

# Independent Prison Monitoring (IPM) Findings Annual Report





**Prison:**  
**HMP LILIAS CENTRE**

**Year (1 April – 31 March):**  
**2024 – 2025**

By: HM INSPECTORATE OF PRISONS FOR SCOTLAND



## Annual Monitoring Figures

		2023/24	2024/25
	Total number of visits:	53	53
	Total number of missed weeks:	1	0
	Total number of prisoner requests received:	0	0
	Total number of IPM hours:	119	112

## Executive Summary

This report is based on the findings of Independent Prison Monitors (IPMs) during their visits and conversations with residents, staff, and management, with consideration to the nine HMIPS inspection and monitoring standards. The IPM team ensured compliance with legislation by conducting at least one visit each week. Although no requests were received via the IPM Freephone number, the IPM team engaged with residents during each visit to gather their perspectives on various aspects of life at Liliás.

The year presented its challenges, but overall, there was a clear sense of leadership, forward-thinking, and future planning, incorporating lessons learned since Liliás opened in October 2022. This was particularly evident in the identification and establishment of partnerships, with a focus on individual needs and ensuring integration plans were tailored accordingly. This approach is crucial in helping individuals prepare for their return to the community after their time in custody.

## General Observations

### Standard 1: Lawful and Transparent Custody

New residents appeared to have settled well. Staff, often personal officers, quickly built relationships with those moving to Liliás. Residents reported positive feedback, noting often swift allocation to accommodation after initial contact, although some experienced slight delays. Admissions processes were undertaken respectfully and compassionately, and the induction occurred within two days, though occasionally it was slightly longer due to staff leave. A few residents felt that information about community access timescales could have been clearer to better manage their expectations. They were told it took six weeks when it could take 3-4 months depending on individual circumstances. Importantly residents had raised their concerns with staff, which demonstrated that people felt able to speak with staff about issues.

The early release of short-term prisoner legislation in February 2025 saw one person released during the three tranches and for some others their liberation date was brought forward. Recalculated key dates were communicated with those individuals and support plans and timings considered. The liberation process was well supported, covered in more detail within standard 7, including support from partner agencies.

All rooms were single occupancy, so no 'cell sharing risk assessments' were needed. A copy of the prison rules and other useful materials were available in the hub for people to access freely.

There was a general election on 4 July 2024. The prison had not refused anyone the right to vote therefore [ECHR Article 3](#) was not breached. However, IPMs reported there had been an oversight by SPS which may have affected those who wished to vote having sufficient time to register before the 18 June deadline. This finding was part of an estate-wide monitoring exercise around information related to the General Election, and for future elections SPS should ensure adequate information and support is available to those eligible to vote.

## **Standard 2: Decency**

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Lilias was modern, well maintained and included accessible rooms for those who may need them. The safer room, which was not a suitable environment since opening in October 2022, was not signed off for use, but this was outside the control of Lilias staff and senior management.

Communal areas and houses were clean, stocked with ample cleaning supplies and equipment. Each house had a washing machine, tumble dryer, and outdoor clothesline for people to do their own laundry. The main building housed a larger washer and dryer for duvets, washed at each changeover. SPS provided cleaning, washing, and personal hygiene products.

Residents were able to buy items from the canteen and beauty products list. There were ongoing issues regarding the options available and delays due to the delivery service provider and stock being located at HMP & YOI Stirling. The Governor's preference was to have the canteen onsite at Lilias and work was ongoing to make that happen.

Meals were planned and prepared by individuals, with support for healthy eating, cooking and budgeting. Items were purchased using a weekly meal shopping allowance, ordered online from Tesco. The meal weekly allowance was set at £40 but was managed at £38.50 to account for potential price differences when placing the order. For most of the year, this allowance was maintained; however, in March 2025, following a review by SPS and to better align with community living conditions, the budget was reduced to £30 per week. This change was communicated to residents, who, despite preferring a longer notice period, generally acknowledged the reduction and appeared to adapt well. New residents received a welcome pack, which included meals and basic items until their first weekly online shopping order was completed.

## **Standard 3: Personal Safety**

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SPS considered risk factors associated with harm or abuse during the process of identifying individuals for transfer or progression to Lilias, as part of the Women's Case Management Board or Risk Management Team discussions. No concerns regarding personal safety were raised, and individuals in Lilias reported feeling safe and comfortable communicating any concerns with staff.

