

HMIPS Pre-Inspection Survey Findings

**HMP Inverness
July 2022**

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Executive Summary

Background

This document reports on the findings of the HMIPS pre-inspection questionnaire conducted in HMP Inverness on 6th-7th July 2022. The survey was distributed to all prisoners (116), with a response rate of 53% (61 responses).

Standard 1: Lawful and transparent custody

- Just over half of respondents (56%) said they received an induction in a form they could understand, and 62% said that they were treated well in reception on arrival.

Standard 2: Decency

- More than half of respondents (66%) thought the quality of the food was good, but only 19% said that they always got enough to eat at mealtimes.
- Most respondents said they were able to shower every day (93%), and most said they could get their clothes washed at least once a week (95%).

Standard 3: Personal safety

- Less than one third (31%) of respondents said they always felt safe at HMP Inverness, and 18% reported rarely or never feeling safe.
- 37% reported having witnessed another prisoner being abused, threatened, bullied or assaulted by prison staff; and 32% reported having been abused, bullied, threatened or assaulted by prison staff themselves.
- 29% said they had been abused, threatened, bullied or assaulted by another prisoner.
- Most prisoners (62%) said they would not or probably would not report abuse, bullying, threats or assault by prison staff, and 71% said they would not or probably would not report the same behaviour by other prisoners.

Standard 4: Effective, courteous and humane use of authority

- Less than one third of respondents (29%) said they were always given a reasonable explanation when their cell is searched.
- Less than half of respondents (45%) thought that the system for accessing their personal property worked well.

Standard 5: Respect, autonomy and protection against mistreatment

- Less than a third of respondents (32%) said they were always treated with respect by staff.
- In total, 49% of respondents said they had a personal officer (PO). Broken down by prisoner type, 73% of convicted respondents said they had a PO, and 14% of remand respondents said they had a PO.
- Of those who had a PO, most (80%) said their PO was either very helpful or quite helpful.
- 7% of prisoners said that when prisoners were consulted on things like food, canteen and healthcare, changes were often made as a result. 39% said prisoners were not consulted at all.
- Most respondents (74%) said that the complaints system worked badly.

Standard 6: Purposeful activity

- Most respondents (84%) said it was very easy or easy to access education.
- Around one in five (21%) respondents said it is easy or very easy to access skills training.
- Almost half (47%) said it was very easy or easy to access prison jobs.
- Most respondents (83%) said they were able to spend at least one hour outdoors in the fresh air in the previous week.
- Of those who answered the question, 88% said they could go to the gym or play sports at least once a week, and 81% could go to the library at least once a week.
- Most respondents (68%) said they were not able to spend more than two hours out of their cells on the previous Tuesday, and 81% said they were not able to spend more than two hours out of their cells on the previous Saturday.
- Of those who practiced a religion, less than half (48%) said they were well supported to do so.
- Of those who said they knew about the availability of visits, half of respondents (51%) said the prison gave them a chance for in-person visits every week, and half (50%) said they had a chance to have video-call visits every week.
- Over a third (38%) said that their visitors were always treated with respect by staff.
- 17% of convicted respondents said they had had a chance to attend an offender behaviour programme.
- 16% of all respondents said they had had a chance to access psychology support; and 50% said they had had a chance to access prison-based social work support.
- Of those serving long-term sentences, none said that they had been given the opportunity to go on unescorted leave.
- Most respondents (77%) were not waiting to attend a programme or case management support. Of those who were, 83% had been waiting less than two years.

Standard 7: Transitions from custody into the community

- 33% of respondents said that they were due to be released in the next six weeks
- Of these, 50% said they needed help to sort out accommodation for their release, with 17% saying they were receiving this help.
- 50% said they needed help to sort out getting employment, with 22% saying they were getting this support.
- 34% said they needed help to sort out setting up education or training, with 7% saying they were getting this support.
- 88% said they needed help with arranging benefits, with 44% saying they were getting this support.
- 73% said they needed help with getting support for drug and alcohol use for their release, with 33% saying they were getting this support.
- 64% said they needed help with getting support for their physical health for their release, with 14% saying they were getting this support.
- 88% said they needed help with getting mental health support for their release, with 29% saying they were getting this support.

Standard 9: Health and wellbeing

- Of those who expressed an opinion, the majority said it was very easy or easy to access the following health services: doctor (61%); nurse or nurse practitioner (63%); addictions services (54%); and the pharmacist (57%).
- Of those who expressed an opinion, the majority said it was difficult or very difficult to access the following health services: dental services (57%), mental health services (46%), and hospital or other medical appointments outside the prison (66%).
- Of those who expressed an opinion, the majority rated the following services as good or very good: doctor (70%); nurse or nurse practitioner (74%); dental services (75%); mental health services (54%); addictions services (64%); pharmacist (79%).
- Of those who disclosed the information, 61% of respondents said they had a disability or long-term health condition. Of these, less than half (43%) said they were getting the support they needed for it.
- Of those who said they had needed it, 36% said they have received support for alcohol use and that it had been helpful.
- Of those who said they had needed it, 46% said they have received support for drug use and that it had been helpful.
- Of those who said they had needed it, 36% said they have received support for mental health issues and that it had been helpful.

Introduction

This document reports on the findings of the HMIPS pre-inspection questionnaire conducted in HMP Inverness on 6th-7th July 2022.

A total of 116 of prisoners were held in HMP Inverness on the first day of the survey, and all were asked to complete it. In total, 61 people returned completed questionnaires, providing a 53% response rate.

The data is presented according to the HMIPS inspection standards. There are no results for Standard 8 as the questionnaire does not ask any questions relating to this standard.

Method and limitations

The survey was conducted on 6th-7th July 2022 by HMIPS staff. On the first day of the survey, a full list of prisoners and their cell numbers was requested from HMP Inverness, and this was used to hand out the surveys to all prisoners.

HMIPS staff personally handed out the surveys, and aimed to speak to each prisoner, to explain the survey and ask if they wished to take part. Those who wanted to take part were given a paper copy of the questionnaire along with the privacy notice, a pen and an envelope. They were also asked if they would need assistance to complete the questionnaire, and provided with this assistance later in the day if needed. Those who did not wish to take part were not given the questionnaire. Respondents were asked to complete the questionnaire and seal it in the envelope provided and to hand it back to HMIPS staff when they returned later in the day. Staff returned to each hall several times throughout the day, and the following day, to collect completed questionnaires.

The responses to each completed questionnaire were entered into a digital version of the same survey by HMIPS staff, and these results were analysed.

All digital data generated during the pre-inspection surveys is stored securely on HMIPS secure servers, and hard copies of completed surveys are securely held according to Scottish Government data protection guidelines. Hard copies of the surveys are destroyed after the inspection has been completed.

As with all survey data, the findings reported here are limited by a number of factors, including non-response and response bias. And while it is planned for future surveys, it was not possible during this pilot to translate the survey into languages other than English.

Note on presentation of data

With the exception of the demographic information in the respondent profile section, for each question in the following report, any non-responses or invalid responses have been excluded from the analysis. When conducting the data entry, responses were marked as invalid where a respondent had ticked two or more answers, or

where it was not clear which box they had ticked. Where any other type of response has been excluded in this analysis, this is explained in the text.

Each chart gives a figure (N = X) to show how many responses are included in the analysis.

