication as required. This is an area of **good practice**.

23.44 There is evidence of a local induction for staff new to the court.

23.45 During the inspection all prisoners were treated in a courteous and professional manner by G4S staff. This was evidenced during a number of searches undertaken on prison custodies as a result of indications of smoking within cells.

GOOD PRACTICE

- The G4S Team Leader holds a radio which is linked to the Court Security Team, allowing a constant communication link to be maintained.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Female custodies should be taken to the female custody area on admission and not held in the main cell area even for a short period of time.
- Consideration should be given to where vulnerable prisoners are held, to alleviate the situation whereby they are identified by other prisoners and have the potential to be subjected to abuse.
- Consideration should be given to the arrangements for agent's visits, in relation to security, safety and privacy.

24. Elgin Sheriff Court

DISEMBARKATION AND RECEPTION

24.1 Escort vehicles are parked to the rear of the court/council building in a discrete area. However, only one vehicle is allowed to stay there, the rest are parked at the police station.

24.2 All prisoners are disembarked by walking, double cuffed, a short distance to the court cells. This area is out of view to the public.

24.3 Prisoners are screened on reception. Details and photos are entered onto the computer which is situated in a small desk area at the entrance to the cells.

24.4 Property is also checked at this point before the individual is placed in a cell. This is then stored in a cupboard. All six prison property seals were checked and found to be inadequate. *All seals could have been removed and returned to the bags without any trace. HMP Inverness should ensure that seals cannot be breached on property bags.*

24.5 There are good facilities in place for identifying the language used by non-English speakers and interpreters are usually arranged by the police or court staff.

24.6 Wheelchair access is good as all facilities are on the ground floor.

ESCORT VEHICLES

24.7 Two vehicles were checked and found to be equipped with hygiene packs, first aid kits, a fire extinguisher, food and water. The vehicles were clean. Prisoners confirmed that they heard the safety message at the start of their journey.

CELLS AND FACILITIES

24.8 The custody suite consists of three cells. This is insufficient as prisoners are housed in an interview room at least twice a week due to overcrowding. This was the case on the day of inspection. There were also two police custodies being held in the police station which is nearby.

24.9 On the day of inspection there were six different categories of prisoner that had to be kept separate from each other (four mainstream male prison custodies, a male segregation prisoner, a sex offender, a female police custody and a female prison custody). It is not easy to keep these prisoners apart with only three cells. **It is recommended that more cells should be provided.**

24.10 None of the three cells have windows but there is adequate ventilation. Staff reported that it gets too cold in the winter and too warm in the summer. Each cell can hold six prisoners. The interview room usually only holds individual prisoners, and is usually reserved for female protection prisoners.

24.11 The cells were in a reasonable condition. They were clean but there was quite a lot of graffiti on the doors. The interview room was in good condition. No cell buzzers are installed but there is CCTV in all of the cells. *The cell doors should be redecorated.*

24.12 There are two toilets which are adequately screened with half doors. There is a sink, soap dispensers and paper towels.

AGENTS VISITS

24.13 Agents can see their clients in one of two interview rooms. One interview room is in the cells area. The other is in the staff area, and is used for housing overspill prisoners. If the second interview room is being used as a cell it has an impact on agents being able to access their clients.

COURTROOMS

24.14 There are two courtrooms. The route to both courts is secure in that it is in a private corridor. Prisoners are double handcuffed and taken down a corridor. Once in the courtroom the prisoner remains double handcuffed.

24.15 The number two courtroom is for JP hearings.

24.16 Both courtrooms are on the ground floor.

CATERING ARRANGEMENTS

24.17 Lunch usually consists of a sandwich and biscuit. Drinking water is available and hot drinks are supplied on a regular basis. Microwave meals are available should a prisoner be kept in the cells for any length of time.

MEDICAL ARRANGEMENTS

24.18 Medical provision is provided by the Scotnurse agency. The service provided was reported to be good. Any emergencies would be taken to Dr Gray's hospital in Elgin.

ADMINISTRATION

24.19 The Personal Escort Record (PER) forms were checked and found to be in order and it was observed that there is a good exchange of information between agencies.

24.20 There was documentation to suggest that regular staff inductions take place.

ADDITIONAL INFORMATION

24.21 There was evidence of good relationships between Escort staff, the police and court staff. This ensures that the process runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

24.22 Fire evacuation involves returning prisoners to the vehicle through the fire exit (the same way that they came in). However, because only one van can park in the area they do not always have enough room to accommodate the number of custodies. *This means that an officer would have to be dispatched straight away to collect a vehicle from the police station. A better arrangement should be implemented.*

GOOD PRACTICE – none identified.

RECOMMENDATIONS

- More cells should be provided.

ACTION POINTS

- HMP Inverness should ensure that seals cannot be breached on property bags.
- The cell doors should be redecorated.
- A better arrangement should be implemented to access a second vehicle for fire evacuation.

25. Falkirk Sheriff Court

DISEMBARKATION & RECEPTION

25.1 There is a secure vehicle entrance with access directly into the cell area. However, due to restrictions in relation to length and height this is not actually used for any vehicles. Instead, all vehicles stop outside the secure vehicle entry and prisoners enter through a pedestrian door.

25.2 As the disembarkation area is not secure all prisoners are double handcuffed prior to leaving the vehicle and remain so until located in the cell area.

25.3 The disembarkation area is in clear sight of the public and as such has the potential to suffer from public interference.

25.4 There are no issues in relation to disabled prisoners accessing the cell area.

25.5 On entry to the cell area prisoners are photographed and their details noted. They are then searched and located in a cell.

25.6 All property is stored in a lockable cabinet in the staff area and appeared adequate for the amount of property.

25.7 There are language identification boards on display on entry to the cell area.

25.8 CCTV is in place at the disembarkation and cell entry area and is monitored from the main desk in the cell area.

ESCORT VEHICLES

25.9 On the day of inspection two 10 cell vehicles were observed and both were clean and in a good state of repair. In addition both had first aid boxes, fire extinguishers and water on board. However, neither had female hygiene packs.

25.10 A prison custody from HMP Glenochil stated he had been offered a shower and breakfast prior to escort, although he claimed he knew he would not be required to appear in court that day, which was subsequently found to be the case.

25.11 This prisoner stated he did not hear the safety message being played during the trip.

CELLS & FACILITIES

25.12 On the day of inspection there were five prison and 21 police custodies being held, which the G4S staff stated was reasonably quiet for a Monday.

25.13 There are six cells in the area which were all clean. They were largely free from graffiti and are large enough to hold eight people. G4S stated that on normal days this is adequate, although on extremely busy days a request to hold police custodies until the area quietens down is made.

25.14 The layout of the cell area means that different classification of prisoners can be kept separately.

25.15 All cells have CCTV coverage which is monitored from the staff area. This facility supports the observation of prisoners in general and those on heightened observation levels in particular.

25.16 There are two toilet areas both of which were clean and in good condition.

AGENTS' VISITS

25.17 There is one interview room with a glass panel in place to separate the agent and their client. This room was clean, fit for purpose and offered the required degree of security and privacy. However, it was not used during the inspection. *Instead, four sets of tables and chairs situated in the main concourse of the cell area were used by agents to meet with their clients. While these tables are located some distance apart along the corridor they are directly adjacent to the cells and in an area routinely patrolled by G4S staff. They also offer no restrictions in relation to prisoners leaving the table if and when they want. In addition prisoners entering the cell area for processing do so directly into this corridor, meaning they are processed while agents' visits are taking place. On the day of inspection a police custody was being interviewed at the table situated nearest the charge bar meaning her conversation could be heard by staff in the area.*

COURTROOMS

25.18 There are four courtrooms all of which can hear criminal cases. Courtrooms one, two and three involve prisoners entering directly from the secure area into the dock, meaning they are single handcuffed prior to leaving the cell area and remain so while in court. There are glass partitions in some of the courtrooms allowing separation from the dock and public gallery.

25.19 Prisoners attending courtroom four are double handcuffed prior to leaving the cell area as they pass through an area open to the public.

25.20 There is a lift from the cell area allowing access to court for disabled prisoners, however prior to accessing and after exiting the lift prisoners have to pass through an area that is open to the public. G4S noted that the police would support the supervision of prisoners in such cases.

25.21 The District Court also takes place in the Sheriff Court building.

CATERING ARRANGEMENTS

25.22 Prisoners receive a cup of tea on arrival and have access to water on request throughout the day. Lunch consists of a sandwich, a packet of crisps, a biscuit and a cup of tea. On the day of inspection there was a selection of sandwiches which catered for dietary requirements.

25.23 There is a stock of hot snacks for prisoners who remain in the area after 16.30 hrs.

MEDICAL ARRANGEMENTS

25.24 Medical support is supplied through a contract with Scotnurse and requires a nurse to be on site within one hour of a request being made.

25.25 Emergencies are taken to Forth Valley Hospital, which is approximately 10 minutes away.

25.26 All escort and court staff are first aid trained and refreshed regularly.

ADMINISTRATION

25.27 G4S stated there had been staff shortages for a period of time, and had requested this be rectified on a number of occasions. On the day of the inspection the regular court staff were supported by vehicle crews who were not all familiar with the court.

25.28 On the day of inspection, staff who did not work in this court on a regular basis were provided with a local awareness session.

ADDITIONAL INFORMATION

25.29 The primary fire evacuation point is directly outside the secure vehicle entrance and would see prisoners located on vehicles where possible, or handcuffed if vehicles were not available. Additional fire evacuation routes are signposted in the cell area.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Consideration should be given to the arrangements for agents to meet with their clients in terms of privacy and security.

26. Forfar Sheriff Court

DISEMBARKATION AND RECEPTION

26.1 Prisoners are disembarked in an area at the back of the building. This is a discrete area and involves a very short walk, with prisoners double handcuffed, to the court building. The escort staff can ask for police assistance should extra security be necessary.

26.2 Prisoners are taken up stairs through a public area to the suite of cells. Wheelchair bound prisoners go through the public area and use a public lift to get to the cells area.

26.3 There are not usually any interactions with the public on arrival as escorts disembark before the building is opened to the public. A police officer is on hand should any managing of the public from the area be required.

26.4 The reception process is good, although it takes place in a small kitchen area that is separate from the cells area itself. This is not ideal but causes no issues as the number of prisoners is small: there were two on the day of the inspection.

26.5 A photograph is taken and personal details and property are processed at this point before the prisoner is placed in a cell. There are good facilities in place for identifying the language used by non-English speakers and for the provision of interpreters.

26.6 All of the administration procedures and secure storage of property, etc, take place in the small kitchen area.

ESCORT VEHICLES

26.7 One vehicle was inspected and found to be clean and equipped with first aid kits, food and water. Prisoners confirmed that they had heard the safety message at the start of their journey.

CELLS AND FACILITIES

26.8 There are three small cells: each cell can take a maximum of six prisoners.

26.9 There is no CCTV in the cells but there is a camera in the small entrance area. In reality this is inadequate, even though there are grille gates, as it only films the front of the cells. The CCTV monitor is in the clerk to the courts office. *The CCTV coverage should be improved to show inside all cells and the monitor screens should be in the Escort staff area.*

26.10 The cells were clean and had little graffiti in them. Only one of the cells has natural light but all have adequate ventilation brought about by the grille gate design.

26.11 There is a toilet adjacent to the cells area. This was clean and well equipped including good hand washing facilities.

AGENTS VISITS

26.12 There is an agents interview room next to the cells which is not screened but offers adequate facilities. There are no issues with conversations being overheard even though Escort staff provide security by standing outside the room whilst interviews are taking place.

COURTROOMS

26.13 There are two courtrooms. Number one courtroom is accessed via a corridor between the cells and prisoners are double handcuffed for the short route to this room.

26.14 Court number two is accessed through a public corridor. Again prisoners are double cuffed during the route to the courtroom and during the court hearing. This courtroom also doubles up as the JP court.

26.15 Escort staff and police work together to ensure that appropriate levels of security are applied when escorting prisoners to either courtroom.

26.16 Courts are accessible by disabled people.

CATERING ARRANGEMENTS

26.17 Drinking water is available and regular hot drinks are served throughout the day. Lunch is usually a roll, crisps and tray bake. Microwave meals are available should a long stay be involved. Special dietary needs can be accommodated and there are vegetarian and Halal choices available.

MEDICAL ARRANGEMENTS

26.18 Arrangements for medical support are in place through Scotnurse.

ADMINISTRATION

26.19 There are good exchanges of information between the prison/police and escort staff using the Personal Escort Record (PER) form.

26.20 The court is usually staffed by one manager. He is assisted by a different van crew everyday. Escort staff undertake an induction programme when they are first attending the court. The training is recorded and confirmed with a signature by the member of staff. This is an area of **good practice**

ADDITIONAL INFORMATION

26.21 Fire evacuation procedures involve returning the prisoners to the vehicle which is allowed to park all day in the yard. The vehicle capacity is usually more than is needed for the number of prisoners in the cells. There are adequate

arrangements with the police should a need for longer term evacuation be required. This would involve taking prisoners to Arbroath police cells.

26.22 Prisoners are treated well by Escort staff.

26.23 There are good relationships between Escort staff the police, lawyers and court staff. This ensures that the operation runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

GOOD PRACTICE

- Escort staff undertake an induction programme when they are first attending Forfar. The training is recorded and confirmed with a signature by the member of staff.

RECOMMENDATIONS – none identified.

ACTION POINTS

- The CCTV coverage should be improved to show inside all cells and the monitor screens should be in the Escort staff area.

27. Fort William Sheriff Court

DISEMBARKATION AND RECEPTION

27.1 Escort vehicles are parked in the police station yard. Prisoners are disembarked by walking, double handcuffed, a short distance to the cells. This is away from public view.

27.2 The reception process is usually completed at the police station in a medical room (which doubles up as a staff area) prior to locating the prisoner in the cells. There is no computer to log personal details or photographing of prisoners. The control centre is kept informed of events via mobile phone. Property is checked and stored in secure lockers behind the police charge desk

27.3 There are notices to identify foreign languages and interpreters are arranged by the police or court staff.

ESCORT VEHICLES

27.4 The vehicle inspected was equipped with fire extinguisher, first aid kit, hygiene packs, ligature scissors, food and water. The vehicle was in good condition, clean and serviceable.

27.5 On the day of inspection there were two prison custodies. They confirmed that they knew their destination; had breakfast but no shower before leaving the prison; and had heard the safety message on the vehicle.

CELLS AND FACILITIES

27.6 Escort staff have a good arrangement with the police whereby they staff the police cells if there are any custodies. There are no cells in the court building but it is just a few yards from the police station so the court officer telephones up whenever the court is ready to hear a custody case.

27.7 There are six cells, four for males and two in a separate area for females. Each cell can accommodate two people but there are very rarely enough custodies to warrant this.

27.8 There is an unscreened toilet in each cell. Hand washing facilities: a soap dispenser and towels are available just outside the cells. There are no ligature points and there is a glass panelled window. This does not allow fresh air into the cell but does allow daylight.

27.9 Each cell has a heating and ventilation system. The cells were clean and free from graffiti. Each cell has an emergency buzzer but no CCTV camera. *Cells should have CCTV cameras fitted.* There are cameras in the corridors which are monitored in the police office. There are no cameras in the court building.

AGENTS VISITS

27.10 There is no interview room for legal visits to take place so a detention room is used instead. This is not screened but offers adequate facilities.

COURTROOMS

27.11 There is one courtroom which is situated on the first floor of the court building which is a few yards away from the police cells.

27.12 Wheelchair bound prisoners would not be able to attend court as there is no lift. In these cases the court staff would have to move to the cells area to hear the case.

27.13 The route to the courtroom is through a discrete yard. Prisoners are double handcuffed then walked through the back entrance and then up the stairs into the courtroom. Once in the court room the handcuffs are removed.

CATERING ARRANGEMENTS

27.14 Hot drinks are provided on arrival and at lunchtime. Sandwiches and microwave meals are available for late court hearings.

MEDICAL ARRANGEMENTS

27.15 Medical provision is provided by Scotnurse but this has never been used. Emergencies are taken to Belford Hospital which is about one minute's drive away.

