



Independent Prison Monitoring (IPM) Findings Annual Report

Prison:

LILIAS CENTRE

Year (1 April – 31 March):

2023 – 2024

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Annual Monitoring Figures



Total number of visits: 53



Total number of missed weeks: 1



Total number of prisoner requests received: 0



Total number of IPM hours: 119

Executive Summary

This report is informed by the findings of Independent Prison Monitors (IPMs) and provides a summary of their observations reported during the year and an overall rating against each of the nine standards. The statutory duty of at least one IPM visit per week fell short with one week missed due to a mix up in the rota when covering due to injury.

The Lilias Centre, referred to as Lilias hereafter, was still early in its journey. Overall, the position was mainly positive, alongside opportunities for learning and continuous improvements.

The Lilias Centre was still in its infancy having been opened in October 2022 and was on a positive journey with good relationships and collaborative working and work ongoing to enhance the operations and opportunities offered. There was understandable scope to make improvements, as there would be in any new establishment, supported by local and senior management to drive forward the delivery of the national strategy for women in custody.

General Observations

Standard 1: Lawful and Transparent Custody

● Overall RAG rating: Green

A process was in place to enable a pre-move familiarisation visit for those identified to transfer or progress to Lilias. Where possible the planned personal officer facilitated this visit. Lilias had also sought induction feedback from those who had moved to Lilias which resulted in the introduction of a trial where one of the women from Lilias accompanied staff when they visited HMP YOI Polmont, to speak to people about Lilias prior to a potential move.

IPMs reported on experiences of the induction processes and in the main it was positive. For those who were less positive it appeared to be linked to the timing of the induction. The timing could not be verified by IPMs as staff explained the induction processes was not recorded. Staff confirmed inductions generally took place within 48 hours of arriving at Lilias. On occasions it had taken longer due to staff absence but ideally it happened within the first seven days.

The personal officer offered a tour of the facility on arrival, supported introductions with those who would be sharing a house, and starter packs with essential items and food for the initial days were also provided. Critical dates were communicated by staff and support was available to ensure practical arrangements were in place in preparation for release.

Standard 2: Decency

● Overall RAG rating: Green

The buildings and facilities were well maintained and fit for purpose, excluding the safer room for most of the year (see standard 3). The two accessible rooms required remedial work to ensure they were functional as they had not been used until this reporting year. There were some other

ongoing issues which had slight impacts (i.e. a leak). However, IPMs confirmed those in Liliias were kept well informed and that minor issues, i.e. a broken bed, tended to be resolved swiftly when reported and others were systematically worked through. People also felt, given they were contributing to the cost of the TV licence, that they should be able to access a full range of TV streaming services, like opportunities in the community. Staff explored options with consideration to equality across the SPS estate.

People planned and prepared their own meals, with the required items purchased using a £38.50 weekly shopping allowance. Weekly shopping orders were reviewed by staff with healthy balanced meal choices in mind. It was noted that the prison rules do not allow cooking for others, including visitors, outside of a prison kitchen (which Liliias does not have). However, sharing food prepared in the hub kitchen supervised by REHIS qualified staff was permitted for specific events.

Laundry facilities were provided in the houses for people to use as and when needed, and larger machines were available to wash duvets and pillows when required i.e. when room occupancy changed. Toiletry and sanitary products were freely accessible and other options were available to purchase via the canteen. IPMs reported that people could buy items from Tesco cheaper, if it had been allowed, than they could be purchased via the canteen i.e. hair dye. Unfortunately, this was due to the canteen system remaining tied to the more traditional 'prison system'. The prison rules were acknowledged by IPMs, but they felt the opportunities were not as progressive as they could be i.e. the prison rules did not fully align to the ethos of the national strategy for women in custody.

Standard 3: Personal Safety

● Overall RAG rating: Green

Since opening on 24 October 2022, the safer room had not been fit for purpose, as such it could not be used, however in March 2024 work was being undertaken to rectify this. Overall, there had not been any instances of harm, abuse, or serious safety concerns indicated by IPMs, and there were positive examples of steps taken by staff to support anyone who needed it. People indicated that they felt safe and felt they could raise any concerns with staff if required.

Procedures were in place, via the Women's Case Management Board, Risk Management Team, and regular management team meetings, to inform considerations in relation to safety. Staff were also vigilant, looking out for any clues, cues, and changes in behaviours, and took steps to address any concerns. This was generally a light touch by speaking with people in the first instance, but could include, for example, mediation if a situation was more complex.