Participant Profile

All respondents who disclosed their age were aged between 21 and 70. The most common age groups taking part in the survey were 31–40 year olds (33%), 26-20 year olds (20%), and 21-25 year olds (18%). 2% of respondents did not disclose their age.

The majority (96%) of respondents described their ethnicity as white, and 98% said that they were UK citizens.

Just under half of respondents (44%) reported having a religion, with the most common being Church of Scotland (16%) Roman Catholic (10%), and Other Christian (8%). Almost half (49%) said they have no religion, and 7% did not disclose this information.

Almost two thirds of respondents (61%) said that they had a disability or long-term health condition, while 39% said that they did not.

The majority of respondents said that they had been in HMP Inverness for less than 3 years (89%).

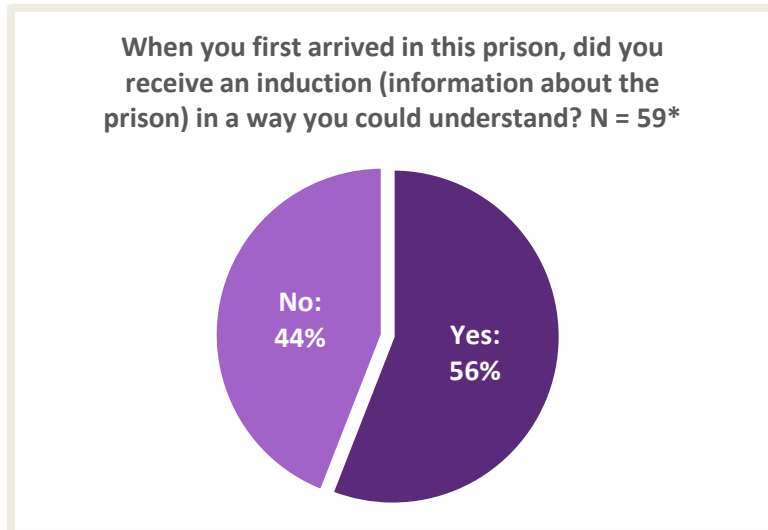
Just over half of respondents (56%) said that they were serving a sentence (56%). Of these, 82% were serving sentences of less than four years (47% of all respondents), and 18% were serving sentences longer than four years (10% of all respondents).

Those on remand accounted for 43% of respondents, and 2% did not disclose their sentence length/type.

Standard 1: Lawful and Transparent Custody

Induction

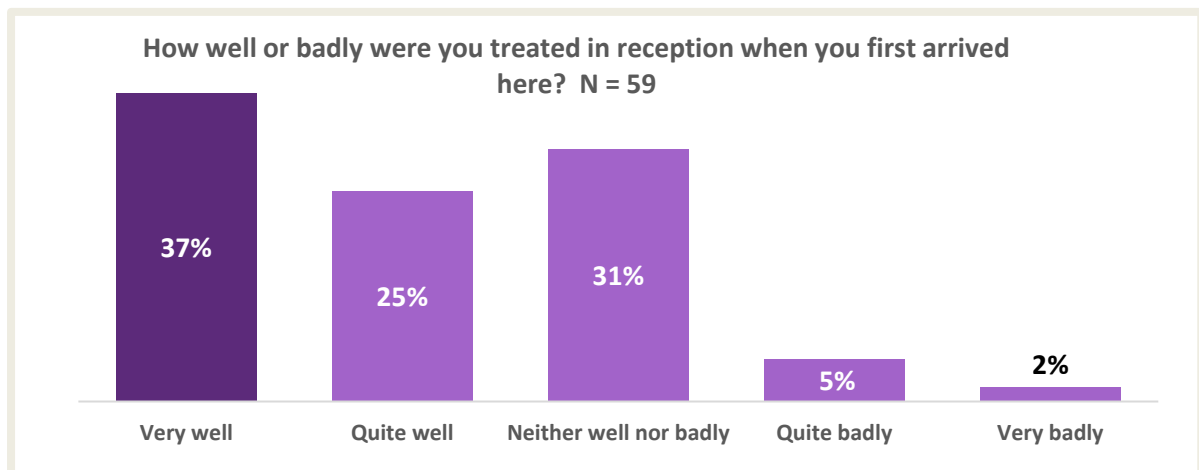
Of those who could remember (98% of valid responses), just over half (56%) of respondents said that they received an induction in a form they could understand on arrival at HMP Inverness.



*Excluding "don't remember" (2% of valid responses)

Treatment in reception

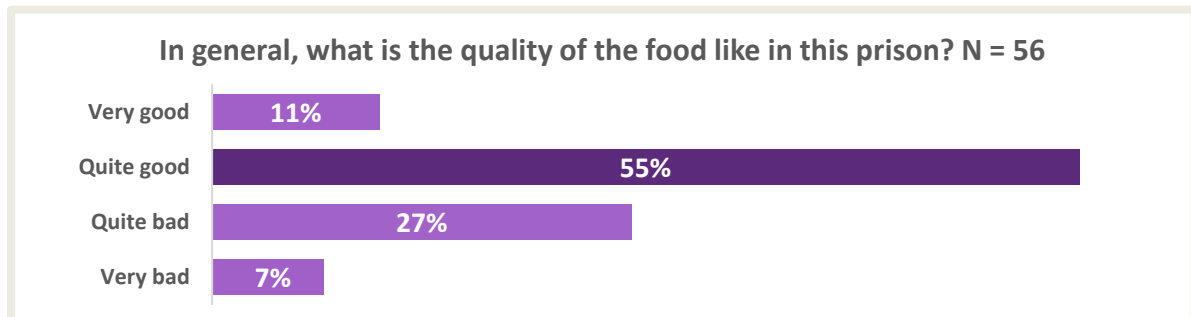
Overall, just under a third of respondents (62%) said they were treated well in reception, including 37% who said they were treated very well. A small percentage (7%) reported being treated badly in reception.



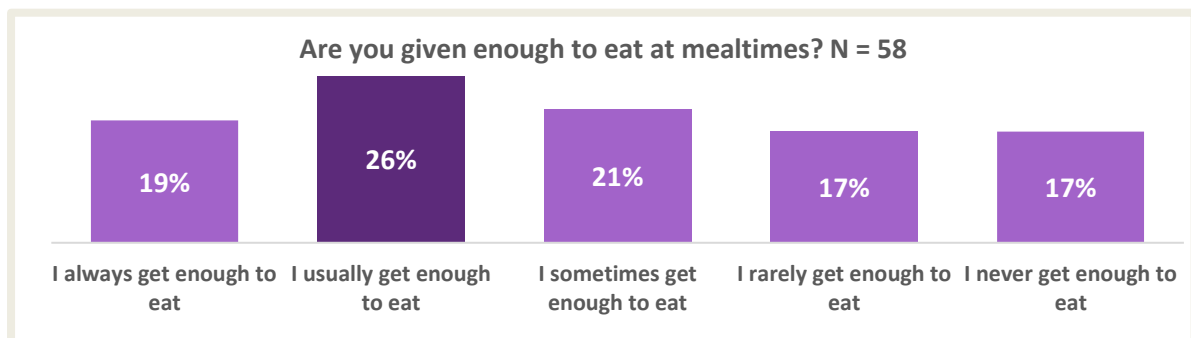
Standard 2: Decency

Food

The majority of respondents (66%) rated the quality of the food positively, with 55% saying the quality was quite good, and 11% saying it was very good. Just over one quarter (27%) said the food quality was quite bad, and 7% said it was very bad.