ADMINISTRATION

27.16 The Personal Escort Record (PER) forms were checked and found to be in order. There is a good exchange of information between agencies.

ADDITIONAL INFORMATION

27.17 The fire evacuation process involves returning prisoners to the vehicle by the same route that they came in. The Escort vans always have enough room to accommodate the number of custodies. There are no viable locations if a longer term evacuation was necessary. The nearest police station cells are in Inverness some 65 miles away.

27.18 There are good relationships between Escort staff, the police and court staff. This ensures that the operation runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

27.19 The arrangements whereby Escort staff run the cells for the police in exchange for using the cells as court cells is an example of **good practice**.

GOOD PRACTICE

- Escort staff run the cells for the police in exchange for using the cells as court cells.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Cells should have CCTV cameras fitted.

28. Glasgow Sheriff Court

DISEMBARKATION & RECEPTION

28.1 Escort vehicles park in a secure garage to allow prisoners to disembark. There is also a separate side entrance which acts as an additional route during busy times. Both areas are in a discrete area that is away from public view. The secure dock offers adequate entry for disabled prisoners as vehicles are equipped with ramps in order to negotiate the small steps that are en route.

28.2 Prisoners are identified, photographed and have details entered on to computers as part of the reception process. There are language identification posters in the charge bar area where reception takes place.

28.3 Property is checked and stored behind the charge bar area.

28.4 Prisoners are then searched before being located in a cell.

28.5 There are CCTV cameras in outside areas, vehicle points and corridors in the cells area. The images are monitored in the charge bar area.

ESCORT VEHICLES

28.6 The escort vehicles were clean and serviceable. Those that were checked were equipped with fire extinguishers, water, first aid, hygiene packs and some had food.

28.7 Some prisoners said that they hadn't been told where they were going the day before travelling.

28.8 Showers were not offered as a rule though all had the offer of breakfast before leaving the prison.

28.9 *All prisoners who were asked said that they had not heard the safety message.*

CELLS & FACILITIES

28.10 Glasgow is the busiest court building in Europe. The suite of cells were in good condition considering the number of people who are held there on a weekly basis. On a Monday there are well in excess of 200 people being held. The cells accommodate a maximum of 6 people each. An extra suite of cells near to the JP court is brought into operation to cope with the high volume of Monday courts.

28.11 There is a mixture of open, grill gated cells and a few closed ones. *Some open cells do not have spit guards.* Prisoners who are located in closed cells cannot be observed without deliberately looking through the observation glass. The high number of prisoners does not always allow for this to happen as often as desired. *CCTV cameras should be fitted to these cells.*

28.12 The toilet areas are in sound condition *but there is no soap dispenser available.*

28.13 *The toilet area in the female unit is not screened adequately.* It is possible to stand at the grille gate and observe a prisoner using the toilet.

AGENTS VISITS

28.14 There are several agents interview rooms in the cells areas and although they have screens, the number of interviews means that it is preferable for agents to see clients in one side of the room. The extra capacity that this creates still does not allow for agents to see their clients quickly during busy periods. There is a 'ticket' system in place whereby agents have to wait their turn to access their clients.

COURT ROOMS

28.15 Prisoners are single handcuffed for the route to the courtroom but not whilst in the room itself unless there are special circumstances.

28.16 There are 23 courtrooms, 19 of which are for criminal cases. Some have adequate access for disabled prisoners so the escort provider and court services try to accommodate these cases wherever possible. If not then the prisoner is transported in a secure lift but then has to walk across a small public area. The police can offer assistance if required.

28.17 The JP court and two of the Sheriff courtrooms have glass screens around the dock.

CATERING ARRANGEMENTS

28.18 Prisoners can have water on demand. Lunch consists of sandwiches, crisps and a biscuit along with a cup of tea. Dietary requirements can be provided for. Hot snacks are provided for those who are in the building after 16.30 hrs.

MEDICAL ARRANGEMENTS

28.19 Medical support is supplied through a contract with Scotnurse, and there is also a nurse on duty all day every Monday. A community psychiatric nurse is also on duty every Monday, Wednesday and Friday. The medical cover is an area of **good practice.**

28.20 Emergencies are transported to Glasgow Victoria Hospital.

28.21 All escorting and court staff are first aid trained and refreshed regularly.

ADMINISTRATION

28.22 The Sheriff court uses the PERs system in the immediate cell area to record minor occurrences such as use of toilet and legal visits. Other items such as results of court hearings are entered onto the new PACS computers. All monitoring that was checked was in good order.

28.23 There are sometimes delays in getting paperwork from the courtrooms in order to process bails or transfer prisoners. This is sometimes compounded by the escort contractor delaying transferring prisoners back to prison. One prisoner was tracked - his hearing was at 10.30 hrs and the warrant was received 30 minutes later. He arrived only at Barlinnie at 13.05.

28.24 There is a tailored induction programme in place for staff. This is adequate in the circumstances as it covers vital information such as fire evacuation plans and the practices in the immediate area that the new member of staff is working in for the day.

ADDITIONAL INFORMATION

28.25 Fire evacuations could be very difficult given the sheer scale of the population held in the cells. However a modern fire detection and location system is in place. This means that it is easy to establish the location and authenticity of an alarm. A decision would then be taken as to whether to evacuate or not. Prisoners would have to be accommodated in vehicles and taken to the police station or back to the prison.

GOOD PRACTICE

- A nurse attends the Sheriff Court on Monday's and a community psychiatric nurse is on duty every Monday, Wednesday and Friday.

RECOMMENDATIONS - none identified

ACTION POINTS

- All prisoners who were questioned claim not to have heard the safety message on the vehicle. The escort contractor should investigate this area as none of the prisoners questioned since the change of contract stated that they have heard the message.
- Some open cells do not have spit guards on them, these should be fitted to all grille gated cells.
- The closed cells at Glasgow Sheriff Court should have CCTV fitted.
- Soap dispensers should be available in the toilet areas.
- The female toilet should be adequately screened.

29. Greenock Sheriff Court

DISEMBARKATION & RECEPTION

29.1 Escort vehicles disembark in a small secluded public area to the rear of the court building. Although it is in a public area staff reported that there has never been any interference by members of the public.

29.2 Prisoners are double handcuffed and walked into the cells reception area where they are searched. Personal details are recorded and a photograph taken.

29.3 There is a language identification poster in place and translation services are organised through the police or the courts.

29.4 A set of three stairs make it difficult for disabled prisoners to access the cells area. Wheelchair bound prisoners would be taken through a secure side shuttered entrance. A witness room is used to house the staff and prisoner until the court hearing. There are no lifts in the building. Despite crossing a public area and the limitations of the building the effort put into ensuring access for disabled prisoners is an example of **good practice**.

ESCORT VEHICLES

29.5 One vehicle was checked and was equipped with water, a first aid kit and hygiene packs.

29.6 *No prisoners had heard the safety message.*

CELLS & FACILITIES

29.7 There are seven cells. Six of these hold three prisoners each and another holds seven. There has never been a need to accommodate custodies in overcrowded cells or difficulties in keeping prisoners separate.

29.8 None of the cells provide access to natural light. *There is a ventilation system but staff reported that it blows cold air into the cells.* This means that the cells are always cold in the winter.

29.9 There are two toilets, both of which have a full privacy door, a sink and access to soap and hand towels.

29.10 There is CCTV in the corridors and stairs up to court. This is monitored in the manager's office in the reception area. However *there is no CCTV in any of the cells.*

29.11 *The cells have a lot of graffiti and should be redecorated.*

AGENTS VISITS

29.12 There are four interview rooms all of which are screened with a glass panel.

29.13 **There is damp on the walls on the prisoners' side of the booths. It is recommended that this should be treated.**

29.14 There is very little graffiti in the interview booths and apart from the damp they are in good condition.

COURTROOMS

29.15 There are four courtrooms all of which can be accessed via stairs from the cells area. Cell numbers one, two and three have routes that go straight into the dock. Cell number four involves going through a public area. Once in that courtroom there is no dock for the prisoner to sit in. This courtroom is used very rarely and there are no problems with security or public scrutiny.

29.16 There is often a high court sitting in court one and a JP court in one, two or three.

29.17 A police officer is present in each court.

29.18 Prisoners are usually single handcuffed in court except in court four where they are double handcuffed.

CATERING ARRANGEMENTS

29.19 Prisoners are given a cup of tea on arrival and at lunch time. Lunch consists of a sandwich, crisps and biscuits. There are pot noodles and some microwaveable meals for prisoners kept in the cells after 17.00 hrs.

MEDICAL ARRANGEMENTS

29.20 Support from Scotnurse is good for non-emergency medical situations. They usually arrive within an hour of a call being lodged. In emergencies prisoners are taken to Inverclyde Royal Hospital which is a few minutes drive away.

29.21 All escort staff are first aid trained.

ADMINISTRATION

29.22 PERS are used prior to arriving at court. The information is then transferred to the PACS system. Both records were checked and found to be in order.

29.23 Bail papers/warrants are usually processed quickly and staff reported that there is not usually a delay in releasing or transferring prisoners.

29.24 The manager and members of staff reported that there is a staff induction process in place. However *there was no record of this taking place.*

ADDITIONAL INFORMATION

29.25 Arrangements for fire evacuation are good. There is adequate signage and the process involves going back to the vehicles that are parked outside. In the case of longer term evacuation prisoners would be taken back to the prison or police station.

GOOD PRACTICE

- The processes in place for disembarking and housing disabled prisoners.

RECOMMENDATIONS

- The damp in the interview rooms should be treated.

ACTION POINTS

- Staff should play the safety message before the start of any journey.
- The ventilation system should be fixed.
- CCTV should be fitted to all cells.
- All of the cells should be redecorated.
- Staff induction records should be kept.

30. Haddington Sheriff Court

DISEMBARKATION AND RECEPTION

30.1 Escort vehicles are parked in the drive next to the court building. Prisoners are walked a short distance to the cells area. There is a public walkway near the building but there are no barriers in place to protect prisoners and staff from public scrutiny. *Gates should be installed to make the transfer of prisoners to and from vehicles safer and more secure.*

30.2 All of the administration procedures take place in the small staff station. Despite the lack of space, the reception process and storage of property are appropriately carried out.

30.3 There are language identification signs and interpreters can be sourced through the police or court staff.

ESCORT VEHICLES

30.4 One vehicle was inspected. It was clean, had hygiene packs, a fire extinguisher, a first aid kit, water and food on board. However, prisoners stated that they had not heard the safety message.

CELLS AND FACILITIES

30.5 The layout of the cells area is small with two cells on the first floor and a third cell on the ground floor. The ground floor cell is only used when it is absolutely necessary. It can hold eight people. There is a CCTV camera in this cell. There is an issue with the close proximity of a door that can be used by the public. Although there is a grille gate in position the public can access the area between the door and the gate. There is an opportunity for verbal and possible physical access to prisoners who are in the cell. **It is recommended that the access door is fitted with a lock and is secured at all times.**

30.6 The first floor cells can each hold up to six prisoners. There is no natural light in any of the cells but they are free of graffiti and are clean. It is difficult to manage the separation of different categories of prisoners but good processes are in place to deal with this. *These cells do not have CCTV installed.* The staff station is in close proximity but there still needs to be monitoring of prisoners inside the cells. All three cells are clear of ligature points.

30.7 There are two toilets located up a few steps from the first floor. Both were clean, have sinks and paper towels. However bars of soap are in use for hand washing. *A soap dispenser should be installed in each of the sink areas.*

AGENTS VISITS

30.8 There is one interview room in the area just outside the first floor cells. Lawyers and clients can be kept separate.

COURTROOMS

30.9 There are two courtrooms. Access to the main courtroom is by secure steps. There are adequate arrangements for disabled access through the adjoining council building. JP courts are usually held in the main court. The second court is not easily accessed from the cells, as the route goes through a public area. This court is rarely used for prisoners.

CATERING ARRANGEMENTS

30.10 Drinking water is available and regular hot drinks are served throughout the day. A microwave meal is available at lunch time. Special dietary needs can be met.

MEDICAL ARRANGEMENTS

30.11 Arrangements for medical support are in place but the contractors seem to be reluctant to attend.

ADMINISTRATION

30.12 There are good exchanges of information between the prison/police and escort staff using the Personal Escort Record (PER) form.

30.13 The time between the end of a court hearing and the subsequent departure of prisoners is kept to a minimum through good cooperation between court staff and escort staff.

ADDITIONAL INFORMATION

30.14 The police station is two minutes away and there is a good relationship between the courts, police and escort staff.

30.15 Fire evacuation procedures involve returning the prisoners to the vehicle which is parked all day outside the court building.

30.16 Prisoners are treated well by Escort staff who do an extremely good job within the limited space available.

GOOD PRACTICE – none identified.

RECOMMENDATIONS

- The access door near the ground floor cell should be fitted with a lock and secured at all times.

ACTION POINTS

- Gates should be installed to make the transfer of prisoners to and from vehicles safer and more secure.
- CCTV should be installed in the cells.
- A soap dispenser should be installed in each of the sink areas.
- The contract for medical assistance should be reviewed to ensure medical support is provided when needed.

31. Hamilton Sheriff Court

DISEMBARKATION & RECEPTION

31.1 There is a secure vehicle entrance for disembarkation. However, due to size restrictions 14 cellular vehicles cannot use this area. Prisoners who disembark in the secure vehicle entrance are single handcuffed prior to exiting the vehicle until they reach the cell area. Disembarkation in this area is free from public interference.

31.2 If the size of the vehicle means the secure vehicle entrance cannot be secured the vehicle will pull in as far as possible to this area, and prisoners will be double handcuffed prior to disembarkation until they reach the cell area. Although this means disembarkation is outwith the secure vehicle entrance, on the day of inspection there was no evidence of public interference.

31.3 There are three steps from the disembarkation area to the cells, which could be problematic in relation to disabled entry; however G4S stated that equipment to support entry is requested when a disabled prisoner is scheduled to attend court.

31.4 On entry to the cell area, prisoners are identified, photographed and have their details recorded. There are language identification posters in the area where reception takes place. G4S staff stated there has been an increase in prisoners whose first language is not English. However, in such cases police custodies would normally have an interpreter arranged prior to the prisoner attending court, and in relation to prison custodies those with language difficulties are already known as they have previously attended court, so allowing an interpreter to be arranged.

31.5 Property is checked and stored in a cabinet behind the charge bar area. G4S staff stated that on particularly busy days the property storage area is not adequate.

31.6 All prisoners are then searched before being located in a cell.

31.7 There are CCTV cameras in outside areas, vehicle points and corridors in the cells area. The images are monitored in the charge bar area.

ESCORT VEHICLES

31.8 On the day of inspection a six and a 14 cellular vehicle were inspected and both vehicles had first aid packs, fire extinguishers and water on board. The six cellular vehicle had come from HMPYOI Cornton Vale and had female hygiene packs on board.

31.9 Both vehicles inspected were clean and in a good state of repair.

31.10 A common complaint from prisoners was the time spent on the vehicle from arriving at court to disembarkation. It would appear that part of this may be due to the entry road to the court, which sees vehicles having to manoeuvre through a tight space to enter the secure vehicle area, adding time to the process. In addition to

this on the day of inspection a number of vehicles arrived at the court at the same time.

31.11 All prisoners that we spoke to confirmed they were aware that they were required to appear in court that day.

31.12 Showers were offered in some cases and all prisoners stated they were offered a breakfast.

31.13 *All prisoners who were asked advised that they had not heard the safety message.*

CELLS & FACILITIES

31.14 Numbers on a Monday can reach 80. However on the day of inspection there were 32 custodies. G4S stated that on exceptionally busy days the cell area cannot cope with the prisoner numbers and arrangements are made with local police offices to deal with this.

31.15 There are eight 'mainstream' cells and one observation cell which has CCTV coverage that is monitored from the charge bar area.

31.16 The layout of the cells allows separation of different classification of prisoners. Cells one, two and three are used for male prison custodies, allowing the remainder to hold police custodies, females and special category prisoners. G4S stated that prior to prisoners arriving the team will look at the best use of the cells for that day.