Standard 4: Effective, Courteous and Humane Use of Authority

● Overall RAG rating: Green

In circumstances where someone required to be in a Separation and Reintegration Unit (SRU) they would transfer to the SRU at HMP YOI Stirling. There were no incidents that required transfer to an SRU, the use of force or physical restraint. The processes for moving around Liliias appeared reflective of the environment, with people able to move freely between their houses and communal areas which was monitored remotely by CCTV in communal areas.

IPMs reported that staff were knowledgeable about the mandatory drugs testing procedures. IPMs explored the searching process and reported it included random and intelligence informed testing/searches, quarterly room searches and searches of those entering and leaving the establishment. Search procedures included routine body searches in certain circumstances, and people spoke with IPMs about their experiences. The system used to report where a search had been completed did not record the method, i.e. body search, or rub down search, which IPMs felt would be beneficial. However, more generally HMIPS believe the routine body searching of women does not align well with the national strategy for women's trauma informed approach.

Standard 5: Respect, Autonomy and Protection

● Overall RAG rating: Green

There was a calm and relaxed atmosphere with respectful relationships and interactions. Relatively few complaints were submitted. To an extent this may be due to good relationships and resolving any issues at the lowest level, i.e. discussing with staff which are not required to be recorded, without the need to submit a complaint form.

Regular residents' engagement meetings took place, similar to a Prisoner Information Action Committee (PIAC), which was an open forum for any issues or ideas to be discussed, with an action plan agreed and kept up to date and available on the noticeboard. There were also daily morning meetings to discuss plans and priorities for the day.

During the year two forums were developed, with everyone invited to share their views on how to progress work that work; a Family Strategy Forum to up help inform, promote, and support family contact informed by family feedback, and a health and wellbeing forum to help inform, promote, and support recovery, life skills, and health-oriented activities and opportunities. Some of those who had attended the family forum meeting spoke positive with IPMs about the experience, and felt the manager had really listened, took onboard ideas, and they really felt that "no idea was off the table, and anything could be discussed".

Standard 6: Purposeful Activity

● Overall RAG rating: Green

Access the outdoor space and fresh air was unrestricted throughout the day, as people could freely move between their houses and the communal areas. Garden games had also been provided, and opportunities for longer walks around the boundary supervised by staff.

There work opportunities, which had potential to expand, within Liliias and workplaces in the community for those eligible. Throughout the year there was also ongoing work by staff with a focus on community partnerships and work placements, with partnerships maps to help identify any potential gaps to support the needs and interests of those who may be in Liliias.

As the year progressed there was increased positive reporting on the range of choice and options, which also reflected suggestions which had been made during regular meetings. Opportunities were supported by external partners including Fife College, Citizen's Theatre, Therapets, Vox Liminis, MsMissMrs and others. Options available were varied, ranging from creativity workshops and entrepreneur scheme which helped create opportunities post release to 12-week self-esteem technique and first aid courses, both resulted in a certificated once completed. Events held during the year included a Coronation Day, World Cup, a week of activities and visitors for Mental Health Awareness Week, McMillian Coffee Morning, International Women's Day, and a Burns Evening.

It was disappointing that issues around accessing IT for educational purposes were not resolved during the year. Although the issue had progressed, it was delayed partly due to HMP Kilmarnock transferring to public ownership in March.

There were good opportunities and support for people to stay connected with family and friends. Including flexibility around visits, development of a family strategy forum which had been developed to consider family/visitor feedback, and events that family and friends were invited to attend.

Standard 7: Transitions from Custody into the Community

● Overall RAG rating: Green

People generally felt supported by their personal officers and community agencies in preparing for their release. This included connections being made and developed directly by individuals and

various external agencies and groups. Throughcare support was available within the community and IPMs reported early in the year that the SPS had successfully negotiated housing provision on release for those who needed it with Glasgow City Council, this was instead of a hostel or B&B.

It was felt like there were missed opportunities to foster feelings of self-esteem and preparedness for life after Liliias i.e. community cooking activities in the hub was intended to function with a “Saturday Kitchen” vibe and create opportunities to cook for their families who visit. This was not permitted due to the prison rules hence it felt like Liliias was not fulfilling its full potential. Senior management confirmed the prison rules did not allow for cooking for someone else out with a prison kitchen. This is an example where prison rules are restrictive.