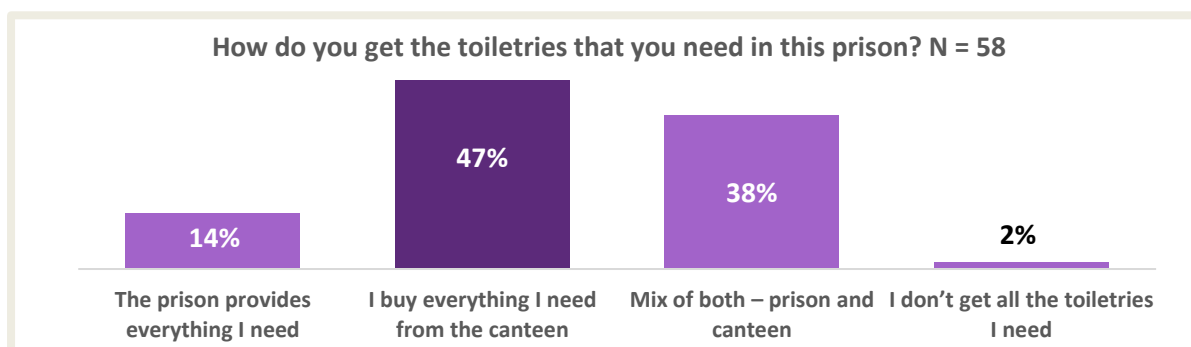


However, the quantity of food provided was rated more negatively. Less than half (45%) of respondents said that they always or usually got enough to eat at mealtimes. 34% reported rarely (17%) or never (17%) getting enough to eat at mealtimes.

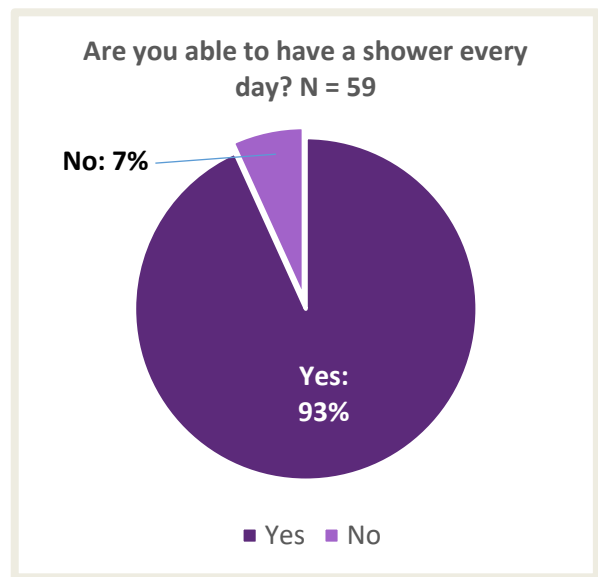


Toiletries, showering and laundry

A small minority (14%) of respondents said that the prison provided all the toiletries they need. Almost half (47%) said they got everything they need from the canteen, while 38% said they used a mixture of toiletries they receive from the prison and the canteen. 2% said that they did not get access to the toiletries they needed.



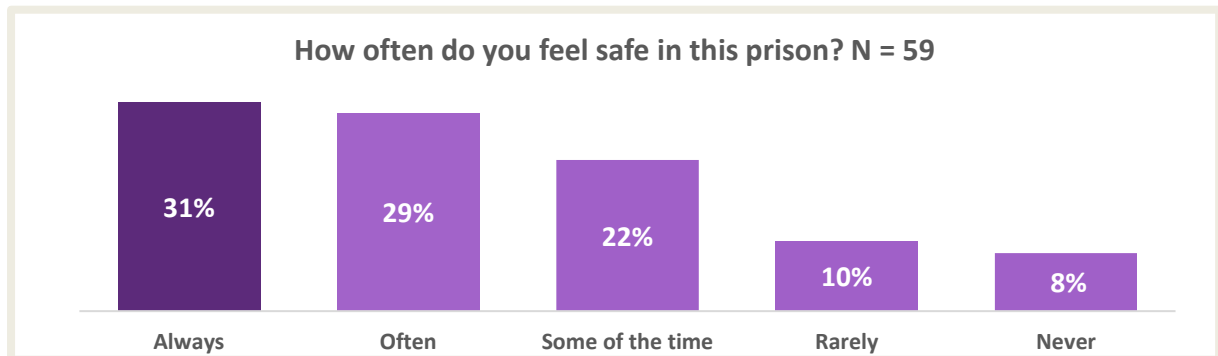
Almost all respondents said that they were able to have their clothes washed at least once a week (95%), and that they were able to have a shower every day (93%).



Standard 3: Personal Safety

Perception of safety

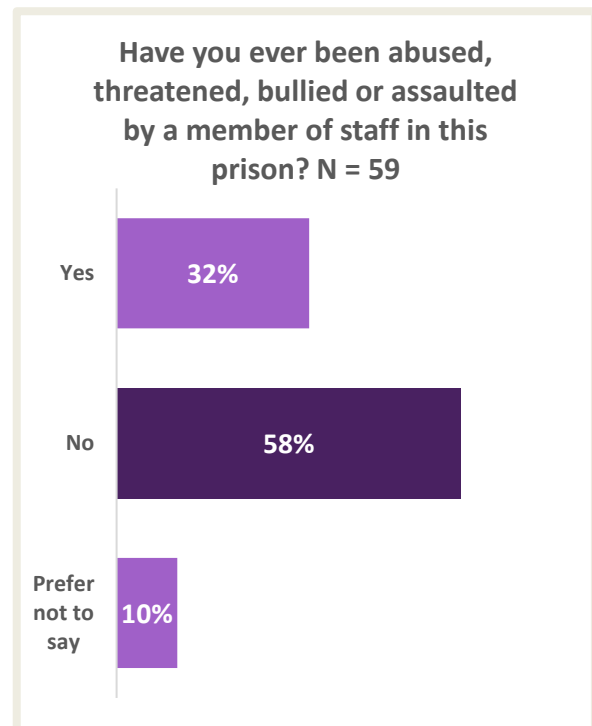
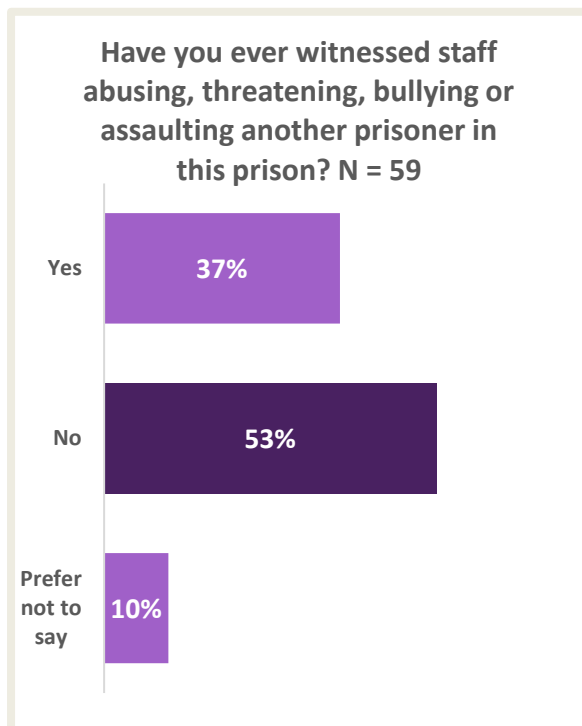
Just under a third (31%) of respondents reported always feeling safe at HMP Inverness, with a further 29% saying they often felt safe. Almost one in five (18%) said that they rarely (10%) or never (8%) felt safe.