31.17 All cells were clean and fit for purpose. *However some were covered in graffiti, with numbers one, two and three being the most affected.*

31.18 The size of the cells varies, each allowing up to 10 prisoners.

31.19 There are two toilet areas which were clean and fit for purpose.

AGENTS VISITS

31.20 There are four agents interview rooms in the cell area which on the day of inspection were in constant use. G4S stated this was adequate even on busy days.

31.21 *The agents interview rooms are located in a corridor and the prisoner side does not have any doors which could be problematic in terms of privacy, security and safety. When monitored, the noise level was high meaning privacy could be compromised.*

COURTROOMS

31.21 There are eight courtrooms. Seven of these deal with criminal cases and one deals with civil cases. The District Court also takes place within the Sherriff Court.

31.22 Seven of the courtrooms are in the main building. The other is in a separate building which requires a prisoner to be escorted along an external pathway. However, this pathway is not open to the public. Prisoners are handcuffed en route to this courtroom.

31.23 If appearing at courtrooms one, two and six prisoners are escorted in single handcuffs as the route is secure. If appearing at courtrooms three, four or five the prisoner is double handcuffed prior to leaving the cell area as the route passes through an area open to the public. The route to courtrooms three and five have the potential to be particularly problematic as they pass directly through the main reception area.

31.24 Wheelchair bound prisoners will normally be taken to court six as it is reasonably easy to access. However this route is through an area that is open to the public meaning security issues have to be assessed.

31.25 Other than in courtroom two all custodies attend court handcuffed.

CATERING ARRANGEMENTS

31.26 Lunch consists of a sandwich pack, crisps and a biscuit. However, they are ordered one week in advance meaning special requirements cannot be confirmed. G4S noted that in most cases this would mean extra sandwiches would be ordered.

31.27 Hot snacks are available for prisoners remaining in the building after 16.30 hrs.

MEDICAL ARRANGEMENTS

31.28 Medical support is provided by Scotnurse with a nurse being on-site within one hour of request.

31.29 *On the day of the inspection a nurse was requested to attend at 10.10 hrs due to a prisoner being retrained. However the nurse did not attend the cell area until 11.25 hrs*

31.30 Emergencies are taken to Monklands General Hospital which is approximately a 5 minute drive from the court.

31.31 All escort and court staff are first aid trained and refreshed regularly.

ADMINISTRATION

31.32 All incidents are recorded on the PACS system which when viewed reflected the events of the day.

31.33 *On the day of inspection two prisoners breached the two hour deadline for leaving the cell area after all relevant paperwork had been received.*

31.34 All staff received an adequate induction.

ADDITIONAL INFORMATION

31.35 The initial fire evacuation point is the secure vehicle entry. Prisoners would be held in the escort vehicles. If this area has to be evacuated prisoners would be held in an area directly opposite. In both cases prisoners would be handcuffed and support would be provided by the police.

31.36 During the inspection there appeared to be positive relationships between escort staff and prisoners.

GOOD PRACTICE – None identified

RECOMMENDATIONS – None identified.

ACTION POINTS

- The safety message on the escort vehicles should always be played.
- Graffiti should be removed from cells.
- The privacy and security arrangements for prisoners attending agents visits should be reviewed.
- Discussions should take place with Scotnurse to ensure the one hour waiting time for a nurse to attend court should be adhered to.
- Processes to ensure prisoners are picked up from court within 2 hours of their paperwork being received should be reviewed.

32. Inverness Sheriff Court

DISEMBARKATION AND RECEPTION

32.1 Escort vehicles park to the rear of the court in a discrete area.

32.2 All prisoners walk, double handcuffed, a short distance to the court cells. There is some view to the public but this does not usually cause any issues. Wheelchair access is via the same entrance but entails lifting the chair and prisoner up a step.

32.3 Prisoners are screened on reception at a custody desk situated directly next to the entrance. Personal details and a photograph are entered onto the computer. Property is also checked at this point before the individual is placed in a cell.

32.4 There are good facilities in place for identifying the language used by non-English speakers and interpreters are usually arranged by the police or court staff.

ESCORT VEHICLES

32.5 One escort vehicle remains parked to the rear of the court all day with any others parking to the front of the building. One vehicle was checked and found to be equipped with a first aid kit, hygiene packs, a fire extinguisher, food and water. Prisoners confirmed that they heard the safety message at the start of their journey. *The vehicle had not been cleaned.*

CELLS AND FACILITIES

32.6 The custody suite consists of four cells on the right hand side of the entrance corridor and two on the left. These are usually adequate but special arrangements can be made with the police to house any overspill. The station is about five minutes away.

32.7 None of the cells have windows but there is adequate ventilation and heating. The cells are of variable sizes: one holds up to eight prisoners, two hold six prisoners and three can hold four prisoners. All cells were in reasonable condition but have a lot of graffiti scratched into the door and benches. *Cell doors and benches should be redecorated.*

32.8 There is CCTV in all of the cells.

32.9 There are two toilets, one in each section. Both have full doors, a sink, soap dispensers and paper towels.

AGENTS VISITS

32.10 There is one interview room. This makes it difficult for agents to see their clients. The room is screened but only one interview can take place at any one time. This is often not enough given that prisoner numbers often exceed 20.

Overspill arrangements mean that interviews have to take place in a cell. **It is recommended that SCS should create more interview rooms.**

COURTROOMS

32.11 There are three courtrooms. The route to courtrooms one and two involve climbing three steps so there is some difficulty for those with mobility problems. *Mobility issues could be negated by using a portable ramp.*

32.12 The route to courtroom one uses a private corridor. Prisoners are double handcuffed but once in the courtroom the handcuffs are removed. Courtroom one is also used as a High Court.

32.13 Courtroom number two is situated in a publicly exposed area via the same corridor, down some stairs and across a waiting area. This courtroom is often used for custodies but it was reported that public exposure has not caused any problems for staff or prisoners. Prisoners are double handcuffed for the route but not handcuffed in the courtroom.

32.14 Courtroom number three is primarily used for JP hearings. This court is situated across the yard from the entrance. Although this could entail major exposure to public scrutiny (mainly tourists) the inspector was assured that this has never caused any problems. Again prisoners are double handcuffed for the route and the police are available if there are any concerns.

CATERING ARRANGEMENTS

32.15 Lunch consists of a sandwich and a biscuit. Drinking water is available and hot drinks are supplied on a regular basis. Microwave meals are available should a prisoner be kept in the cells for any length of time.

MEDICAL ARRANGEMENTS

32.16 Medical provision is provided by the Scotnurse agency. The service provided was reported to be good. Emergencies are taken to Raigmore Hospital which is about ten minutes away.

ADMINISTRATION

32.17 The Personal Escort Record (PER) forms were checked and found to be in order.

32.18 There was no guide or signed record to suggest that any staff induction takes place, although the manager and staff assured the inspector that it does take place. *An auditable staff induction process should be created.*

ADDITIONAL INFORMATION

32.19 There was evidence of good relationships between Escort staff the police and court staff. This means that everything runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

32.20 Fire evacuation involves returning prisoners to the vehicle through the fire exit (the same way that they came in). Inverness police station is to house longer-term evacuees and the prison would take prison custodies back.

GOOD PRACTICE – none identified.

RECOMMENDATIONS

- SCS should create more interview rooms.

ACTION POINTS

- Vehicles should be cleaned before use.
- Cell doors and benches should be redecorated.
- Mobility issues could be negated by using a portable ramp.
- An auditable staff induction process should be created.

33. Irvine JP Court

DISEMBARKATION AND RECEPTION

33.1 The court room is in 'the town house' council facility. There are no custody cells and no suitable arrangements are in place to cater for prisoners.

33.2 Unusually for a JP court there are quite a few prisoners produced from custody, an average of about five a week.

33.3 Kilmarnock Sheriff Court cells act as a staging post for custodies going to Irvine.

33.4 The disembarking of prisoners only takes place once they are required in court. This happens in a small car park to the rear of the building. Prisoners are double handcuffed and taken into court via a public corridor. *Public oversight is inevitable.* The police can offer assistance if escort staff have concerns about security or safety.

33.5 Property handover and storage is poor: it remains in the vehicle.

33.6 There are no language identification notices for foreign nationals but interpreters can be arranged through the police or court staff. *Language identification notices should be displayed in a prominent position.*

ESCORT VEHICLES

33.7 There was no escort vehicle present on the day of the inspection.

CELLS AND FACILITIES

33.8 There are no cells at Irvine Sheriff Court or in the local police station which is about five minutes away. This means that prisoners *have to sit in a cell in the escort vehicle, in an exposed car park. Sometimes this can be for a matter of several hours.*

33.9 Prisoners are not able to access a toilet on the vehicle. There is a toilet in the public corridor of the court building. This has a sink, a soap dispenser and hand towels. However, this toilet is also open to the public. Staff have to search the room every time it is used to check for any illicit items that are left for prisoners.

33.10 If prisoners have to use this toilet they are secured by a closeting chain. This could well be viewed by anyone in the area. *More suitable toilet facilities should be provided for prisoners.*

AGENTS VISITS

33.11 There is no interview room, so solicitors have to see their clients in the escort vehicle. Confidentiality is not possible in these circumstances. **It is recommended that more suitable arrangements for agents visits should be provided.**

COURTROOMS

33.12 There is one courtroom and this deals with JP cases only. Access for disabled prisoners is good as there are no stairs between the vehicle and the courtroom.

33.13 *Given the poor facilities, CCTV should be fitted to all public areas of the building that prisoners access.*

CATERING ARRANGEMENTS

33.14 Drinking water is available on the escort vehicle but there are no hot drinks served. Lunch consists of a *microwave meal but an inspector was informed that there is no way of heating these meals up and they would have to be consumed on the vehicle.*

MEDICAL ARRANGEMENTS

33.15 Medical assistance is available from Scotnurse. Emergencies are taken to Kilmarnock Cross House Hospital which is 25 minutes away.

ADMINISTRATION

33.16 There were no prisoners being held on the day of the inspection so it was not possible to examine exchanges of information between the prison and escort staff.

33.17 *There are no office facilities or storage to store Escort documentation*

33.18 The Escort staff induction process is not followed at Irvine. *Staff should be given a proper induction on their first visit to Irvine and records should be kept up-to-date.*

ADDITIONAL INFORMATION

33.19 Fire evacuation procedures from the court building are adequate: the escort vehicles are the gathering point. Police assistance is available. However, there are no holding cells in Irvine police station so prisoners would be evacuated to Kilmarnock courts if required. This is a 25 minute journey.

33.20 It can be the case that prisoners have lengthy periods of sitting in a cellular vehicle until they are required in court and then again while waiting for paperwork to be completed. **It is recommended that alternative arrangements are made for prison custodies required at Irvine JP court.**

GOOD PRACTICE - none identified.

RECOMMENDATIONS

- More suitable arrangements for agents visits should be provided.

- Prison custodies should no longer be taken to Irvine JP court.

ACTION POINTS

- Public oversight of the disembarking of prisoners should be reviewed and alternatives considered.
- Language identification notices should be displayed in a prominent position.
- Prisoners should be housed in appropriate accommodation prior to and after court appearances.
- More suitable toilet facilities should be provided for prisoners.
- Given the poor facilities, CCTV should be fitted throughout the court building.
- The provision for lunch and hot drinks and should be improved.
- Facilities should be provided to process or store Escort documentation in the court building.
- Staff should be given a proper induction on their first visit to Irvine and records should be kept up-to-date.

34. Jedburgh Sheriff Court

DISEMBARKATION AND RECEPTION

34.1 Escort vehicles are parked as close as possible to the court (in the street). Escort staff double handcuff prisoners to walk into a small yard and into the court cells. They can ask the police to assist if they wished to ensure extra security. The escort provider's dynamic processes ensure that delivery is conducted appropriately.

34.2 The reception process takes place in front of the police desk. This is suitable but there is no computer or camera. All of the administration procedures take place in this area.

34.3 There are no secure storage facilities but prisoners' property is usually kept behind the staff desk out of sight and reach of anyone except the staff.

ESCORT VEHICLES

34.4 There were no custodies and therefore no vehicles to inspect on the day.

CELLS AND FACILITIES

34.5 The two cells belong to the police station. They both have toilets. These are not screened. However, there is also a private toilet available which is fitted with a sink, soap dispenser and hand towels.

34.6 The layout of the cells area is very small and with only two cells means it would be difficult to manage the separation of different categories of prisoners. However, this court is not usually busy with prison custodies. In the event of different categories needing to be housed then it is possible to house some at Hawick police cells.

34.7 The cells are sizeable and can each hold up to six prisoners. They were in a very good condition and had no graffiti.

34.8 Both cells have natural light. *However neither room has CCTV.*

AGENTS VISITS

34.9 There is an agents interview room that is in an adjacent, secure corridor. This is not screened but offers adequate facilities. An escorting officer is sited outside the room when a prisoner is being interviewed.

COURTROOMS

34.10 There are two courtrooms. The route from the cells to courtroom number one is via secure stairs. However, once in the courtroom prisoners are handcuffed as there are other public areas nearby. Court officials ensure that no one sits directly behind prisoners in the public gallery which is behind the dock.

34.11 Courtroom number two is in a public area. Prisoners are double handcuffed, taken into the small yard that they came through then into the back door of the court. This court is used mainly for JP hearings and custodies are rarely required to attend. Although this court could cause issues with the transportation of prisoners there are sound practices in place to mitigate risk.

34.12 Good relationships between the police, court officials and Escort staff ensure that things run smoothly.

34.13 Access to the courtrooms for disabled prisoners is via a route that takes them outside and then through the court reception area so that a public lift can be used.

CATERING ARRANGEMENTS

34.14 Drinking water is available and regular hot drinks are served throughout the day and with a microwave meal at lunch time. Special dietary needs can be accommodated and there is usually a vegetarian and Halal choice available.

MEDICAL ARRANGEMENTS

34.15 Arrangements for medical support are in place through Scotnurse. Emergencies are taken to the Borders General Hospital.

ADMINISTRATION

34.16 There are good exchanges of information between the prison/police and escort staff using the Personal Escort Record (PER) form.

ADDITIONAL INFORMATION

34.17 Police and Escort staff have a good relationship. Similarly, court staff work well with both agencies to ensure that any problems that may occur do not interfere with the running of the court.

34.18 Fire evacuation procedures involve returning the prisoners to the vehicle which is parked all day in the street. There are adequate arrangements with the police should a need for longer term evacuation arise.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS

- CCTV should be installed in the cells.

35. Kilmarnock Sheriff Court

DISEMBARKATION & RECEPTION

35.1 The disembarking of prison custodies from vehicles takes place in a discrete area to the rear of the court. It was reported that public interference or oversight is not usually an issue but police officers are available to assist should this be required. Prisoners are double handcuffed for the short walk into the court building.

35.2 Prisoners are received into a charge bar area where their personal details are recorded and a photograph taken. Once in the cells the prisoners are searched.

35.3 Property is checked and stored in the charge bar area. There is a language identification notice on the charge bar. Translation services are sourced by the police or court staff.

35.4 All outside areas are monitored by CCTV which is relayed to the Sheriff Clerk's office.

35.5 Disabled access involves delivering the prisoner to the front of the court and entering via public areas. This is not an ideal situation but it was reported that the court often has wheelchair bound prisoners and this has not caused any problems in the past. Security processes are good and the police can assist if necessary.

ESCORT VEHICLES

35.6 Vehicles are parked in a car park to the rear of the court and are available all day should any evacuation of or movement of prisoners be required. Three vehicles were checked and all were found to be clean and serviceable.

35.7 The vehicles were equipped with fire extinguishers, hygiene packs, first aid kits, water and food.

CELLS & FACILITIES

35.8 In 2011 an extra suite of ten cells was built between the police station cells and the court cells. This has addressed any issues of overcrowding. Five of the new cells are designed to suit court custodies and five for police custodies. The cells are run by escort staff during the week and handed over to the police each Friday so that they can use them over the weekend. The creation and sharing of these cells is an area of **good practice**.

35.9 The remainder of the cells (six in total) have recently been redecorated *but there is no CCTV*.

35.10 There are toilets which are suitably screened and have access to a soap dispenser and hand towels.

35.11 *Staff and prisoners reported that the ventilation system for the cells is poor.* The inspection took place on a mild day (but not hot) yet the temperature was high in the cells. In the winter there appears to be cold air being blown into the cells so prisoners complain that it is cold.