Staff members displayed comprehensive knowledge of standard operating procedures, including the SPS anti-bullying strategy 'Think Twice.' Residents were encouraged to report issues during morning meetings, privately through in-room intercoms, or in one-on-one sessions with their personal officers. Staff also identified concerns through informal channels and behavioural observations, challenging unacceptable behaviours. Collaborative efforts with external partners aimed to provide additional support for interpersonal relationships and coping skills, seeking relevant interventions as needed.

Overall, staff demonstrated a strong understanding of support mechanisms and actively sought opportunities to assist residents in resolving issues, with appropriate staff interventions when necessary.

## **Standard 4: Effective, Courteous and Humane Use of Authority**

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There were no issues or concerns regarding discipline, force, physical restraint, or property highlighted during the year. One planned un-cuffed staff escort had to be changed to a GEOAmev prisoner transport escort, with consent paperwork signed for cuffing. SPS were unfortunately unable to facilitate the escort without all other residents being confined to their houses for the period, although there were other times when people had been confined to their houses for other reasons. Although the specific circumstances of these examples varied, it could have led to perceptions of inconsistency and unfairness, and enhanced communication could have addressed those concerns.

Many felt that strip searches were degrading and caused trauma, citing experiences of nakedness before staff and being required to hand over underwear. IPMs reviewed procedures and confirmed that the processes had adhered to established protocols. In April 2024 His Majesty's Inspectorate of Prisons for Scotland (HMIPS) wrote to the Cabinet Secretary for Justice about their repeated calls to change [body searching guidelines](#) to a more trauma informed approach. Any changes to current procedures could not be made locally, or by senior management at HMP & YOI Stirling, as it would require updates to the prison rules and be uniformly applied across the estate.

## **Standard 5: Respect, Autonomy and Protection from Mistreatment**

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There was a calm and respectful atmosphere with few complaints received by Liliass, possibly due to good relationships and resolving issues informally with staff at the lowest level possible without the need to submit a complaint form. Where complaints were received staff were aware of and followed the relevant procedures.

Prisoner Information Action Committee (PIAC) meetings were noted to have reduced and there was a lag between the meeting and minutes being available in the Hub. However, the unit manager was aware and working towards stabilising PIAC frequency and ensuring minutes were available swiftly. There were other opportunities for people to put their ideas, suggestions, and questions to staff which included one-to-one conversations with staff, the daily morning meeting, and a 'talking wall' in the gallery for feedback and desired activities etc.

On the few occasions when staffing challenges had affected the regime; the impact had been for short periods when people were confined to their house to enable staff breaks and meet the minimum staffing protocols. On such occasions staff had spoken with residents in advance and they had been relatively accepting of the need. Such occurrences were the exception rather than the norm.

## **Standard 6: Purposeful Activity**

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Many residents valued outdoor time, particularly during more favourable weather, and access to outdoor spaces was unrestricted throughout the day. The gym, although small, was well equipped and people also made use of the gallery, hub, and outdoor spaces to exercise.

During the year chickens were introduced and created a new work opportunity for two people, alongside the cleaning jobs available within Liliass and, for those eligible, regular community work placements which people were enjoying.

Throughout the year, SPS staff and partners, including the Creative Change Collective, Citizens Theatre, Jumping Jacks, HOPE Connections, Wise Women, Recovery Coaching Scotland, DWP, and Fife College, delivered diverse activities tailored to various needs and interests. These included workshops and opportunities in alternative therapies with crystals and chakra healing, creative writing, drama, songwriting, a new book club in partnership with Edinburgh University, guest speakers, and crafts like embroidery and sewing. Key events featured Mental Health Awareness Week, Pride Month, and during Recovery Month education helped organise a family day and some people were able to join the Glasgow recovery walk.

Fife college delivered a range of education and broader support opportunities, with classes often full or well attended. It was positive to hear that people had obtained Scottish Qualification Certificates (SQC) and were undertaking Open University studies. IT for educational purposes was still unavailable by the end of the year – testing had been undertaken but it had been further delayed due to the forthcoming change of education provider, from Fife College to People Plus. This was outwith the control of staff at Liliass and senior management at Stirling; all were equally frustrated and continued to pursue the issue with SPS headquarters.