Abuse, threats, bullying or assault by staff

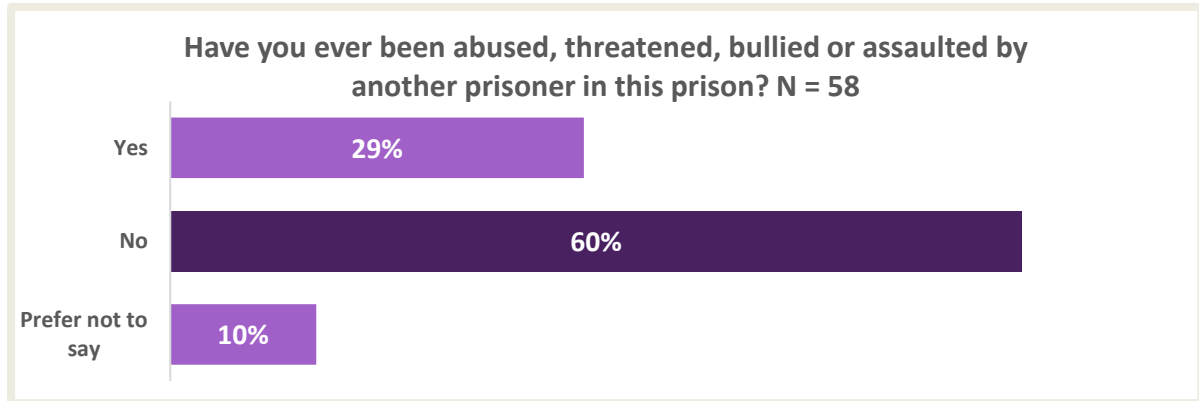
Just over half of respondents (53%) said they had never seen staff abusing, threatening, bullying or assaulting another prisoner in HMP Inverness. 37% said they had witnessed this, and 10% said they would prefer not to say.

Around a third of respondents (32%) said that they themselves had been abused, threatened, bullied or assaulted by a staff member, while 58% said this had not happened to them and 10% declined to say.



Abuse, threats, bullying or assault by prisoners

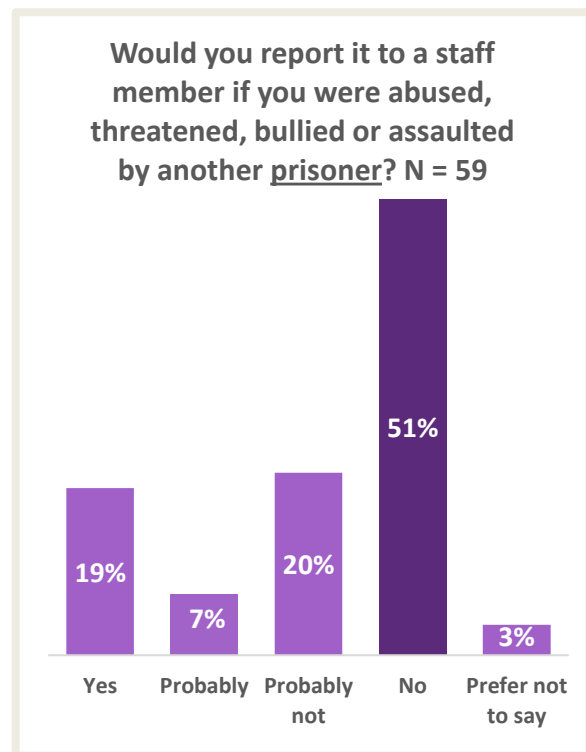
Just under a third of respondents (29%) said that they had been abused, threatened, bullied or assaulted by another prisoner while in HMP Inverness. Over half (60%) said that this had not happened to them, and 10% preferred not to say.



Reporting abuse, threats, bullying or assault

Most respondents (62%) said they would not (34%) or probably would not (28%) report it if they were abused, threatened, bullied or assaulted by another member of staff. Just over a quarter (28%) said they would, and 3% said they probably would.

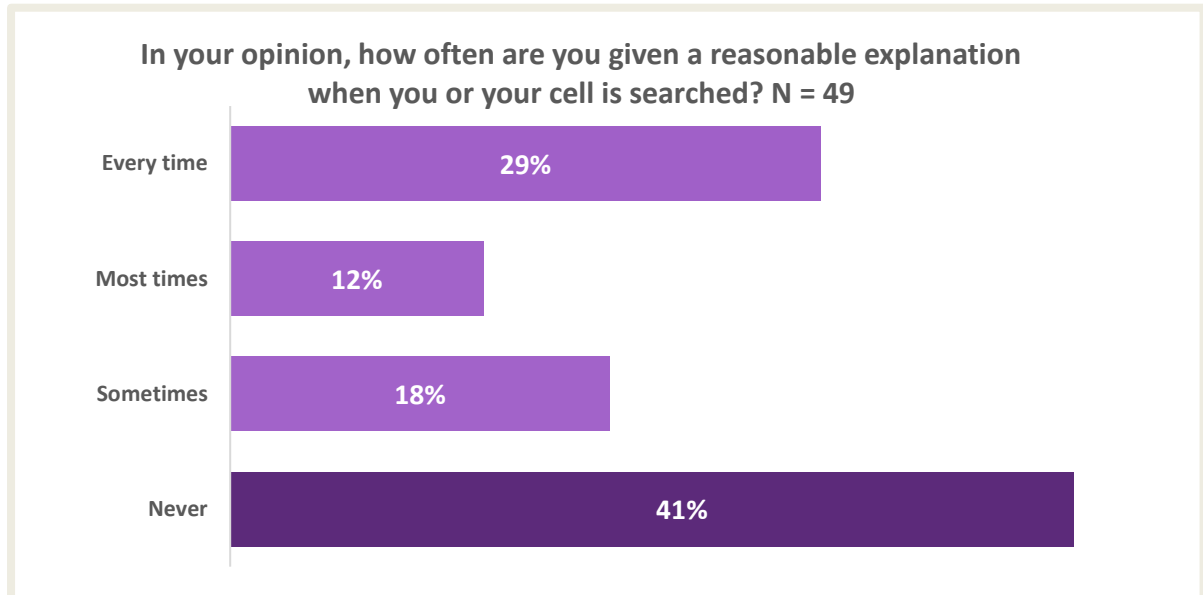
The majority (71%) said they would not (51%) or probably would not (20%) report it if they were abused, threatened, bullied or assaulted by another prisoner. 19% said they would, and 7% said they probably would.