AGENTS VISITS

35.12 There are three interview rooms, all with glass screens. They are in reasonable condition. An inspector observed lawyers walking through the cells area and although this is not ideal there seems to be little alternative to get to the interview rooms.

COURTROOMS

35.13 There are six courtrooms with all but one being accessed directly from the cells. High court and JP court hearings also take place in these rooms.

35.14 Some courts are on the same level as the cells so staff are able to provide access for wheelchair bound prisoners.

35.15 The use of handcuffs is not standard in the secure areas: an assessment is carried out to decide on their use. However courtroom three (the JP court) is in a public area so double handcuffing is used at all times for custodies in this courtroom.

CATERING ARRANGEMENTS

35.16 Water is available all day. A hot drink is served with lunch which consists of a bag of crisps, a biscuit and a sandwich. Pot noodles and pasta hotpots are available for those held back for late court hearings.

MEDICAL ARRANGEMENTS

35.17 Scotnurse provides non emergency medical cover, with nurses normally arriving within one hour of being contacted. Emergencies are taken to Crosshouse Hospital which is ten minutes drive from the court.

ADMINISTRATION

35.18 There are usually minimal delays in paperwork being processed in court and this is generally monitored by the manager.

35.19 The Personal Escort Record system is managed appropriately ensuring that accurate records are kept.

35.20 Although there was evidence to suggest that a form of staff induction takes place *there was no record kept to verify this.*

ADDITIONAL INFORMATION

35.21 Fire evacuation would initially be to the police cells unless they were subject to the same evacuation. An alternative is that the prisoners are housed on vehicles. There are usually enough present but more could be summoned from the vehicle base in Kilmarnock if necessary.

GOOD PRACTICE

- The new unit consisting of ten cells operates on a shared basis between the police and escort staff.

RECOMMENDATIONS - none identified.

ACTION POINTS

- CCTV should be installed in all court custody cells.
- The cell ventilation system should be repaired so that it is not too hot in summer and cold in winter.
- A formal record should be kept of the induction programme being delivered to individual members of staff on their first visit.

36. Kirkcaldy Sheriff Court

DISEMBARKATION & RECEPTION

36.1 There is a discrete area at the side of the court building where vehicles get as close as they can to the entrance before double handcuffing prisoners to walk the short distance to the cells. The area can be made more secure by closing large metal gates although there is not usually any interference from members of the public.

36.2 Disabled access is through the front of the court building, via a ramp, then into a lift to the cells.

36.3 Prisoners stand at a charge bar area to have details recorded and a photograph taken.

36.4 The arrangements for property handover and storage are good. There are good exchanges of information between the prison and escort provider using the Personal Escort Record (PER) form.

36.5 There are language identification posters and police or court staff arrange interpreters if required.

ESCORT VEHICLES

36.6 Two vehicles were inspected and were found to be clean and serviceable. They were equipped with a fire extinguisher, a first aid kit, a hygiene packs and water.

36.7 Prisoners stated that they had heard the safety message.

CELLS & FACILITIES

36.8 The layout of the cells area is very small but does allow the separation of different categories of prisoners. There are six cells so space is at a premium, although the local police station can accommodate any overspill should this be necessary.

36.9 There is no natural light in the cells but they have an adequate ventilation system. All had been recently redecorated so were in a satisfactory condition. CCTV is sited in all cells. The images are monitored in the staff area.

36.10 There are two separate toilets which prisoners have to ask to use. Although there are sinks *only the male toilet has a soap dispenser.*

36.11 A maximum of 42 prisoners can be held in these cells.

AGENTS VISITS

36.12 Solicitors are able to speak to their clients in one of three purpose built interview booths.

36.13 All rooms are in good condition, have a document slot and offer good soundproofing for confidentiality.

COURTROOMS

36.14 There are four courtrooms in the building and a JP courtroom about 400 yards away.

36.15 Prisoners for the JP court are held in the cells until required. The facilities are adequate. The disembarkation of prisoners to this courtroom is difficult as the vehicle has to park on a main road in non-secure conditions. Staff have to walk double handcuffed prisoners across a public path.

36.16 Access to three of the Sheriff courtrooms is via a lift which can also be accessed by the public. However there are good processes in place to prevent interference. There is good disabled access because of the lift but security can be an issue as all of the courts can only be accessed through public areas. There are two courtrooms with their own holding cells. *There is excessive graffiti in courtroom number one.*

36.17 All prisoners are double handcuffed whilst being transported to the courtrooms and there is sufficient CCTV coverage of the route.

CATERING ARRANGEMENTS

36.18 Drinking water is available and regular hot drinks are served throughout the day and with sandwiches, biscuits and crisps available at lunch time. Special dietary needs can be accommodated and there is usually a vegetarian and Halal choice available.

36.19 Hot snacks are available for those who are kept back for late court appearances.

MEDICAL ARRANGEMENTS

36.20 Arrangements for medical support are in place through the Scotnurse contract and they always turn up within an hour of being contacted.

36.21 All staff are first aid trained and refreshed regularly.

36.22 Emergencies are taken to the Victoria Hospital in Kirkcaldy which is two minutes drive from the court.

ADMINISTRATION

36.23 The PERS and PACS records were examined and found to be in good order.

ADDITIONAL INFORMATION

36.24 Fire evacuation procedures are good and the evacuation point is a return to the vehicles. Onward travel to police or prison accommodation is easy to arrange should a long term evacuation be necessary.

GOOD PRACTICE - none identified

RECOMMENDATIONS - none identified

ACTION POINTS

- A soap dispenser should be fitted to the female toilet.
- The holding room for court number one should be redecorated.

37. Kirkcudbright Sheriff Court

DISEMBARKATION AND RECEPTION

37.1 The disembarkation of prisoners from vehicles takes place in a discrete gated area to the rear of the court building. Prisoners are double handcuffed and walked up a set of stairs to the cells area. There is no computer so contact with the control centre is usually maintained through Dumfries cells staff.

37.2 Arrangements for property handover and storage are good.

37.3 There are language identification notices for foreign nationals and interpreters can be arranged through police or court staff.

ESCORT VEHICLES

37.4 There were no custodies so there were no vehicles available for inspection during the visit.

CELLS AND FACILITIES

37.5 The layout of the cells area is adequate. There are two grille gated cells. The cells are clean and graffiti free. If there is an issue with overcrowding the police station is next door and can accommodate any overflow. This has never been required.

37.6 There is no CCTV in the cells but there is a camera in the area outside the cells pointing in. As the cells are grille gated visibility is good from the staff station.

37.7 A third cell is no longer used as it has been converted into a toilet. This is not screened in any way. There is a grille gate into the room and although prisoners cannot be seen by staff, the toilet is within earshot of staff and other prisoners. *A door should be fitted to the toilet room.*

37.8 Although there is a sink there is no soap dispenser or towels. *Appropriate hand washing facilities should be in place in cells.*

AGENTS VISITS

37.9 There is one interview room which was clean, appropriately screened and secure.

COURTROOMS

37.10 The cells serve two courtrooms, one of which is a small JP court. Access is via secure stairs into a public area. Prisoners are escorted and attend court double handcuffed. Police assist if required.

37.11 There are no facilities for disabled prisoners to attend court or be held in cells. There is no lift in the building. These cases are transferred to Dumfries Sheriff Court.

CATERING ARRANGEMENTS

37.12 Drinking water is available and a hot drink is served at lunch time with sandwiches and crisps. Special dietary needs can be accommodated by liaising with the contractors. A microwave meal is provided for prisoners who are still in the cells after 17.00 hrs.

MEDICAL ARRANGEMENTS

37.13 Arrangements for medical support are in place but the managers expressed dissatisfaction with the service from Scotnurse. *The contract for medical support at Kirkcudbright should be reviewed.*

ADMINISTRATION

37.14 The Escort staff induction process is followed and records were up-to-date.

37.15 There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

ADDITIONAL INFORMATION

37.16 Fire evacuation procedures are good: the escort vehicles are the gathering point. Police assistance can be called upon if required as the station is next door.

GOOD PRACTICE – none identified.

RECOMMENDATIONS– none identified.

ACTION POINTS

- A door should be fitted to the toilet room.
- Appropriate hand washing facilities should be in place in cells.
- The contract for medical support at Kirkcudbright should be reviewed.

38. Kirkwall Sheriff Court

DISEMBARKATION AND RECEPTION

38.1 Escort staff have an arrangement with the police whereby they staff the police cells if there are any prison custodies. They then transport them the short distance to the court building just prior to the hearing. This is an area of **good practice**.

38.2 Escort vehicles are parked in the street to the side of the grounds that surround the court building. Prisoners are disembarked by walking, double handcuffed, a short distance to the court cells. This is in full view of the public. However care is taken to reduce the risk that this presents and the police are able to provide assistance should it be required. The vans remain parked in this area all day.

38.3 Property is kept in the corridor where staff are stationed as there are no facilities for storage.

38.4 There are language identification charts in the police station and interpreters can be arranged through police or court staff. There are also language notices in the court building.

38.5 The reception process is usually completed at the police station prior to transferring to the court.

ESCORT VEHICLES

38.6 One vehicle was inspected. It was equipped with hygiene packs, ligature scissors, a fire extinguisher, first aid kits, food and water. It was in good condition, clean and serviceable

CELLS AND FACILITIES

38.7 Wheelchair bound prisoners are able to access the cells area without difficulty

38.8 The custody suite is very small and has no staff facilities.

38.9 There is only one custody cell which can accommodate two people. There is a toilet, which has hand washing facilities, a soap dispenser and towels. There is also an interview room. All facilities are in good condition as they have been recently refurbished.

38.10 On the day of inspection there was one police custody but no prison custodies. The numbers at Kirkwall rarely rise above this and the one cell that is available is adequate. Police cells can be used should there ever be a need for extra accommodation.

38.11 There is no window in the cell but there is a good venting system installed. There are no ligature points.

38.12 CCTV is not installed but staff are always just a few feet away and there is a glass protected hatch in the door which allows good observation.

AGENTS VISITS

38.13 There is a newly built interview booth which although not screened offers adequate, confidential access to lawyers.

COURTROOMS

38.14 There is one Sheriff courtroom. JP hearings are also held in this room. The courtroom is on the first floor and there is a wheelchair lift to facilitate disabled access.

38.15 The route to the courtroom is through a discrete area. Prisoners are double handcuffed then walked up the stairs and into the courtroom. Once in the courtroom the prisoner remains handcuffed.

38.16 CCTV coverage is available in the public areas and this is monitored in the Sheriff Clerk's office.

CATERING ARRANGEMENTS

38.17 There is no provision for providing food in the court cell, however this is provided at the police station if necessary.

MEDICAL ARRANGEMENTS

38.18 Medical provision is provided by Scotnurse but this has never been required

ADMINISTRATION

38.19 The Personal Escort Record form was checked and found to be in order. There is a good exchange of information between agencies.

ADDITIONAL INFORMATION

38.20 Prisoners would be returned to the escort vehicle by the same route that they came in during a fire evacuation. The Escort vans always have enough room to accommodate the number of custodies. They would be returned to the police station if a longer term evacuation was necessary.

GOOD PRACTICE

- The escort providers have a good arrangement with the police whereby they staff the police cells if there are any prison custodies.

RECOMMENDATIONS – none identified.

ACTION POINTS – none identified.

39. Lanark Sheriff Court

DISSEMBARKATION AND RECEPTION

39.1 Escort vehicles are parked to the rear of the court in an area controlled by electronic barriers and a gate. There is a wall and a small vehicle dock.

39.2 All prisoners are disembarked by walking, double handcuffed, a short distance to the court cells. This is a discrete area but sometimes there are members of the public present. They are normally moved on by the police.

39.3 The vans remain parked in this area all day.

39.4 Disabled access is good as everything is on the ground floor.

39.5 Prisoners are screened on reception. Personal details and a photograph are entered onto the computer which is situated in a small staff office near the entrance.

39.6 Property is also checked at this point before the prisoner is placed in a cell. This is then stored in a cupboard.

39.7 There are good facilities in place for identifying the language used by non-English speakers and interpreters are arranged by police or court staff.

ESCORT VEHICLES

39.8 Two vehicles were checked and found to be equipped with first aid kits, a fire extinguisher, hygiene packs, ligature scissors, food and water. Prisoners confirmed that they had heard the safety message at the start of their journey. The vehicles inspected were clean and serviceable.

39.9 Prisoners confirmed that they knew what their destination was.

39.10 Prisoners were well treated by escorting staff.

CELLS AND FACILITIES

39.11 The custody suite consists of four 'mainstream' cells and an observation cell. This is usually adequate but special arrangements can be made with the police to house any overspill. The police station is just around the corner. On the day of inspection a young offender was being held in an adult cell. *Young offenders should not be located in the same cell as adults.*

39.12 None of the cells have windows but there is adequate ventilation and heating. All of the cells hold up to six prisoners. The observation cell has one wall constructed of glass panels.

39.13 The cells were all in a very poor condition: they were dirty and had lots of graffiti on all surfaces. **It is recommended that the cells and adjoining areas should be cleaned and redecorated.**

39.14 There are no cell buzzers or CCTV in any of the cells. There are some cameras in the corridors and entrances. *CCTV should be installed in the cells.*

39.15 There are three toilets and these are screened with a half door. There is a sink in each but *only one has a soap dispenser*. Paper towels are usually handed out by staff.

AGENTS VISITS

39.16 There are two booths for agents interviews. Both booths are screened between the prisoner and the lawyer and provide good accommodation.

COURTROOMS

39.17 There are two courtrooms. The routes to both are secure. Prisoners are single handcuffed and taken up secure stairs and straight into court.

39.18 Wheelchair access is through the foyer and a lift, but entails the police moving members of the public from these areas before transporting the prisoners.

39.19 Number two courtroom is used for JP hearings as well as Sheriff Court hearings.

CATERING ARRANGEMENTS

39.20 Lunch usually consists of a microwave meal. Drinking water is available and hot drinks are supplied on a regular basis. Microwave meals are also provided for prisoners being held after 17.00 hrs.

MEDICAL ARRANGEMENTS

39.21 Medical provision is provided by the Scotnurse agency. The service provided was reported to be good. Emergencies are taken to Wishaw General Hospital.

ADMINISTRATION

39.22 The Personal Escort Record forms were checked and found to be in order. There is a good exchange of information between agencies.

39.23 There was documentation to confirm that staff induction takes place.

ADDITIONAL INFORMATION

39.24 There was evidence of good relationships between Escort staff, the police and court staff. This ensures that the process runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

39.25 Fire evacuation involves returning prisoners to the vehicle through the fire exit (the same way that they came in) and Escort vans usually have enough room to accommodate the number of custodies. Lanark police station is nearby and can house longer term evacuees. Fire evacuation plans were available for scrutiny.

GOOD PRACTICE – none identified.

RECOMMENDATIONS

- The cells and adjoining areas should be cleaned and redecorated.

ACTION POINTS

- Young offenders should not be located in the same cell as adults.
- CCTV should be installed in the cells.
- Soap dispensers should be fitted to all toilet areas.

40. Lerwick Sheriff Court

DISEMBARKATION AND RECEPTION

40.1 Prison custodies for Lerwick Sheriff Court are usually flown up from Aberdeen Airport the night before an appearance. The escort is met at Sumburgh Airport by the Shetland Escort crew and lodged in the Legalised Police Cells which are located next to the Sheriff Court.

40.2 Transferring at the airport and disembarking at the police station are carried out in discrete areas using double handcuffs. Although there is potential for public scrutiny and interference this has never been an issue. Police are able to respond if required to do so.

40.3 When there are police or prison custodies the Escort crew operate the police cells from 7.00 hours to 19.00 hours. This is an area of **good practice** as it frees up police officers for other duties as well as offering good accommodation for court use. There are no cells in the court building itself.

40.4 Prisoners are not processed in a reception area as there is no computer or camera. Telephone contact is maintained with the control centre to keep them up-to-date with developments.

40.5 There are shared facilities with the police to check and store property.

40.6 There is a language identification poster in the police charge desk area and police or court staff source interpretation services when they are required.