There were good opportunities to assist individuals to maintain connection with their family and friends, not only through face-to-face and virtual visits, but opportunities such as the family day. Residents were able to give their visitors a short tour of the unit including education, the gym, the chicken coop and a BBQ was provided. Such days were enjoyed by residents and visitors alike.

## **Standard 7: Transition from Custody into the Community**

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A multidisciplinary and case work approach supported sentence and pre-release planning effectively for those serving both short- and long-term sentences. Integrated Case Management (ICM) and Risk Management Team (RMT) meetings were held regularly. Relevant SPS staff and partner agencies were involved, including social work and psychology, who had an input into the discussions and the decisions reached.

Partnerships had also been developed, and continued to develop, for external agencies to deliver activities to help build relationships, awareness, and opportunities which could continue to support people in the community once released. To bolster support upon release there were continued ongoing efforts as SPS staff actively explored partnerships including with external recovery services and larger organisations to work towards longevity of work opportunities upon release.

Individuals spoke about being well supported regarding their progression and release planning, with staff and partner agencies helping to explain the processes, opportunities and answer any questions. Examples included working closely with their personal officers, speaking about their interests, needs, and future employment options once released. Plans covered recovery support, a good example being someone accepted to a rehabilitation centre well in advance of their release, which enabled them to focus on other aspects. Support also related to housing, employment and benefits, which helped to build confidence, and engagement with Shine, a women's mentoring service helping to build self confidence.

## **Standard 8: Organisational Effectiveness**

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The Liliass staff team functioned cohesively, maintaining strong working relationships both internally and with external partners. The team demonstrated a clear understanding of each other's roles and responsibilities and collaborated effectively with external service providers, while also exploring opportunities to develop new potential partnerships.

Staff had to adapt to the 35-hour work week introduced across the Scottish prison estate in December 2024. Concurrently, they experienced higher than normal staff absences. Despite unavoidable effects, such as the cancellation of external appointments, the unit manager held regular roster meetings with first-line managers to monitor and manage staffing levels, ensuring that disruptions were minimised.

HMIPS carried out a [full inspection](#) of the Liliass Centre in February 2024, published in mid-August 2024 with 22 recommendations. Senior management at HMP & YOI Stirling, management at Liliass, and SPS headquarters provided updates on these recommendations to the inspection team.

Liliass, and its sister unit Bella in Dundee, were recognised for the advancement in providing gender-specific and trauma informed care being placed second at the Europris 2024 European Prison Achievement Awards. SPS worked with the BBC to promote this advancement, including a BBC feature in March 2024, and the UK Ministry of Justice planned to visit to see how services in England and Wales could learn from them.

## **Standard 9: Health and Wellbeing**

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Residents had access to occupational therapists (OT), and an OT participated in the Risk Management Team. The Women's Case Management Board meetings have knowledge of each

person before they move to Liliias. A collaborative forum, with OT, SPS staff, and Clinical Psychology worked to develop a shared understanding of more complex cases. OT also led or supported a range of opportunities which supported daily living, including workshops in budgeting, healthy eating, Qigong, and programmes aimed to enhance social skills and support people with ADHD. Other opportunities which supported health and wellbeing included Menopause and Me, Anchor Anger, Boundaries and Self-care, Gratitude and Self-care, and Gratitude and Self-compassion. There was good attendance. Many of the opportunities offered, and the overall approach, exemplified effective collaboration and person-centred care.

Appointment timescales were reported to be generally in line with or better than those experienced in the community for the majority of the year. Towards the end of the year IPMs noted delayed or cancelled external optician and dental appointments, linked to the staffing absences described under standard 8. There were also delays accessing psychologist support due to a long waiting list. Nevertheless, there were examples of swift access, including to external dental services.



## Key Issues

1. Access to IT for educational purposes
2. Canteen – availability of items/delivery times



## Encouraging Observations

There were strong, positive relationships with all staff and partners involved with Liliias. There was a commitment to person-centred and trauma-informed care, allowing residents to discuss and participate in decisions regarding their transition and reintegration into their communities. The environment played a significant role in supporting these approaches, with its trauma-informed design fostering independence and enabling residents to live independently, a practice well-supported by staff and partners.

There was a noticeable decrease in discussions related to feelings of boredom, as residents adapted to a significantly different regime and assumed greater responsibility for managing their time effectively. A variety of activities and opportunities were expanded to cater for individual needs and interests, as evidenced by good attendance at workshops etc, and people reflected on how it helped them build confidence, feel supported, and prepare for release.