Standard 4: Effective, Courteous and Humane Use of Authority

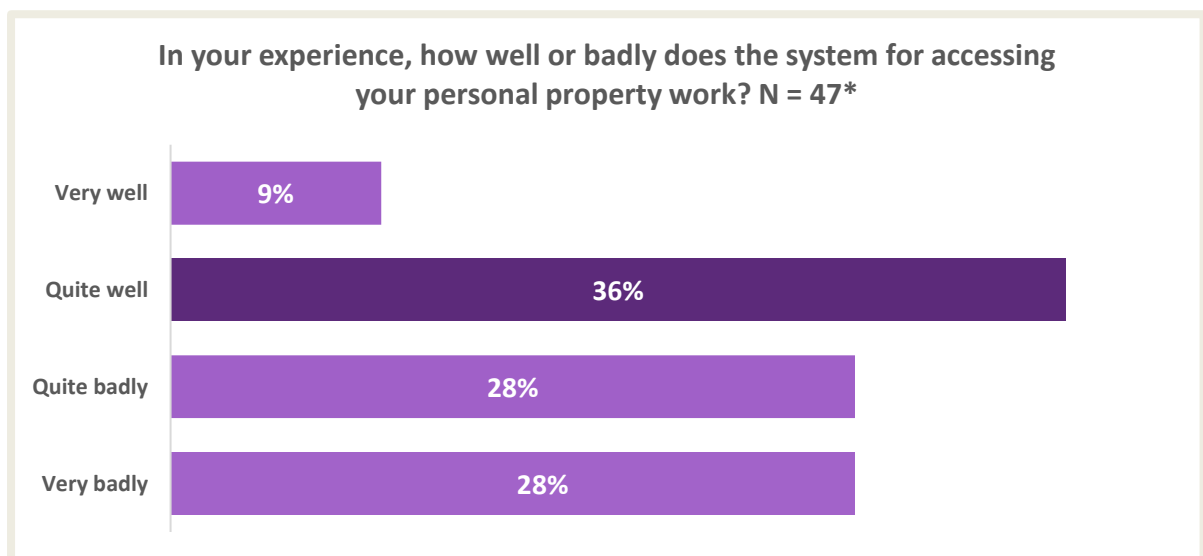
Searching

Less than one third of respondents (29%) said that they were always given a reasonable explanation when they or their cell were searched. 41% reported that they were never given a reasonable explanation.



Accessing personal property

Excluding those who said they didn't know (13% of valid responses), just under half of respondents (45%) felt that the system for accessing personal property either worked very well (9%) or quite well (36%). The majority (56%) felt that it worked badly, with 28% saying it worked quite badly, and 28% saying it worked very badly.

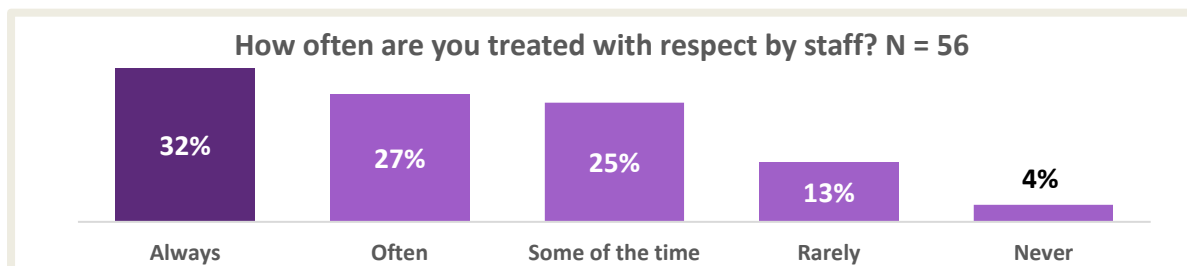


*Excludes "don't know" (13% of valid responses)

Standard 5: Respect, Autonomy and Protection against Mistreatment

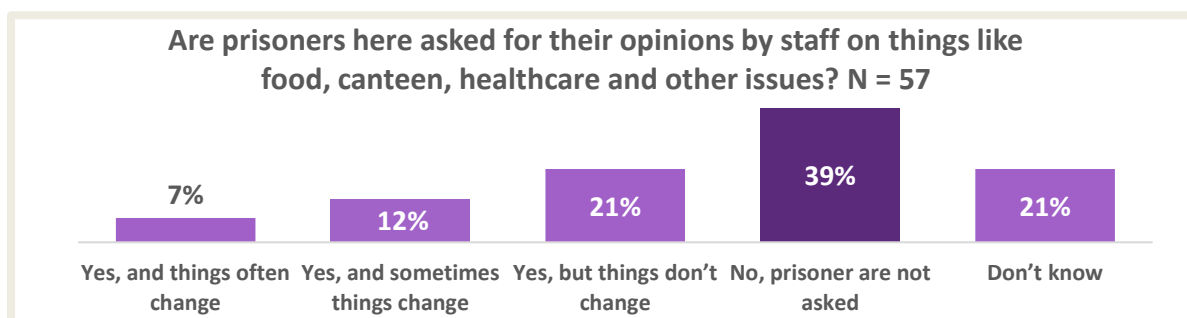
Respect

More than half (59%) of respondents said that they were always (32%) or often (27%) treated with respect by staff, while 17% said that they were rarely (13%) or never (4%) treated with respect by staff.



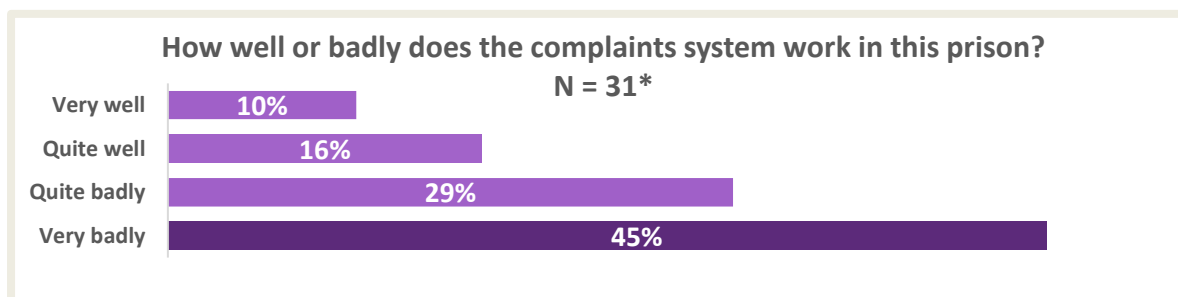
Consultation with prisoners

Most respondents felt that prisoners' opinions were not usually taken into account regarding aspects of prison life such as food, canteen, and healthcare. In total, 39% said that prisoners were not asked about these issues. 7% said that prisoners were asked, and things often did change as a result.