ESCORT VEHICLES

40.7 There were no custodies so no vehicles were available for inspection.

CELLS AND FACILITIES

40.8 Disabled access to the cells is not an issue as they are on the ground floor. A hot drink is given on arrival and at lunch time. Water is available at other times.

40.9 There are six cells in the police station, five for males and one for females. Each cell has an audible alarm for requesting assistance. Two of the cells have CCTV cameras which are monitored in the police charge desk area and office. An effective cell buzzer system can be used by prisoners who wish to alert staff to any issues. The sound is relayed to the sergeant's room and desk area.

40.10 The cells were clean and serviceable although there is a small amount of graffiti on the walls.

40.11 Each cell has a toilet *but this is not screened*. Hand washing facilities, soap and hand towels are available.

AGENTS VISITS

40.12 Solicitors can see their clients in an interview room that is usually used by the police for interviewing suspects. There is no screen but the facility is fit for purpose as it is supervised, out of hearing, by escort staff.

COURTROOMS

40.13 There is one courtroom in Lerwick, which handles both Sheriff and JP cases. The process for taking prisoners into the courtroom is good. The prisoner is double handcuffed and led into the next building from the cells. This route is through a public area but there are not usually any difficulties experienced with this. Police assistance is always available should it be required. Once in court the handcuffs are removed but the Sheriff is understanding if staff have concerns about this procedure and ask to keep the handcuffs on.

40.14 The courtroom is up some stairs so it would be difficult for people with mobility problems. As there is no lift the court hearing in these circumstances would take place in the registrar's marriage room. This is on the ground floor and is suitable to hold temporary court hearings.

CATERING ARRANGEMENTS

40.15 Lunch is usually bought from a local café and religious and dietary needs can be met.

MEDICAL ARRANGEMENTS

40.16 In cases where non emergency medical assistance is needed one of the police surgeons is contacted. Emergencies are taken to the Gilbert Bain Hospital which is only a few minutes away.

ADMINISTRATION

40.17 As there were no prisoners or escort staff present during the inspection no paperwork was available for inspection.

ADDITIONAL INFORMATION

40.18 Fire evacuations take place twice a year, the last one being on 19 May 2011. The cells area is always included in this exercise. There are three escape routes to the police yard. Usually custodies would be handcuffed and held in either Escort or police vehicles.

40.19 It was evident that relationships are very good, with court staff, police and escort staff all working together to ensure that everything runs smoothly.

GOOD PRACTICE

- When there are police or prison custodies Escort staff operate the police cells from 7.00 hrs to 19:.00 hrs.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Toilets in cells should be screened.

41. Livingston Sheriff Court

DISEMBARKATION AND RECEPTION

41.1 The route from the escort vehicles to the cells in Livingston Sheriff Court is via a secure garage, with electronic doors, which sits within a fenced compound.

41.2 The reception process is good. Prisoners are interviewed by an Escort officer in an area known as 'the Bar'. As soon as they reach the cells area, a photograph is taken and personal details are logged. The flow through design of the building then allows for the prisoner to be located in a suitable cell.

41.3 Property handover and storage is adequate

41.4 Language identification notices are in place and sourcing interpreters is carried out by court staff or the police.

ESCORT VEHICLES

41.5 Several vehicles were checked and were equipped with hygiene packs, ligature scissors, a fire extinguisher, a first aid pack, food and water.

CELLS AND FACILITIES

41.6 The Police custody suite is next to the court cells and this allows for easy movement back and forth. The police are available to assist should the need arise.

41.7 The layout of the cells area is good. It is spacious, airy and clean. There are eight cells: enough to allow for the separation of different categories of prisoners.

41.8 All cells hold a maximum of eight prisoners. The highest number held in the suite to date has been 32 prisoners. There is no natural light but there is good ventilation in the cells. They were all very clean and unusually had no graffiti. Police support has been given to maintain this standard. There is an arrangement whereby criminal charges can be brought against prisoners who cause damage. All prisoners are warned about this when they enter the cells. **This is an area of good practice.**

41.9 There are no ligature points in any of the cells.

41.10 All cells, corridors and immediate external areas are covered by CCTV which is monitored in the Bar area. This is supplemented by alarms that staff can press in any area should there be an incident.

41.11 Two of the cells facilitate extra observation and if necessary prisoners can be placed in these. One is grille gated (with Perspex protection for staff) and the other has clear panels in the cell door. **This is an area of good practice.**

41.12 There are two separate toilets which prisoners have to ask to use. There are sinks and soap dispensers which are placed in suitable locations. Paper towels are also available.

AGENTS VISITS

41.13 Solicitors are able to speak to their clients in one of four purpose built interview booths. These have glass screens; are soundproof; were very clean; and were graffiti free.

COURTROOMS

41.14 There are six courtrooms. The different courts that sit in the building are High, Sheriff, Civil and District.

41.15 Access from the cells to courtrooms one to four is secure, although courtrooms five and six are accessed through corridors that are used by the public. Courtrooms five and six are used for civil and district cases. There is a minimal requirement for prisoners to attend these courts and escort staff mitigate as much of the risk as possible by using the most secure routes and by double-handcuffing prisoners.

41.16 There are good facilities for disabled prisoners to attend court. Wheelchair bound prisoners are able to access all courtrooms via lifts. They are also well catered for in the fire evacuation process. There is a toilet for disabled prisoners in the cells area.

CATERING ARRANGEMENTS

41.17 Drinking water is available and hot drinks are served with sandwiches and biscuits at lunch time. Special dietary needs can be accommodated and there are usually a vegetarian and a Halal choice available. Microwave meals are available for prisoners who are held until after 17.00 hrs.

MEDICAL ARRANGEMENTS

41.18 Arrangements for medical support are in place and managers are confident in the support that is available.

ADMINISTRATION

41.19 There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

41.20 The Escort induction process is in place and operational.

ADDITIONAL INFORMATION

41.21 Prisoners are treated well by Escort staff.

41.22 Fire evacuation procedures are good with clear instructions available to staff and suitable secure arrangements are in place for prisoners and staff to gather.

41.23 Livingston court cells have been built fairly recently to a very good design. They operate very effectively.

GOOD PRACTICE

- All prisoners are warned not to cause any damage when they enter the cells.
- Extra observation is facilitated in two of the cells. One is grille gated (with a Perspex spit shield for staff protection) and the other has clear panels in the cell door.

RECOMMENDATIONS – none identified.

ACTION POINTS – none identified.

42. Lochgilphead Sheriff Court

DISEMBARKATION AND RECEPTION

42.1 Escort vehicles park to the side of the court building. The parking area is only big enough for four or six cell vehicles which is usually adequate for the amount of custodies being transported.

42.2 All prisoners are disembarked by walking, double handcuffed, a short distance to the cells. This is in a discrete area where there is not usually any oversight by members of the public. The van remains parked in this area all day.

42.3 Prisoners are screened on reception. Personal details are recorded but no photographs are taken as there is no camera. As with other small courts the control centre at East Kilbride is regularly phoned with updates on the day's business.

42.4 Property is stored in the vehicle as there is no staff office.

42.5 There are no facilities in place for identifying the language used by non-English speakers, although interpreters are usually arranged by the police or court staff. *Language identification notices should be clearly displayed in areas where prisoners can see them.*

ESCORT VEHICLES

42.6 On the day of inspection the court was not sitting so it was not possible to inspect any vehicles.

CELLS AND FACILITIES

42.7 The custody suite consists of one cell but can be expanded to three cells should the police cells be used (they are in the same corridor). One cell is usually adequate.

42.8 The cell does not have any windows but there is adequate ventilation. The cell can take a maximum of four prisoners. There is not usually any difficulty with overcrowding.

42.9 A cell buzzer is installed but there is no CCTV in the cell. This is not a major concern as Escort staff have enough room to station themselves directly outside the cell.

42.10 The cell was in reasonable condition but there was some graffiti.

42.11 There is a toilet in the cell *but it is not screened*. There is a sink with soap dispensers and paper towels.

AGENTS VISITS

42.12 There is no interview room so agents have to see their clients in the cell. This is not ideal but there have been no complaints.

COURTROOMS

42.13 There is one courtroom at Lochgilphead. The route to this involves prisoners being double handcuffed and taken up secure stairs and into the dock. There is a fire exit en-route hence the need for handcuffs. Once in the courtroom the prisoner remains double handcuffed.

42.14 The same court is used for JP hearings.

42.15 Wheelchair access to the cells is good but as the courtroom is up some stairs and there is no lift, disabled prisoners would have to have their hearing in the cell. Where disabled prisoners are not able to access the court room, hearings should not be held in cells or cell areas. Alternative, more suitable arrangements should be made.

CATERING ARRANGEMENTS

42.16 Lunch is a microwave meal. Water is available and hot drinks are supplied on a regular basis. Microwave meals are available should the prisoners be kept in the cells for any length of time.

MEDICAL ARRANGEMENTS

42.17 Medical provision is provided by Argyll and Bute Health Centre. The service provided was reported to be good. Emergencies are taken to Mid Argyll Hospital.

ADMINISTRATION

42.18 There is no room for administration tasks to take place. This must also be carried out in the escort vehicle.

42.19 There was no documentation to suggest that any staff induction takes place. There are no notices to guide staff in the processes. *There should be some written guidance for staff at Lochgilphead to ensure that processes are applied to the same standard every day.*

ADDITIONAL INFORMATION

42.20 For a fire evacuation, prisoners are returned to the vehicle through the fire exit (the same way that they came in). The Escort van always has enough room to accommodate the number of custodies.

GOOD PRACTICE – none identified.

RECOMMENDATIONS

- Where disabled prisoners are not able to access the court room, hearings should not be held in cells or cell areas. Alternative, more suitable arrangements should be made.

ACTION POINTS

- Language identification notices should be clearly displayed in areas where prisoners can see them.
- The toilet in the cell should be screened.
- There should be some written guidance for staff at Lochgilphead to ensure that processes are applied to the same standard every day.

43. Lochmaddy Sheriff Court

DISEMBARKATION AND RECEPTION

43.1 There are no holding facilities for prisoners within the Court building: all custodies are brought, by escort vehicle, via the Legalised Police Cells which are situated two hundred metres away.

43.2 Prisoners are handcuffed and walked from the escort vehicle through the main public entrance to the court. No other route is available. Handcuffs are removed once the prisoner is situated in the dock.

ESCORT VEHICLES

43.3 There were no custodies during the inspection so no vehicles could be examined.

CELLS AND FACILITIES

43.4 All facilities for custodies are provided within the Police Station including cells; toilets; an interview room; a shower; and provision for taking meals. Administration is also completed there.

COURTROOMS

43.5 The Sheriff Court is located on the first floor of the court building to which there is no disabled access. The Inspector was informed that in the event of a wheelchair-bound prisoner appearing in court, the court would sit in a room on the lower floor to which there is ramped access.

ADDITIONAL INFORMATION

43.6 A fire evacuation is to the escort vehicle and transfer to the police station should longer term accommodation be required.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS – none identified.

44. Motherwell JP Court

DISSEMBARKATION AND RECEPTION

44.1 Escort vehicles park to the rear of the council offices in which the court building is situated.

44.2 All prisoners are disembarked by walking, double cuffed, a short distance to a fire exit that leads to two flights of stairs. Once up these stairs there is a short, discrete, public corridor leading to the cells. There is not usually any oversight by members of the public. The van remains parked in the car park all day.

44.3 Prisoners are screened in a small staff office. Personal details are recorded and a photograph taken.

44.4 Property is checked at reception and stored in the staff area.

44.5 There are facilities in place for identifying the language used by non-English speakers and interpreters are usually arranged by the police or court staff.

44.6 Access for disabled prisoners to the cells is poor as the cells are up two flights of stairs. Staff would have to park in a different area and cross a public precinct to enter the building at ground level. The police would be present to supervise this in order to minimise public scrutiny

ESCORT VEHICLES

44.7 The court was not sitting on the day of the inspection so there were no vehicles to inspect.

CELLS AND FACILITIES

44.8 The custody suite consists of two cells. This is usually adequate but special arrangements can be made with the police to house any overflow. The police station is very close by.

44.9 The cells do not have any windows but there is adequate ventilation and heating. Each cell can take a maximum of six prisoners. There is not usually any difficulty with overcrowding.

44.10 There are no ligature points in the cells. There are no cell buzzers and no CCTV anywhere in the court building. *CCTV should be fitted to both cells.*

44.11 The cells are in poor condition. They are dark and dirty and have graffiti on every surface except recently fitted benches. **It is recommended that the cells are refurbished as soon as possible.**

44.12 There is a toilet in the cells they are not screened appropriately. *A full screen door should be fitted to the toilets in the cells.*

44.13 There is a sink in the cells corridor and this is fitted with soap dispensers and paper towels.

AGENTS VISITS

44.14 There is one interview room but it is not screened and has other items such as lockers in the room. Staff supervise as best they can but are not able to see inside the room when interviews take place. **It is recommended that facilities for agents visits should be upgraded.**

COURTROOMS

44.15 There are two courtrooms at Motherwell but only the number two courtroom is used for custodies as the route to the number one courtroom is through a public area. Prisoners are double handcuffed and taken across a discrete corridor and into courtroom number two. Once in the courtroom the prisoner remains double handcuffed.

44.16 There are three steps into the courtroom and as there is no lift a disabled prisoner would either have to have his or her hearing in a cell or be lifted down the steps. It is recommended that where disabled prisoners are not able to access the court room, hearings should not be held in cells or cell areas. Alternative, more suitable arrangements should be made.

44.17 Motherwell court is only used for JP hearings, cases for the Sheriff Court are held in Hamilton.

CATERING ARRANGEMENTS

44.18 Water is available and hot drinks are supplied on a regular basis. Microwave meals are available for lunch and if prisoners are kept in the cells for any length of time.

MEDICAL ARRANGEMENTS

44.19 Medical provision is provided by the Scotnurse agency. The service provided was reported to be good. Emergencies are taken to Wishaw General Hospital.

ADMINISTRATION

44.20 There is no filing system for administration. On the day of inspection it was evident that important documentation such as PERS and warrants were stored in a haphazard manner. Some documentation was not fully completed. *Storage and completion of documents should be organised appropriately.*

44.21 There was no documentation to suggest that any staff induction takes place. There are no notices to guide staff in the process. *There should be some written guidance for staff induction at Motherwell to ensure that processes are applied to the same standard every day.*

ADDITIONAL INFORMATION

44.22 Fire evacuation involves returning prisoners to the vehicle through the fire exit (the same way that they came in). The Escort vans always have enough room to accommodate the number of custodies. The police station is across the road and can accommodate evacuees.

GOOD PRACTICE – none identified.

RECOMMENDATIONS

- The cells should be refurbished as soon as possible.
- Facilities for agents visits should be upgraded.
- Where disabled prisoners are not able to access the court room, hearings should not be held in cells or cell areas. Alternative, more suitable arrangements should be made.

ACTION POINTS

- CCTV should be fitted to both cells.
- A full screen door should be fitted to the toilets in the cells.
- Storage and completion of documents should be organised appropriately.
- There should be some written guidance for staff induction at Motherwell to ensure that processes are applied to the same standard every day.

45. Oban Sheriff Court

DISEMBARKATION AND RECEPTION

45.1 Escort vehicles park at the back of the police station which is next to the court building. This is a discrete area away from public scrutiny. Escort staff use double handcuffs for the short walk to the police station. Court custodies are located in the police station under a Memorandum of Understanding after a previous inspection (on HMP Greenock May 2009) found that prisoners were being kept in a cellular vehicle all day.

45.2 These arrangements are temporary as it is hoped to build a new cell block in the yard between the court building and the police station specifically for escort custodies. At the time of the inspection planning permission had been applied for and was being processed. It is anticipated that the new arrangements will be operational in the next twelve months.

45.3 Prisoners are taken up some stairs to a suite of four cells, one for females and three for males. The arrangements for a disabled prisoner would mean using a police cell on the ground floor.

45.4 There is no reception area and no camera or computer to record personal details. Regular contact is kept with the control centre to communicate on proceedings.