IPMs reported that some people felt progress was needed to reflect the ‘community’ aspect as that was lacking and a feeling of inconsistent processes. This was felt, in part, to be a result of a mixed population, i.e. people serving short, long, and life sentences and a limited understanding of the differences for those people as they progressed towards their release. This had been raised at the engagement meetings, awareness sessions on case management were planned to help people better understand the differences between open and closed conditions and entitlements.

The ongoing work by staff to address any frustrations and uncertainties was positive, supported by the mapping of partnerships in place, in development, and in the pipeline. There was anecdotal evidence from staff who reported they saw particular people thriving and develop positively.

Standard 8: Organisational Effectiveness

● Overall RAG rating: Green

HMP YOI Stirling were developing an overarching Equality and Diversity (E&D) Strategy, which was close to being finalised by the end of the reporting year and covered Liliias. Accessibility had been considered within the design, with two accessible rooms available. There were aspects of these rooms which needed addressed for the rooms to be fully utilised.

At the start of the year, it was reported that two members of staff had developed an ‘About Us’ leaflet to share information including partnerships, employment opportunity, education, visiting and the houses at Liliias.

IPMs also reported that staff had spoken about training. This included a two-week course at the SPS college to learn about the new regime. Whilst Liliias was quite different, staff reflected that the training had made them more aware of how to work with and support those in Liliias. Other staff spoke about training they had received in trauma recognition and support, and pain-free restraint.

Staff also spoke about the difficulties in balancing the needs of the three conditions i.e. closed, top-end, and open as conflicting dynamics emerged. However, the awareness sessions on case management planning, mentioned against standard 7, goes some way to better informing people around the differences.

Standard 9: Health and Wellbeing

● Overall RAG rating: Green

Access to healthcare services were positive. Those who had needed assistance explained the facilities and support available was helpful and they were generally seen quickly i.e. a week to see a GP, a prescribing nurse, an addiction nurse, and the recovery café available weekly. Routine, emergency, and out of hours dental care was available, alongside a health improvement initiative, ‘Mouth Matters’, regards oral hygiene with sessions well attended. Wider services also appeared positive. Experiences reported included access to a mental health nurse and swift referrals to clinical psychology.

An occupational therapist (OT) was onsite full-time and spoke with all new arrivals within two weeks to carry out a light touch screening assessment to see if any OT support was required, and

a personalised plan was put together. IPMs felt this was an example of trauma informed practice evidenced in an everyday service offered to those in Liliias. Other OT offerings included OT week (delivering taster sessions) and open peer-to-peer talking sessions alongside one-to-one work.

There could be occasional challenges, such as a pause to recovery support due to personnel changes and lack of access to an optician in the community. Nevertheless, strong supportive relationships meant such issues were generally worked through, and those involved had a reasonable understanding of the situation and had no complaints.

RAG (Red, Amber, Green) status key:

- (Red) Some serious concerns
- (Amber) Some slight concerns
- (Green) No concerns / good practice

RAG rating: where IPMs felt each standard would be rated given their experience - not a complete analysis but based on the judgement of the IPM team.



Key Issues

1. Chromebooks, for education purposes, were not in-situ by the end of the reporting year.
2. Some prison rules were not conducive to fully deliver the ethos of the facility and strategy.



Encouraging Observations

The environment itself and opportunities offered supported people to make more independent choices and build confidence, in alignment with the national strategy for women in custody. Relationships were key and it was clear people had open conversations with staff, such as their personal officer, who then worked with them to support their plans for the future.

There was evidence of the direction to inform local plans with feedback from those who live, work, and visit Liliias i.e. through the family strategy and health and wellbeing forums. It was positive to hear of partnership mapping which would be a useful tool to enhance opportunities and partnerships ready to pull the levers and develop further community partnership opportunities.



Conclusion

Liliias is still in its infancy, having opened in October 2022. There were local opportunities to enhance operations, through continuous learning and improvements. There was evidence of learning being considered and opportunities to expand the user voice, i.e. via the forums set up, to further learn from the experiences to better inform and shape the journey forward.

However, some elements were beyond the remit of local staff and senior management to change. Such as SPS headquarter decisions around IT access for educational purposes and aspects of the prison rules which are not entirely conducive to enable two women's Community Custody Units to reach their full potential in being fully trauma-informed and supporting individuals in preparing for their release.