Complaints

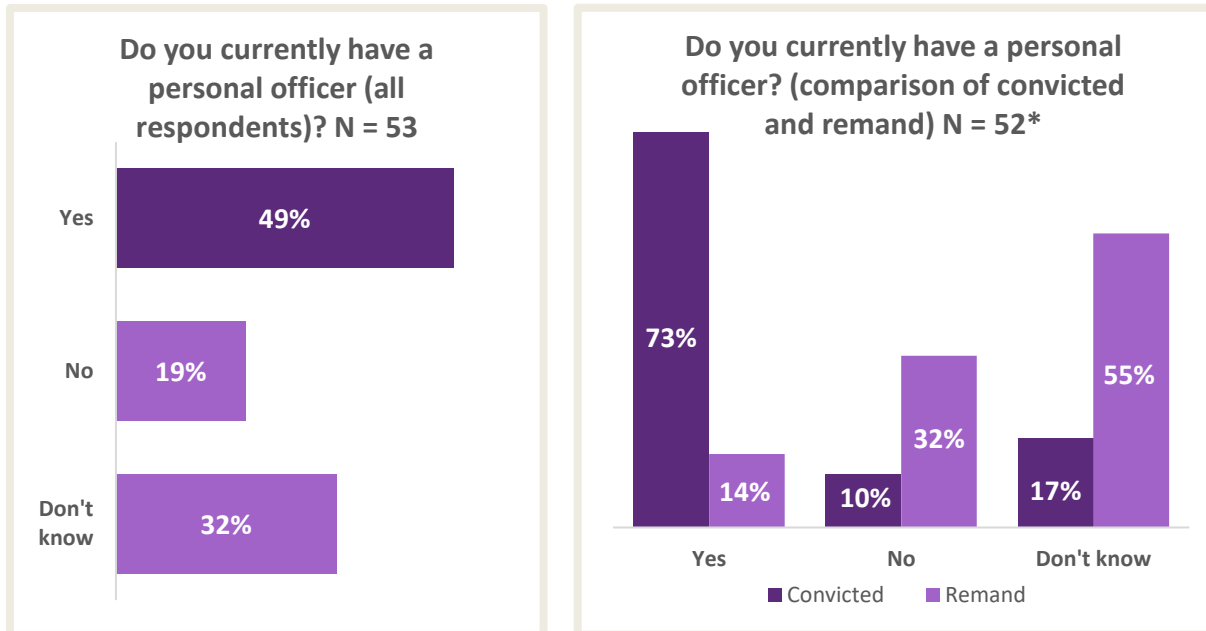
When asked how well or badly the complaints system works, 42% of respondents said they did not know. Excluding those who did not know or did not respond, the majority felt that the complaints system did not work well (74%). The most common response was that it worked very badly (45%).



*Excludes "don't know" (42% of valid responses)

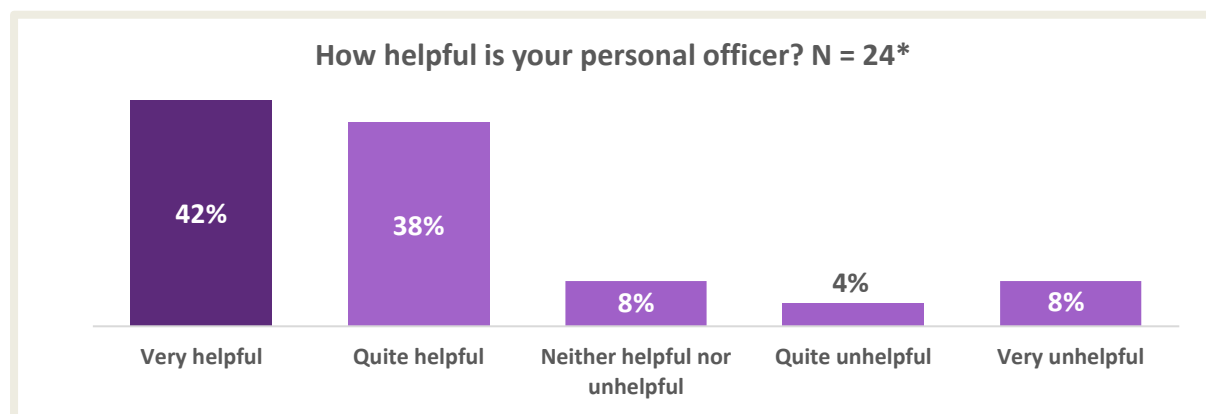
Personal officers

Around half of prisoners said that they had a personal officer (49%), with 32% saying they did not know, and 19% saying they did not have one. When this data is broken down by prisoner type, 73% of convicted respondents said they had a personal officer, compared to 14% of remand prisoners.



**Excluding those who did not disclose whether they were convicted or on remand*

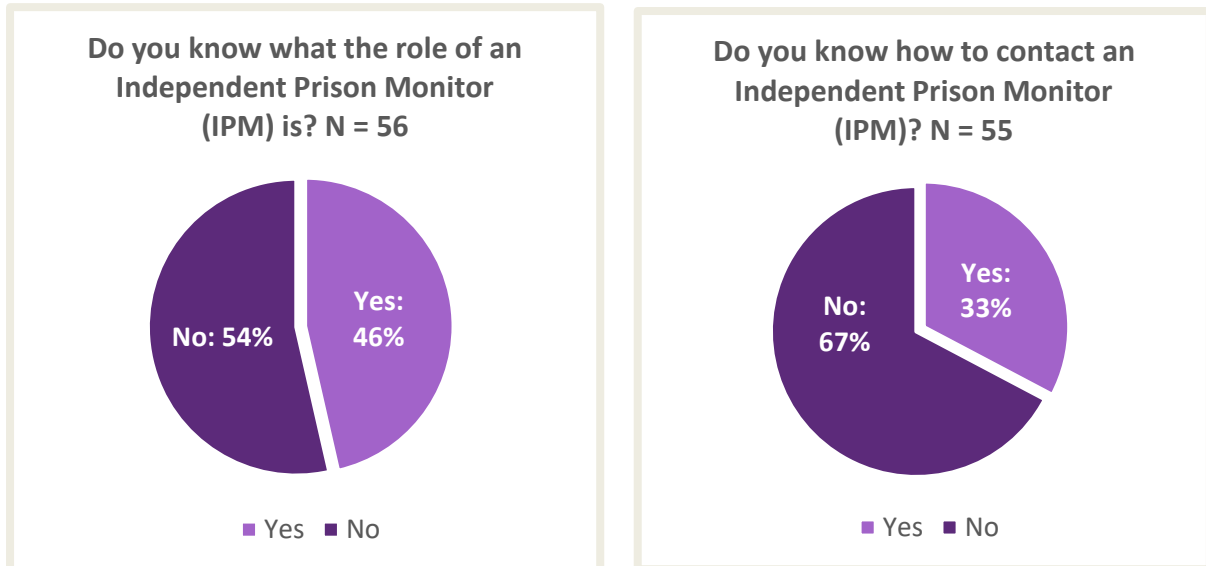
Those who had a personal officer were asked how helpful they were. Of those who responded, the majority (80%) were positive, saying that their personal officer was either very helpful (42%) or quite helpful (38%). 12% responded negatively, with 4% saying their personal officer was quite unhelpful, and 8% saying they were very unhelpful.



**Responses from those who said they have a personal officer*

Engagement with Independent Prison Monitors (IPMs)

Less than half of respondents (46%) said they knew what the role of an independent prison monitor (IPM) was, and only one third (33%) said they knew how to contact an IPM.



When asked about the last time they had contacted an IPM, most respondents said they had never tried to contact an IPM (62% of valid responses). Of those who had tried to contact an IPM, the majority (58%) had had a positive experience, with 26% saying that it was very helpful, and 32% saying it was quite helpful. 21% said they were unable to contact an IPM when they tried, and 11% said that the IPM was very unhelpful.