45.5 Concern was expressed by court staff and the visiting committee of the adjacent police cells about the length of time prisoners spend on the road travelling to Oban and similar rural courts. **It is recommended that video conferencing should be used to hold as many court hearings as possible for prison custodies.**

45.6 Language identification notices are not displayed but the police or the court service will arrange an interpreter when required. *A language identification notice should be displayed in a prominent position.*

ESCORT VEHICLES

45.7 There were no prisoners present on the day of the inspection so no vehicles were inspected.

CELLS AND FACILITIES

45.8 All of the cells were clean but had some graffiti. They all have sealed windows and adequate heating but they do tend to get warm in the summer. There are no ligature points.

45.9 There is no CCTV, however staff are in the vicinity.

45.10 Each cell can accommodate up to four prisoners, which is adequate for the number of custodies that attend court. There are adequate arrangements for overcrowding which involve using the police cells.

45.11 There is a toilet in each cell *but these are not screened*. There is a sink and hand washing facilities in the corridor. A soap dispenser and hand towels are available.

AGENTS VISITS

45.12 There is one interview room. This is not screened but is in reasonable condition. It offers adequate levels of confidentiality

COURTROOMS

45.13 There are two courtrooms at Oban. Courtroom one is accessed via a short walk across the yard from the cells and up some stairs. This route avoids contact with the public. Prisoners are double handcuffed and police can assist in moving prisoners if necessary. Once in courtroom the handcuffs are removed. Prisoners can be handcuffed on written request to the Sheriff should Escort staff feel that there is a need.

45.14 Courtroom two is accessed by taking prisoners through a public area. This is on the ground floor so is accessible for any cases involving disabled prisoners. Usually it is only JP hearings that take place in this courtroom.

45.15 Escort staff and the police work together to ensure that appropriate levels of security are applied.

CATERING ARRANGEMENTS

45.16 Drinks are readily available and a microwave meal is provided at lunch time. All dietary needs can be met. Microwave meals are also available for people staying late any length of time.

MEDICAL ARRANGEMENTS

45.17 Medical assistance is provided by Scotnurse. Emergencies are taken to Lorn and Islands District General Hospital.

ADMINISTRATION

45.18 All of the administration procedures and storage of property take place in the small office.

45.19 There was evidence to suggest good exchanges of information between the prison/police and escort staff using the Personal Escort Record (PER) form.

ADDITIONAL INFORMATION

45.20 Arrangements for fire evacuation are adequate with prisoners able to exit into the escort vehicle parking area. On a short term basis they would be housed in the vehicles. Long term evacuation would require returning prisoners to the prison of origin as there are no other police cells within a reasonable distance that would ensure their attendance in Oban Court.

GOOD PRACTICE – none identified.

RECOMMENDATIONS

- Video conferencing should be used to hold as many court hearings at Oban as possible for prison custodies.

• ACTION POINTS

- A language identification notice should be displayed in a prominent position.
- Toilets in cells should be screened.

46. Paisley Sheriff Court

DISEMBARKATION AND RECEPTION

46.1 The route from the escort vehicles to the cells is via a secure garage (with electronic doors) which sits within a court car park.

46.2 The garage can accommodate all sizes of vehicles including those with 14 cells.

46.3 Once disembarked the prisoners have to descend a flight of stairs to get to the cells area. The reception process is good. Prisoners are interviewed by a Escort officer as soon as they reach the cells area, a photograph is taken and personal details are logged.

46.5 The flow through design of the building then allows for the prisoner to be searched and located in a suitable cell. Property handover and storage is adequate.

46.6 Foreign language identification charts are available and interpreters are easily arranged.

46.7 There is no disabled access to the cells. Wheelchair users are taken in through a discrete ground floor entrance and located in a witness room.

ESCORT VEHICLES

46.8 Three vehicles were inspected and found to be clean and equipped with fire extinguishers, food and water. One vehicle did not have a first aid kit. This was highlighted to the manager to correct immediately. Most prisoners stated that they had heard the safety message at the beginning of the journey

CELLS AND FACILITIES

46.9 The layout of the cells area is spacious and airy but not very clean. There are nine cells: enough to allow for the separation of different categories of prisoner. One of the cells is an observation cell but has no CCTV. It has a grille gate which creates ligature points. There is no spit guard fitted to this cell. *The observation cell should be brought up to standard.*

46.10 There are two female cells separated from the male cells by a grille gate. All cells accommodate up to eight people. The cells are in a poor condition with graffiti covering every surface. There is no natural light and sometimes lack of ventilation is an issue when the cells are full. There are no ligature points in any of the 'mainstream' cells. There is no CCTV coverage in the cells but all other areas are covered. **It is recommended that all cells at Paisley should be redecorated and fitted with CCTV.**

46.11 Toilet facilities are reasonable with one in the female section and two in the male section. Both areas have half screen doors for privacy. Soap and sinks are available with towels being handed out by staff.

AGENTS VISITS

46.12 There are four interview rooms for agents. Each has suitable screening, soundproofing and facilities for document signing. The rooms were clean and graffiti free. On busy days there are not enough rooms and some interviews take place in a corridor. *Suitable alternative arrangements should be made available for lawyers to interview prisoners on busy court days.*

COURTROOMS

46.13 There are nine courtrooms in Paisley.

46.14 Access from the cells to courtrooms is good with all but courtroom eight being accessed via secure stairs and corridors. Single handcuffs are used. Number eight courtroom involves a lengthy walk through public areas, although this courtroom is used very rarely (maybe once a year) and the police assist with the escort.

46.15 Disabled prisoners are taken through a fire exit and located in an interview room. Their cases are always heard in a ground floor courtroom.

CATERING ARRANGEMENTS

46.16 Drinking water is available and cold drinks are served regularly. A choice of sandwiches is available at lunch time. Special dietary needs can be met and there are vegetarian and Halal options available. Microwave Meals are available for prisoners who are held after 17.00 hrs.

MEDICAL ARRANGEMENTS

46.17 Arrangements for medical support are in place and managers are confident in the support that is available from Scotnurse. Emergencies are taken to the Royal Alexander Hospital, Paisley. There was an emergency on the day of the inspection and response times were good.

ADMINISTRATION

46.18 Escort staff go through a comprehensive induction programme when they first attend Paisley Sheriff Court. Good feedback was given by staff about this induction. The training is recorded and confirmed with a signature by the member of staff. This staff induction package is an area of **good practice**.

46.19 There are good exchanges of information between prison and escort staff using the Personal Escort Record (PER) form.

ADDITIONAL INFORMATION

46.20 Fire evacuation procedures are good with clear instructions available to staff and suitable secure arrangements in place for prisoners and staff to muster. The police station is five minutes away and is available for longer term evacuations.

46.21 There are good relationships between Escort staff, the police and court staff. This ensures that the operation runs smoothly.

46.22 Prisoners are treated well by Escort staff. They dealt very professionally with a violent prisoner who assaulted a member of staff then had a medical emergency on the day of the inspection.

GOOD PRACTICE

- The staff induction programme.

RECOMMENDATIONS

- All cells should be redecorated and fitted with CCTV.

ACTION POINTS

- The observation cell should be brought up to standard.
- Suitable alternative arrangements should be made available for lawyers to interview prisoners on busy court days.

47. Peebles Sheriff Court

DISEMBARKATION AND RECEPTION

47.1 Prisoners disembark in a gated area in the police station yard which escort staff have to ask the police to secure.

47.2 The reception process is good. It takes place in front of the police desk, the first room that prisoners enter. However, due to the size of the building it is directly in front of the cells so there is a chance of other prisoners listening in to exchanges of information.

47.3 All of the administration procedures and storage of property take place in the small police desk area. There are no secure storage facilities but prisoners' property is usually kept behind the staff desk out of sight and reach of anyone except the staff. However, the desk area would have to be given over to the police on duty if an arrest should occur as the police computer is sited there. Despite this there were no issues reported.

47.4 The police facilities, notices etc. are used in the identification of language and supply of interpreters.

ESCORT VEHICLES

47.5 Two vehicles were inspected. Both were clean and appropriately equipped. Prisoners had heard the safety message en route.

CELLS AND FACILITIES

47.6 The two cells belong to (and can be shared with) the police station. They both have a toilet and a sink. The toilet should be screened. There is also a private toilet available which is fully fitted with sink, soap dispenser and hand towels.

47.7 The layout of the cells area is very small and only has the two cells so it would be difficult to manage the separation of different categories of prisoners. However, this court is not usually busy for custodies with four tending to be the maximum number held. In the unlikely event of different categories needing to be housed then it is possible to house some at Hawick police cells if necessary. This has not had to happen as far as court staff could recall.

47.8 The cells are sizeable and can hold up to six prisoners. They were in very good condition and had no graffiti.

47.9 Staff are well aware of the limitations of the accommodation and take appropriate steps to ensure that things still run smoothly. The cells themselves are in good condition and both cells have natural light. *However neither rooms have the advantage of having CCTV installed.*

AGENTS VISITS

47.10 There is an agents interview room that is in an adjacent, secure corridor. This is not screened but offers adequate facilities. An escort officer is sited outside the room when a prisoner is being interviewed.

COURTROOMS

47.11 There is one courtroom at Peebles.

47.12 The area immediately between the cells and the courtroom is a public area. This could cause issues with the transportation of prisoners to the courtroom but there are sound practices in place to mitigate any risks. The good relationship between the police, court officials and Escort staff ensures that appropriate action is taken.

47.13 There are good relationships between the police and Escort staff and sharing the police station is also a positive feature. Similarly court staff work well with both agencies to ensure that any problems that may occur do not interfere with the running of the court.

47.14 Access to the courtrooms for disabled prisoners is adequate.

47.15 The JP court is also held within the Sheriff Court but there is rarely a requirement for prisoners to attend.

CATERING ARRANGEMENTS

47.16 Drinking water is available and regular hot drinks are served throughout the day. A microwave meal is available at lunch time. Special dietary needs can be accommodated and there is usually a vegetarian and a Halal choice available.

MEDICAL ARRANGEMENTS

47.17 Arrangements for medical support are in place through Scotnurse but have not been required. Emergencies are taken to the Borders General Hospital.

ADMINISTRATION

47.18 There are good exchanges of information between the prison/police and escort staff using the Personal Escort Record (PER) form.

ADDITIONAL INFORMATION

47.19 Fire evacuation procedures involve returning the prisoners to the vehicle which is allowed to park all day in the police yard. There are adequate arrangements with the police should a need for longer term evacuation be required.

47.20 Prisoners are treated well by Escort staff.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Toilets in cells should be screened.
- CCTV installed should be installed in the cells.

48. Perth Sheriff Court

DISEMBARKATION & RECEPTION

48.1 There is a discrete parking area which provides an adequate entrance for disembarkation. Disembarkation in this area is usually free from public interference and it is covered by CCTV. Police assistance can be called upon quickly if required. Prisoners are double handcuffed to be taken from the vehicle directly into the cell area. There is a charge bar area where personal details are recorded and a photograph taken. The prisoner is also searched.

48.2 There are issues in relation to disabled access from the disembarkation area as there is a flight of stairs down to the cells area. Anyone in a wheelchair would be taken to a ramp at the side of the building, through an agents room and into a witness room. There are no facilities to house them in the cells as all routes involve negotiating stairs. This is unsatisfactory.

48.3 There are language identification posters in the charge bar area where reception takes place and interpreters are arranged by the police or the court service.

48.4 Property is checked and stored in a cabinet behind the charge bar area.

48.5 There are CCTV cameras in outside areas, vehicle points and corridors.

ESCORT VEHICLES

48.6 On the day of inspection a 4 cellular vehicle was inspected and had fire extinguishers, water, a hygiene and a first aid pack on board.

48.7 The vehicle was clean and in a good state of repair.

48.8 All of the prisoners who were asked stated that they were informed the previous day of the court appearance.

48.9 *All prisoners who were asked advised that they had not heard the safety message.*

CELLS & FACILITIES

48.10 On a Monday there can be upwards of 25 custodies, however on the day of inspection there was less than this.

48.11 There are five cells in total comprising one holding up to 12 prisoners, two medium sized cells holding up to 6 prisoners and two small cells holding up to two prisoners. Different categories of prisoners can be kept apart. Each cell is covered by CCTV which is monitored in the manager's/staff area.

48.12 The cells and associated areas are claustrophobic and have very low ceilings. The cells were clean but there is a lot of graffiti in them and cell number one has

damp on the walls. *The whole of the cells area, including agents interview rooms, should be redecorated.*

48.13 There are two toilet areas which were clean and fit for purpose. There were soap dispensers in each cell, however there were no hand drying facilities.

AGENTS VISITS

48.14 There are two agent interview rooms in the cell area with screens separating agents and prisoners. An intercom system ensures confidential conversations can take place between client and agent. There is a small slot in each of the separating walls for the purposes of passing documents.

48.15 G4S staff stated that the number of rooms were adequate with very few occasions where an agent had to wait to see their client. On the day of inspection these rooms were in regular use, with no evidence of a delay in waiting times.

COURTROOMS

48.16 There are five courtrooms most of which can be used for criminal cases. However court and escort staff endeavour to use only courts one and four as prisoners enter directly into the dock from the cells areas. None of the criminal courts have glass screens separating the dock from the public gallery or the bench.

48.17 All courts are situated above the cell area and can only be accessed by a number of stairs, meaning they do not support disabled access. As such a disabled prisoner can only go into a court on the same level as the witness room where she/he is held after disembarking from the vehicle. As a last resort the court hearing would take place in the witness room.

48.18 Prisoners are double handcuffed for transfer to the courtrooms and in the courtrooms themselves.

48.19 Access to courtrooms two, three and five involve walking through public areas. The police are on hand if required.

CATERING ARRANGEMENTS

48.20 Prisoners are given a cup of tea on arrival and at regular intervals throughout the day.

48.21 Lunches consist of a sandwich pack, crisps and a biscuit. A range of sandwiches are available to suit dietary requirements. Hot snacks are available for prisoners remaining in the building after 16.30 hrs.

MEDICAL ARRANGEMENTS

48.22 Medical support is provided by Scotnurse with a nurse being on-site within one hour of request. Emergencies are taken to Perth Royal Infirmary which is approximately a five minute drive from the court.

48.23 All escorting and court staff are first aid trained and refreshed regularly.

ADMINISTRATION

4.24 All occurrences are recorded on the PACS system which when viewed reflected the events of the day.

48.25 Escort staff reported that there are usually no delays in paperwork coming from the courtroom to the cell area.

48.26 *There was no evidence of a site specific induction for staff*, covering basic requirements for new staff within the area. However an inspector was assured that this does take place.

ADDITIONAL INFORMATION

48.27 A fire evacuation plan is in place. The primary evacuation area for prisoners is back to the escort vehicles. The secondary area is to the unsecured car park. G4S staff stated if this area was to be used additional escort staff and vehicles where available would be requested, along with Police support.

48.28 During the inspection all prisoners were treated in a courteous and professional manner by escort staff.

GOOD PRACTICE - none identified

RECOMMENDATIONS - none identified

ACTION POINTS

- GAS should confirm the safety message is played each time a prisoner enters a vehicle.
- The whole of the cells area, including the agents interview rooms, should be redecorated.
- Staff induction should take place and records should be kept to evidence this.

49. Peterhead Sheriff Court

DISEMBARKATION & RECEPTION

49.1 Prisoners disembark in a yard next to the court building. The public park their cars close to the gate which can make it difficult for escort vehicles to park. There is potential for interference from the public To take place.

49.2 Prisoners are double handcuffed for the short walk from the vehicle to the court cells. Disabled access is good as all facilities are on the ground floor.

49.3 The reception process is also good, it takes place in the first room that prisoners enter. It is separate from the cells and affords good facilities for confidentiality, sensitivity and appropriate searching to be carried out. Photographs and personal details are entered onto the computer system. There is a secure storage area for property.

49.4 There is a language identification poster and interpreters are arranged by the police or court services.

ESCORT VEHICLES

49.5 Two six cell vehicles were inspected. Both were clean and serviceable. They were equipped with first aid packs, fire extinguishers, hygiene packs and water.

49.6 *Most prisoners said that they did not hear the safety message.*

CELLS & FACILITIES

49.7 There are three cells at Peterhead. All of the cells are very small and can hold up to five prisoners. However, this would make the cells very cramped. During the inspection the cells were very hot. There is no ventilation and staff had to open the door safety hatches to allow air into the cells. **It is recommended that the ventilation and heat in the cells is regulated appropriately.**

49.8 There is no natural light in any of the cells, but due to a recent refurbishment the fabric of the cells is good.

49.9 There are not enough cells or other rooms, so prisoner management can become an issue, particularly the segregation of different categories of prisoners and males from females. However, there is a good relationship with the nearby police station should help be needed in managing overcrowding. The police station is two minutes drive away.

49.10 *There is no CCTV in the cells.*

49.11 There is only one toilet but it is appropriately equipped for male and female prisoners. Access to soap and hand drying facilities is good.

AGENTS VISITS

49.12 The provision for lawyers' interviews is good, with two rooms that are purpose built with glass screens. The rooms ensure confidentiality and safety and are usually enough to provide for the numbers held.

COURTROOMS

49.13 There are two courtrooms at Peterhead. Access to these rooms from the cells is by way of secure steps. Prisoners are single handcuffed en route and during the court hearing. There are also very good arrangements in place for disabled access.

49.14 Each courtroom has a glass screen in place for prisoner, staff and public safety.

CATERING ARRANGEMENTS

49.15 Drinking water is available and hot drinks are served on arrival and at regular intervals. Sandwiches and crisps are available at lunch time. Special dietary needs can be accommodated. A hot snack (pot noodle or a hot pot) is provided for prisoners who are still in the cells after 17.00 hrs.

MEDICAL ARRANGEMENTS

49.16 Arrangements for medical support are in place through a contract with Scotnurse. Scotnurse usually attend within the hour when requested to do so. All escort court staff are first aid at work trained (and refreshed regularly).

49.17 Emergencies are taken to the Cottage Hospital in Peterhead on to Aberdeen Royal Infirmary.

ADMINISTRATION

49.18 Since G4s took over the contract in January 2012, the record of events system has been changed from paper to an electronic record (Prisoner at Court System). The items on these records are printed off at the end of the day and supplied with the Personal Escort Record (PER) to the prison. Records that were examined were accurate and detailed.

49.19 Managers reported that the court was expedient in supplying bail papers and warrants. There are generally few delays in moving prisoners on after court appearances.

49.20 The manager confirmed that staff who are new to Peterhead court cells undergo an induction, although *there are no records to evidence this*.

ADDITIONAL INFORMATION

49.21 Fire evacuation procedures are in place and understood by all staff. The initial evacuation is out to the semi secure yard or the escort vehicle. There are adequate arrangements with the police should a need for longer term evacuation be required.

GOOD PRACTICE - none identified

• RECOMMENDATIONS

- The ventilation and heat in the cells should be regulated appropriately.

ACTION POINTS

- The safety message on the escort vehicles should be played at the beginning of all journeys.
- CCTV should be fitted in the cells.
- There should be a record kept of staff inductions that take place.

50. Portree Sheriff Court

DISEMBARKATION AND RECEPTION

50.1 Escort vehicles park to the rear of the court and police station in a discrete area. The gates can be closed once the vehicle is in place. The parking area is only big enough for four cell vehicles, but this is usually adequate for the number of custodies being transported.

50.2 All prisoners are disembarked by walking, double handcuffed, a short distance to the police cells, as there are no cells in the court building. There is not usually any oversight by members of the public. The van remains parked in this area all day.

50.3 Prisoners are screened on reception. Personal details are recorded but no photographs are taken as there is no camera. As with other small courts the control centre at East Kilbride is regularly telephoned with updates on the day's business.

50.4 Property is checked at this point before the prisoner is placed in a cell. This is then stored in a locker behind the police charge desk.

50.5 There are no facilities in place for identifying the language used by non-English speakers although escort staff do have a copy of the poster in their document box. Interpreters are usually arranged by the police or court staff. *Language identification notices should be clearly displayed in areas where prisoners can see them.*

50.6 Wheelchair access to the cells is good.

ESCORT VEHICLES

50.7 On the day of the inspection there was one prisoner being held. He confirmed that he had heard the safety message on the vehicle.

CELLS AND FACILITIES

50.8 The police custody suite consists of three cells. This has always been adequate but special arrangements can be made with the police to house any overspill. This has never been necessary.

50.9 All of the cells have windows and there is adequate ventilation and heating. There are no ligature points. Each cell can hold a maximum of three prisoners. Two cells are for male prisoners and the third is in a separate area and is used for females.

50.10 No cell buzzers are installed and there is no CCTV in any of the cells. *CCTV should be installed in the cells.*

50.11 There was no graffiti in any of the cells, and they were clean and in good order.

50.12 There is a toilet in each cell. There is a sink with soap dispensers and paper towels just outside each cell.

AGENTS VISITS

50.13 There is no interview room so Agents have to see their clients in one of the cells. This is not ideal but there have been no complaints.

COURTROOMS

50.14 There is one courtroom at Portree. Prisoners are double handcuffed and taken up secure stairs and kept in single handcuffs in the dock. The same courtroom is used for JP hearings.

50.15 Although the courtroom is up stairs there is a chair lift which gives adequate access for disabled prisoners.

CATERING ARRANGEMENTS

50.16 Water is available and hot drinks are supplied on a regular basis. Microwave meals are available at lunch time. Microwave meals are also available should the prisoners be kept in the cells for any length of time.

MEDICAL ARRANGEMENTS

50.17 Medical provision is provided by the Scotnurse agency. The service provided has not been required to date. Emergencies are taken to Portree Hospital.

ADMINISTRATION

50.18 The Personal Escort Record (PER) form was checked and found to be in order. Other administration processes were also good.

50.19 *There was no documentation to suggest that any staff were provided with induction training.*

ADDITIONAL INFORMATION

50.20 There are good relationships between escort staff, the police and court staff. This ensures that the process runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

50.21 Fire evacuation involves returning prisoners to the vehicle through the fire exit. . The escort van always has enough room to accommodate the number of custodies.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Language identification notices should be clearly displayed in areas where prisoners can see them.
- CCTV should be installed in the cells.
- A staff induction should take place for new staff.

51. Rothesay Sheriff Court

DISEMBARKATION AND RECEPTION

51.1 Prisoners disembark only when they are required in court. This takes place from a small car park to the side of the council building which houses the courtrooms. Initially they enter a private area but are then taken into court via a public corridor, although this is usually kept clear whilst the court is in session.

51.2 Property handover and storage is poor as it has to remain in the vehicle.

51.3 There are no language identification notices for foreign nationals but interpreters can be arranged through the police or court staff. *Language identification notices should be displayed in a prominent position.*

ESCORT VEHICLES

51.4 There were no custodies on the day of inspection so it was not possible to inspect any vehicles.

CELLS AND FACILITIES

51.5 There are no holding facilities in the court building.

51.6 There is a toilet in a private area in the council building which has a sink, a soap dispenser and hand towels. This toilet is also used by the public but can only be accessed by the police or court personnel opening it. The police have to search the room every time it is used to stop any illicit items being left for prisoners.

51.7 If prisoners have to use this toilet they are secured by a closing chain.

51.8 There is no CCTV in any area of the building.

AGENTS VISITS

51.9 There is one interview room which is clean but not appropriately screened or secure. Lawyers stated that the facilities allow them to see their client but are not really suitable for conducting interviews. If they cannot use this room for any reason it would mean that they would have to carry out interviews in the escort vehicle, which would not be appropriate.

COURTROOMS

51.10 There is only one courtroom which is in a temporary location in the council headquarters. This deals with both criminal and JP hearings. Access is good as there are no stairs between the vehicle and the court.

CATERING ARRANGEMENTS

51.11 Drinking water is available and a hot drink is served on arrival and at lunch time. Lunch consists of a microwave meal. Special dietary needs can be accommodated. A microwave meal is provided to prisoners still in the courts after 16.00 hrs.

MEDICAL ARRANGEMENTS

51.12 Medical assistance is provided under contract with Scotnurse, but this has never been required.

ADMINISTRATION

51.13 The Escort staff induction process is not followed. *Staff should be given a proper induction on their first visit to the court and records should be kept up-to-date.*

51.14 There are occasional delays in the preparation of paperwork. This means that the time spent held in cellular vehicles can be extended.

51.15 There were no prison custodies so it was not possible to examine exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

ADDITIONAL INFORMATION

51.16 Fire evacuation procedures are good: the escort vehicles are the gathering point. Police assistance is available. Prisoners can be evacuated to the nearby station if required.

51.17 The police, escort staff and court staff all work well together in the court. **However, it is recommended that the conditions for holding prisoners are improved.**

GOOD PRACTICE – none identified.

RECOMMENDATIONS

- The conditions for holding prisoners should be improved.

ACTION POINTS

- Language identification notices should be displayed in a prominent position.
- Staff should be given a proper induction on their first visit to the court and records should be kept up to date.

52. Selkirk Sheriff Court

DISEMBARKATION AND RECEPTION

52.1 Escort vehicles are parked to the side of the court in a court car park. This is a discrete location and escort staff reported that there has never been any interference from the public. Prisoners are disembarked double handcuffed, and taken straight into the cells part of the building.

52.2 The entrance is suitable for wheelchair users.

52.3 All of the administration procedures and storage of property take place in the small staff rest room area. There are secure storage facilities so prisoners' property is locked in a cabinet once it has been checked.

52.4 On the day of the inspection there were five Lithuanian prisoners in police custody. Escort staff took great care over their language needs and an interpreter was available for the court hearings.

ESCORT VEHICLES

52.5 Three vehicles were inspected and were found to be equipped with hygiene packs, first aid kits, fire extinguisher, food and water. Prisoners confirmed that they had heard the safety message at the start of their journey. The vehicles were clean and tidy.

CELLS AND FACILITIES

52.6 On the day of inspection there were fifteen prisoners being held and they were well managed using the three available cells. The police station is two minutes away and are willing to offer accommodation if required. Cells staff said that this would be a very rare occurrence.

52.7 The cells were clean and graffiti free. However there is a problem with damp penetrating the walls, mainly because the cells are directly below the street. *Action should be taken to address the problems with damp in the cells.* The cells are sizeable and each cell can hold up to 12 prisoners. There is CCTV in one of the cells, in the corridors and access points.

52.8 There is one toilet which is functional and clean. There is a sink but no hand washing facilities. *A soap dispenser and hand towels should be in the toilet area.*

AGENTS VISITS

52.9 Agents interview rooms are adjacent to the cells area. The rooms are fit for purpose.

COURTROOMS

52.10 There are two courtrooms at Selkirk. Courtroom one is accessed from the cells: up some stairs and into the dock. Access is gained to Courtroom two by escorting prisoners, double handcuffed, down a secure corridor and into a public area. Escort staff and police work together to ensure that appropriate levels of security are applied when escorting prisoners to either court. JP hearings also take place in both courtrooms.

52.11 Access to courtroom one for disabled prisoners is by a route that uses a public lift.

CATERING ARRANGEMENTS

52.12 Drinks are readily available with a hot drink being provided on arrival. A microwave meal is available at lunch time. All dietary needs can be met.

MEDICAL ARRANGEMENTS

52.13 Medical assistance is provided by a local doctor. Emergencies are taken to the Borders General Hospital which is about 20 minutes away.

ADMINISTRATION

52.14 There are good exchanges of information between the prison/police and escort staff using the Personal Escort Record (PER) form.

ADDITIONAL INFORMATION

52.15 Arrangements for a fire evacuation are adequate with prisoners able to exit straight into the vehicle parking area. On a short term basis they would be housed in the escort vehicles but could be quickly transferred to the police station if necessary.

GOOD PRACTICE - none identified.

RECOMMENDATIONS - none identified.

ACTION POINTS

- Action should be taken to address the problems with damp in the cells.
- A soap dispenser and hand towels should be available in the toilet area.

53. Stirling Sheriff Court

DISEMBARKATION AND RECEPTION

53.1 Access for vehicles is through a gated yard at the side of the court building. This allows a secure path to the cells. Prisoners are double handcuffed and walked straight into the cells area.

53.2 Prisoners disembark one at a time and have personal details recorded and a photograph taken. This takes place in a desk area as soon as they enter the cells.

53.3 There are language identification notices for foreign nationals and interpreters can be arranged through the police or court staff.

53.4 Arrangements for property handover and storage are good.

ESCORT VEHICLES

53.5 The escort vehicle that was checked was found to be clean, equipped with hygiene packs, a first aid kit, , a fire extinguisher, food and water.

53.6 Prisoners who were interviewed knew where they were going and most had heard the safety message

CELLS AND FACILITIES

53.7 There are two suites of cells with three cells on the ground floor and four cells on the first floor.

53.8 Each cell holds up to four prisoners, with one able to accommodate ten. This means that there is usually adequate space and an ability to separate different categories of prisoners.

53.9 There is no natural light in the cells but there is a good ventilation system. There are no ligature points. Staff reported that the cells were a comfortable temperature in the summer but tended to be cold during the winter. The cells were clean but were covered with graffiti.

53.10 There is a good CCTV system in the cells, stairs and corridors.

53.11 There are three separate toilets (one downstairs, two upstairs). There is a sink and soap dispenser, and hand towels are available.

AGENTS VISITS

53.12 Agents are able to speak to their clients in one of three interview booths (one downstairs, two upstairs). They all have good glass screening.

COURTROOMS

53.13 There are four courtrooms.

53.14 Access to the courtrooms is adequate, although only two are directly accessible from the cells. The other two are rarely used (one is the J.P. Court) and the route involves using a public lift. The staff have an electronic key card for the lift and once the lift is called no one else can access it. This is an area of **good practice** as it ensures that no contact can be made with members of the public. The same route is taken to get disabled prisoners to all of the courts

CATERING ARRANGEMENTS

53.15 Drinking water is available and hot drinks are served. Sandwiches are available at lunch time. Special dietary needs can be met and there is usually a vegetarian and a Halal choice available.

MEDICAL ARRANGEMENTS

53.16 Arrangements for medical support are good. Managers are confident in the support that is available from Scotnurse. They are contacted fairly regularly and usually attend within an hour. All Escort staff are fully first aid trained. Emergencies are taken to Stirling hospital.

ADMINISTRATION

53.17 There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form. The police, escort staff and court staff work well together.

53.18 The escort staff induction process is followed and records were up to date.

ADDITIONAL INFORMATION

53.19 Fire evacuation procedures are good and involve returning prisoners to the escort vehicles. If a longer term evacuation is required prisoners are taken to the police station, or back to the prison.

53.20 There is usually little delay in obtaining paperwork for bail or custody prisoners.

GOOD PRACTICE

- Staff use an electronic key card for the lift and once the lift is called no one else can access it.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Graffiti should be removed from the cells.

54. Stonehaven Sheriff Court

DISEMBARKATION AND RECEPTION

54.1 Prisoners disembark in a discrete area in the yard next to the police station. There are gates in the yard that can be secured by the police if necessary. The cells entrance door is directly accessed from the yard.

54.2 Prisoners are always double handcuffed to ensure that delivery is carried out securely. The reception process is good: it takes place in front of the police desk which is in the first room that prisoners enter.

54.3 The admission desk is shared with the police but does not have a computer. This is not ideal but in reality causes no problems as the number of prisoners is low so details can be recorded by telephoning the control centre.

54.4 All of the administration procedures and storage of property take place in the small police desk area.

54.5 There are no secure storage facilities but prisoners' property is usually kept behind the staff desk out of sight and reach of anyone except staff.

54.6 Language identification notices are in place as are arrangements to contact an interpreter if needed.

ESCORT VEHICLES

54.7 Vehicles were clean and appropriately equipped.

CELLS AND FACILITIES

54.8 The cells are shared with the police station. There are six cells. Each can hold up to six prisoners. The number of cells is adequate. They all have a toilet *which is not screened*. A sink, a soap dispenser and hand towels are available in the cells corridor.

54.9 The cells were in very good condition. None of the cells have natural light but have adequate ventilation. *There is no CCTV*.

54.10 All agencies work well together and relationships are good.

AGENTS VISITS

54.11 There is one agents interview room which is adequate.

COURTROOMS

54.12 There are two courtrooms. Access to the courtrooms is through a public area. Escort staff and the police work together to ensure that appropriate levels of

security are applied when escorting prisoners to these courtrooms. JP hearings also take place in these courtrooms.