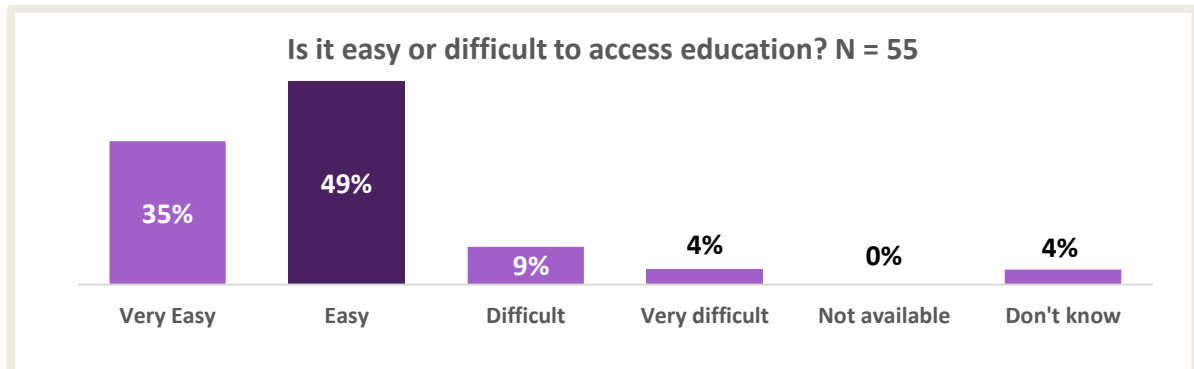


*Excludes "I have never tried to contact an IPM" (62% of valid responses)

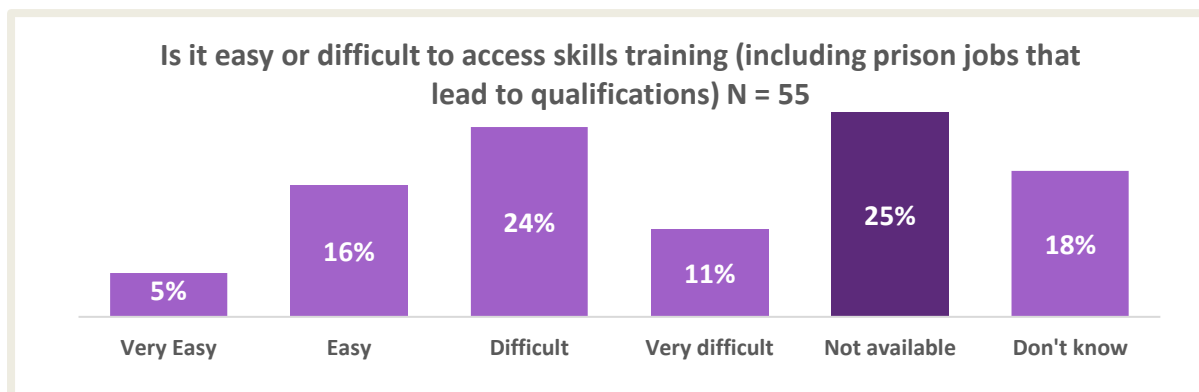
Standard 6: Purposeful Activity

Access to education, training and work

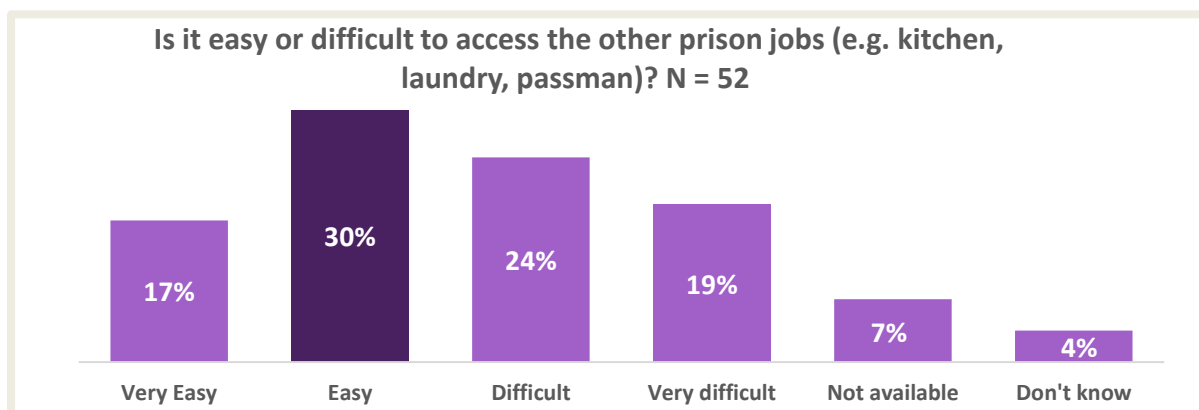
The majority of respondents (84%) said that it was easy (49%) or very easy (35%) to access education.



Around one in five (21%) of respondents said that it was very easy (5%) or easy (16%) to access skills training. The remainder said that it was difficult/very difficult (35%), unavailable (25%) or they did not know (18%).

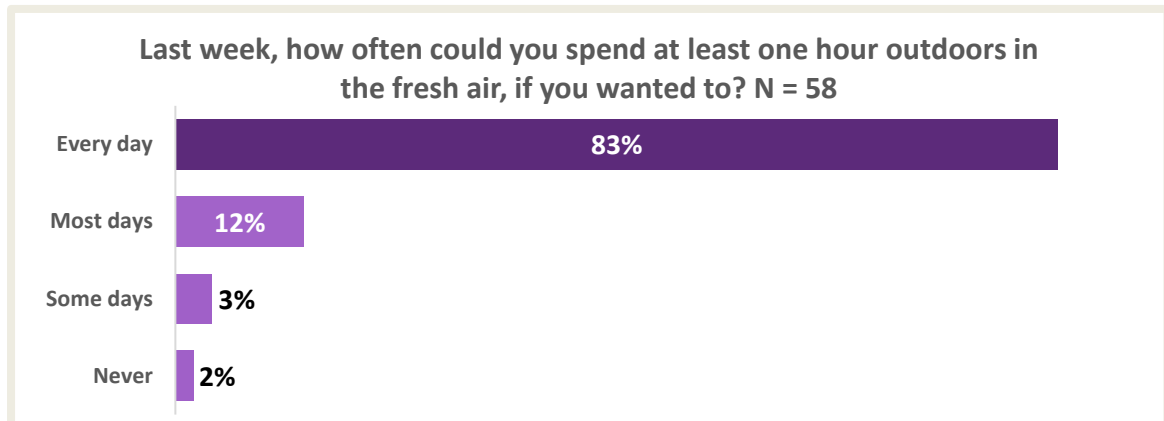


Almost half of respondents (47%) said that it is easy (30%) or very easy (17%) to access prison jobs, while 43% said it is difficult (24%) or very difficult (19%). 7% said prison jobs were unavailable to them, and 4% did not know.

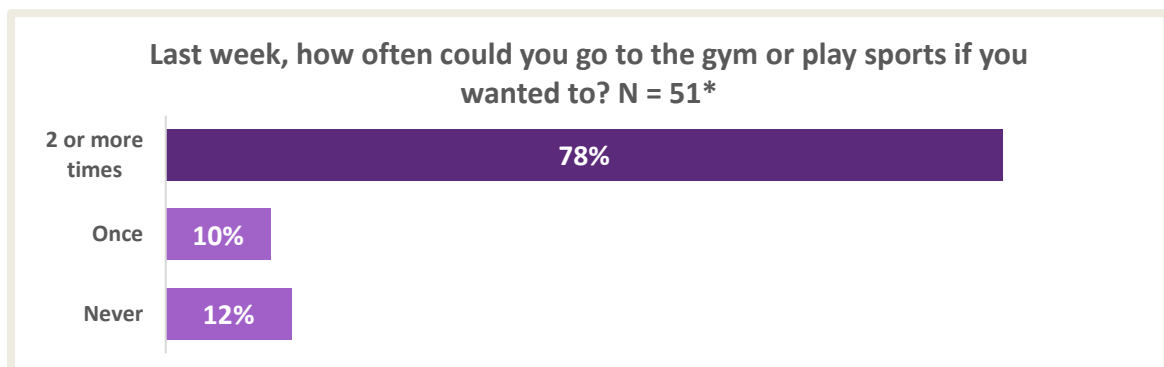


Fresh air, gym/sports and library access

The majority of respondents (83%) said that they were able to spend at least one hour outdoors in the fresh air every day. 12% said they could do so most days, 3% said they could do so on some days, and 2% said they never could.