54.13 Access to the courtrooms for disabled prisoners is by a route that uses a public lift. Arrangements are adequate.

CATERING ARRANGEMENTS

54.14 Drinking water is available and regular hot drinks are served throughout the day. A microwave meal is available at lunch time. Special dietary needs can be met and there is usually a vegetarian and a Halal choice available.

MEDICAL ARRANGEMENTS

54.15 Arrangements for medical support are in place.

ADMINISTRATION

54.16 There are good exchanges of information between the prison/police and escort staff using the Personal Escort Record (PER) form.

ADDITIONAL INFORMATION

54.17 Fire evacuation procedures involve returning the prisoners to the escort vehicle which is parked in the police yard. There are adequate arrangements with the police should a need for longer term evacuation be required.

54.18 Prisoners are treated well by escort staff and the staff do an extremely good job.

GOOD PRACTICE – none identified.

RECOMMENDATIONS – none identified.

ACTION POINTS

- Toilets in cells should be screened.
- CCTV should be installed in the cells.

55. Stornoway Sheriff Court

DISEMBARKATION AND RECEPTION

55.1 Prisoners are usually flown from Inverness to Stornoway. A two and a half hour ferry journey from Ullapool is the other option: total travel time from Inverness would be over four hours. Security arrangements for both means of transport are acceptable. *However, Stornoway Sheriff Court would benefit from a video court facility.*

55.2 There are sound practices between the escort provider and the police whereby escort staff house prisoners in the police cells. They then take them to the court building just prior to the court hearing.

55.3 Both the police station and court car parks offer secure facilities with gates that can be closed if necessary. The escort vehicle is parked next to the court building and prisoners are disembarked by walking, double handcuffed, a short distance to the cells.

55.4 There are three steps to this entrance, although there is a suitable entrance for disabled prisoners on the other side of the building if required. The car park is discrete and there has never been any interference by members of the public. The route takes the prisoner into a very small public space although again there has never been any interference from the public.

55.5 The police are able to provide assistance if required.

55.6 The custody suite is very small. The reception process is usually completed at the police station prior to transferring to the court. There are no notices to identify foreign languages but escort staff have copies in their information pack which is kept in the interview room. Interpreters are arranged by the police or court staff.

55.7 On the day of inspection there were also three prison custodies arriving by ferry from Ullapool after leaving Inverness prison. On the morning of the inspection the three prisoners were not able to fly and, as the ferry arrives at 13.00 hrs, there was not much time to conduct hearings. If it is not possible to travel prison custodies would be held overnight in the legalised police cells which are nearby.

55.8 Property is kept in the corridor where staff are located as there are no facilities for storage.

ESCORT VEHICLES

55.9 The vans remain parked in the car park all day. The vehicles are equipped with hygiene packs, fire extinguishers, first aid kits, food and water.

CELLS AND FACILITIES

55.10 There is only one custody cell which can hold up to three prisoners. There is no window in the cell but there is a good ventilation system installed. The cell was in good condition.

55.12 There is a toilet, which has hand washing facilities, a soap dispenser and towels.

55.13 Wheelchair bound prisoners can access the cells area without difficulty.

55.14 There is no CCTV in the cells but this does not cause any problems as the staff station provides a good level of observation.

AGENTS VISITS

55.15 There is an interview room which is fit for purpose.

COURTROOMS

55.16 There is only one courtroom which is situated on the first floor. This is also used for JP hearings.

55.17 Wheelchair bound prisoners can access the courtroom without difficulty as there is a chair lift.

55.18 The route to the courtroom is through discrete corridors that are not open to the public. Prisoners are double handcuffed then walked up the stairs and into the courtroom. Once in the courtroom the prisoner remains handcuffed.

CATERING ARRANGEMENTS

55.19 There is no provision for providing food or drinks in the court cell area although these can be provided at the police station if necessary. The vehicles always carry microwave meals.

MEDICAL ARRANGEMENTS

55.20 Medical provision is provided by Scotnurse but has never been required. In practice, prisoners spend most of their time in the police cells rather than court cells so the police protocol with their doctors is used.

ADMINISTRATION

55.21 The necessary induction guidance is contained in a folder should staff be new to working in Stornoway.

55.22 There are good relationships between escort staff, the police and court staff. This ensures that the operation runs smoothly and that there are rarely any delays in returning custodies to prison once a hearing is finished.

ADDITIONAL INFORMATION

55.23 Fire evacuation procedures involve returning prisoners to the escort vehicle by the same route that they came in, or the disabled ramp. The escort vans always have enough room to accommodate the number of custodies. Prisoners would be returned to the police station if a longer term evacuation was necessary.

55.24 Logistical challenges are presented when prisoners have to attend court. However the escort contractor has sound arrangements in place for flights to and from Inverness and extra staff are made available should this be required.

GOOD PRACTICE – None identified.

RECOMMENDATIONS – None identified.

ACTION POINTS

- Stornoway Sheriff Court would benefit from a video court facility.

56. Stranraer Sheriff Court

DISEMBARKATION AND RECEPTION

56.1 There is secure access for vehicles through an electronic gate (controlled by the sheriff clerk's office) into a secure yard. Prisoners are double handcuffed and led a short distance to the cells.

56.2 Prisoners disembark one at a time and have their personal details recorded and a photograph taken. Property is checked and stored in a cupboard in the staff area.

56.3 There are language identification notices for foreign nationals and interpreters are regularly arranged through the police or court staff. Stranraer court often houses foreign nationals who have been detained at the port.

ESCORT VEHICLES

56.4 The escort vehicle that was checked was found to be clean and equipped with hygiene packs, a fire extinguisher, a first aid kit, food and water.

56.5 Prisoners who were interviewed knew where they were going and had heard the safety message on the vehicle.

CELLS AND FACILITIES

56.6 There are three cells all of which have been well used and have a lot of graffiti in them. *The cells should be redecorated.* Usually there is enough capacity to accommodate different categories of prisoners although there is an arrangement with the police station should extra accommodation be required.

56.7 Two cells can hold up to six prisoners with the third able to hold up to eight. There is a contingency to hold female prisoners in an interview room should this be considered a suitable way of dealing with overcrowding.

56.8 The cells have no windows. Staff said that they are sometimes cold in the winter but are well ventilated in the summer. There are no ligature points.

56.9 *There is no CCTV in the cells* but it does cover the corridor and stairs.

56.10 There is a separate toilet area but it does not contain soap or towels. The prisoners' soap dispenser had been fitted to the staff area. *Appropriate hand washing facilities should be in place the cells toilet area.*

AGENTS VISITS

56.11 Agents are able to speak to their clients in one of two interview booths. These booths are fit for purpose.

COURTROOMS

56.12 There are two courtrooms and access to both is via secure stairs through a public area. Prisoners are double handcuffed and police can provide assistance if required.

56.13 Access for the disabled prisoners is through a public area and lift. Staff have an electronic key card for the lift and once the lift is called no one else can access it. This is an area of **good practice** as it ensures that no contact can be made with members of the public.

CATERING ARRANGEMENTS

56.14 A hot drink is given on arrival, then at around 11.30 and again with a sandwich at lunch time. Special dietary needs can be accommodated and there is usually a vegetarian and a Halal choice available.

MEDICAL ARRANGEMENTS

56.15 *Arrangements for medical support are poor*, managers are not confident in the support that is available from Scotnurse. Emergencies are taken to Stranraer hospital.

ADMINISTRATION

56.16 The staff induction process is followed and records were up to date.

56.17 There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form. The police, escort staff and court staff all work well together.

56.18 There is usually little delay in obtaining paperwork for prisoners released on bail or returning to custody.

ADDITIONAL INFORMATION

56.19 Fire evacuation procedures are good and involve returning prisoners to the escort vehicles or to the police station should longer term evacuation be necessary.

GOOD PRACTICE

- Escort staff have an electronic key card for the lift, and once the lift is called no one else can access it.

RECOMMENDATIONS – none identified.

ACTION POINTS

- The cells should be redecorated
- CCTV should be fitted in the cells.
- Appropriate hand washing facilities should be in place in the cells toilets area.
- Arrangements for medical support should be reviewed.

57. Tain Sheriff Court

DISEMBARKATION AND RECEPTION

57.1 The disembarkation of prisoners takes place in a street next to the court. Escort staff reported that it is not unusual to be subjected to public interference during this process. Prisoners are double handcuffed and walked to a side door, up a set of steps to reach the cells area. *Secure routes to the building should be used.*

57.2 Separate access arrangements are made for disabled prisoners. This involves separate transport, use of a disabled ramp at the front entrance and then the disabled person being accommodated in a jury room, which is on the ground floor. The court hearing would also be held in this room.

57.3 Escort staff have to work in a cramped corridor outside the cells area. The corridor contains a property storage cupboard, administration paperwork, telephone and a desk. A kettle, microwave oven and storage cupboard are also in the same space. The entrance to the toilet is also in the corridor. At least four staff are usually operating in this space.

57.4 There are no facilities to record personal details or take photographs. Contact is made by telephone to the control centre.

57.5 Property storage is poor. Property is also kept in the small corridor.

57.6 There are language identification notices for speakers of other languages and interpreters can be arranged through the police or court staff.

ESCORT VEHICLES

57.7 Two vehicles were checked and found to be clean and tidy. Supplies of water and food were on board as were first aid kits, a fire extinguisher and the safety message CD. Four prisoners stated that they had not heard the message being played.

57.8 Five prisoners were spoken to and all had positive comments about their treatment even though some had travelled long distances to attend court. A female prisoner had travelled from Cornton Vale, leaving at 06.00 hrs that morning. *Video technology should be used as much as possible for cases where there are long journeys involved.*

CELLS AND FACILITIES

57.9 The layout of the cells area is poor. There are two 'cells', although one of these is an interview room that is used more as a cell than for its original purpose. Both rooms are large and can hold up to six prisoners.

57.10 There is no natural light in the cells but heating and ventilation is good.

57.11 Cell one is free of ligature points and is usually used for males. Cell two is primarily used for females. There are often more custodies than is suitable for this accommodation. The cells are clean and graffiti free although staff and prisoners reported that they often become hot and stuffy when holding a number of prisoners, even though there is a good ventilation system.

57.12 If there is a serious issue with overcrowding the police station is a few minutes away and can accommodate the overflow. The daily custody courts are well managed by a team of staff who work in extremely difficult conditions.

57.13 There is CCTV in the cells.

57.14 There is a toilet, a sink, a soap dispenser and hand towels.

AGENTS VISITS

57.15 The agents' interview room is rarely used for that purpose. It is suitable for use for interviews, although it is not screened. The jury room is used on a daily basis for agents visits. This is not suitable. Logistically it causes problems as escort staff have to stand outside the room to ensure safety. The room also has a window that could easily be breached. There are also many articles in the room that could be used as weapons. **It is recommended that more suitable arrangements are put in place for agents visits.**

COURTROOMS

57.16 There is one courtroom which also holds JP hearings. Access to the courtroom is via a public stairway to the first floor and into the courtroom. Prisoners are double handcuffed en route then single handcuffed to go into court. The route to the courtroom includes stairs which are used by members of the public. There is no public waiting area so it is difficult to achieve separation of prisoner and public. The interference reported by escort staff is testing given that this is the only route that they are allowed to use. The public loiter here and threats have been made to escort staff. *On more than one occasion an officer has been assaulted.*

57.17 Police assistance does not appear to be as readily available as required to minimise public interference. The police officer is often in court during movement so is unable to guarantee the safety of escorting staff. **It is recommended that a more discrete secondary route, (a set of stairs that lead from near the cells to the back of the court) is used to provide a safer option.**

CATERING ARRANGEMENTS

57.18 Drinking water is available and a hot drink is served on arrival and at lunch time. Lunch is also available. Special dietary needs can be accommodated. A microwave meal is provided to prisoners still in the cells after 16.00 hrs.

MEDICAL ARRANGEMENTS

57.19 Arrangements for medical support are in place and these seem to be effective. Emergencies are taken to Raigmore Hospital, Inverness, which is about 45 minutes away.

ADMINISTRATION

57.20 There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

57.21 The staff induction process is followed and records were up to date.

ADDITIONAL INFORMATION

57.22 Fire evacuation procedures are good: the escort vehicles are the gathering point. Police assistance can be called upon if required.

57.23 Escorting staff and court staff all work well together.

57.24 There are no delays in the preparation of paperwork, thus no delay in despatching prisoners.

GOOD PRACTICE

- The daily custody courts are well managed by a team of staff who work in extremely difficult conditions.

RECOMMENDATIONS

- More suitable arrangements should be put in place for agents visits.
- A more discrete secondary route, (a set of stairs that lead from near the cells to the back of the court) should be used to provide a safer option to move prisoners into the courtroom.

ACTION POINTS

- Secure routes into the court building should be used.
- Video technology should be used as much as possible for cases where there are long journeys involved.

58. Wick Sheriff Court

DISEMBARKATION AND RECEPTION

58.1 The disembarkation of prisoners takes place in a discrete area to the rear of the building. Prisoners are double handcuffed and walked up a small set of steps to reach the cells area.

58.2 There are no facilities to record personal details or take photographs, so contact is usually maintained by telephone to the escort contractor's control centre.

58.3 Property handover and storage is good. There are good exchanges of information between the prison and escort staff using the Personal Escort Record (PER) form.

58.4 There are facilities for disabled prisoners to disembark via a side door but this would entail lifting a wheelchair up a couple of steps.

58.5 There are language identification notices for foreign nationals and interpreters can be arranged through the police or court staff.

ESCORT VEHICLES

58.6 One vehicle was inspected and found to be well equipped.

CELLS AND FACILITIES

58.7 The layout of the cells area is good. There are two cells, one is large and can hold up to 10 males. The other, smaller cell, is primarily used to hold up to four females. As there are normally few custodies, this accommodation is adequate.

58.8 The cells are clean and graffiti free. If there is an issue with overcrowding the police station is two minutes away and can accommodate the overflow. This has never been required.

58.9 There is no CCTV in the cells although there is a camera in the area outside the building. *CCTV should be installed in the cells.*

58.10 There is a toilet which is adequately screened. There is also a sink, a soap dispenser and hand towels.

AGENTS VISITS

58.11 There is one interview room which was clean, appropriately screened and secure.

COURTROOMS

58.12 There are two courtrooms. Access to courtroom one is via secure stairs to the first floor and directly into the courtroom. Prisoners are single handcuffed to go into this courtroom and the handcuffs are removed once they are in the dock.

58.13 Courtroom two is a small court within the public foyer. This is rarely used. Prisoners are escorted and attend this court double handcuffed. Police assistance is available if required to minimise public interference.

58.14 Disabled prisoners have their hearings held in the ground floor courtroom. There is no lift in the building.

CATERING ARRANGEMENTS

58.15 Drinking water is available and a hot drink is served on arrival and at lunch time. Lunch is available. Special dietary needs can be accommodated. A microwave meal is provided to prisoners still in the cells after 16.00 hrs.

MEDICAL ARRANGEMENTS

58.16 Arrangements for medical support are in place but the service has never been used. Emergencies are taken to the local hospital.

ADMINISTRATION

58.17 The staff induction process is followed and records were up to date.

58.18 The police, escort and court staff all work well together. There are no delays in the preparation of paperwork, so no delay in despatching prisoners. This is important given that the nearest prison (Inverness) is over two hours drive away.

ADDITIONAL INFORMATION

58.19 Fire evacuation procedures are good: the escort vehicles are the gathering point. Police assistance can be called upon quickly if required.

58.20 Wick is the most northerly mainland court in Scotland and also the most isolated from the prison that serves it. Although Inverness is the closest prison it is over two hours drive away. The situation is particularly difficult for female prisoners travelling from HMP & YOI Cornton Vale. Despite several recommendations in HMCIP reports on Cornton Vale female prisoners still have a journey of over five hours to attend a court hearing. They then have to go back to Cornton Vale. **It is recommended that video conferencing is used to reduce the impact of long journeys.**

GOOD PRACTICE

- None identified

RECOMMENDATIONS

- The introduction of video conferencing should be introduced to reduce the impact of long journeys.

ACTION POINTS

- CCTV should be installed in the cells.



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