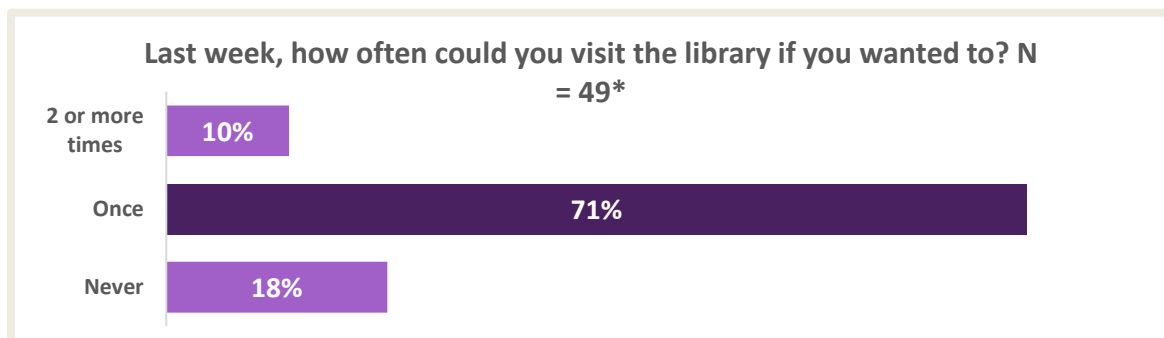


Excluding those who said they did not know (11% of respondents), most respondents (78%) said they could go to the gym or play sports at least twice a week. 10% said they could do so once a week, and 12% said they never could.



*Excluding "don't know" (11% of valid responses)

Excluding those who said they did not know (14% of valid responses), the majority of respondents (71%) said they could visit the library once a week. 10% said they could visit the library two or more times a week, and 18% said they could never visit the library.

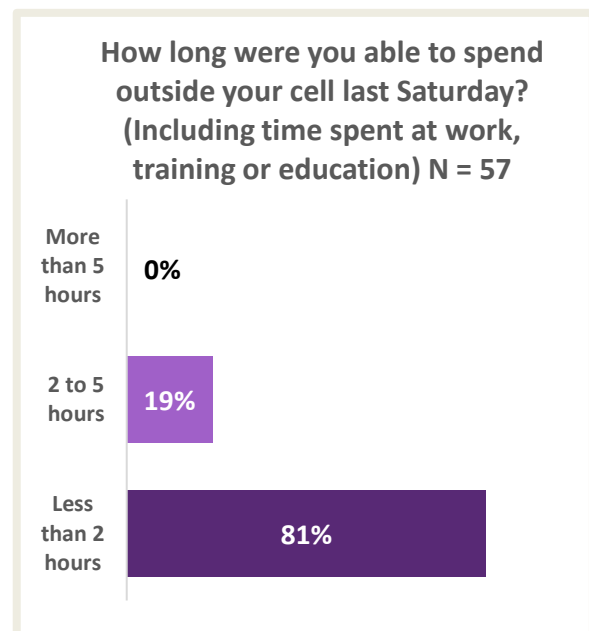
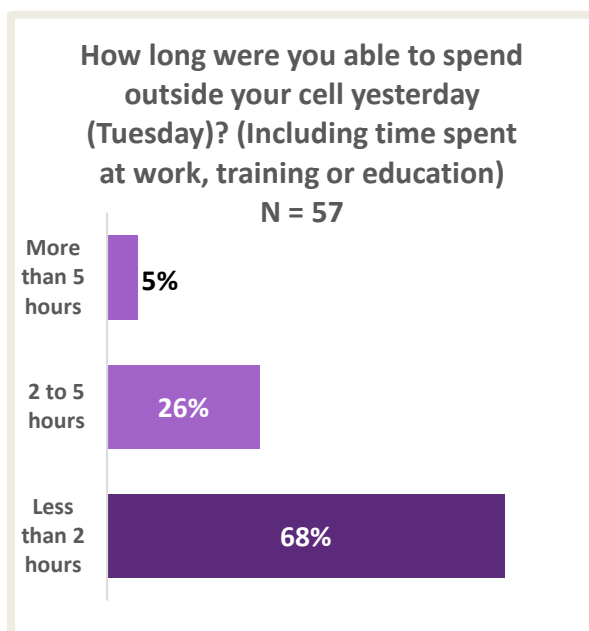


*Excluding "don't know" (14% of valid responses)

Time out of cell

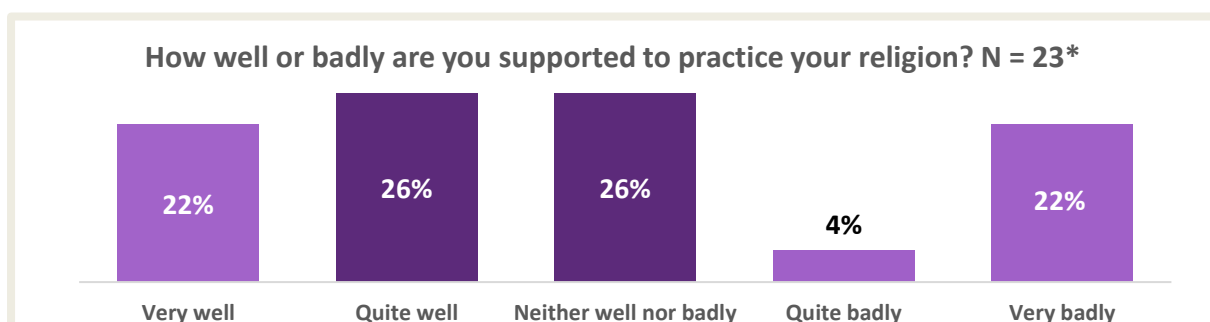
The majority of respondents (68%) said that they were able to spend less than two hours out of their cell on the previous weekday (a Tuesday), including time spent at work, education or training. Around one quarter (26%) said they could spend between two and five hours out of their cell, and only 5% said they could spend more than five hours out of their cell.

The majority of respondents (81%) said they could spend less than two hours out of their cell on the previous Saturday. No one (0%) said they could spend more than five hours out of their cell, and 19% said they could spend between two and five hours out of their cell on the previous Saturday.



Religious practice

When asked about religious practice, 58% of respondents said they did not practice a religion. Of the remaining 42% who do practice a religion, just under half (48%) responded positively, saying that they were very well (22%) or quite well (26%) supported to practice their religion. Over a quarter of respondents (26%) said they were poorly supported to practice their religion, including 22% who said they were very badly supported.

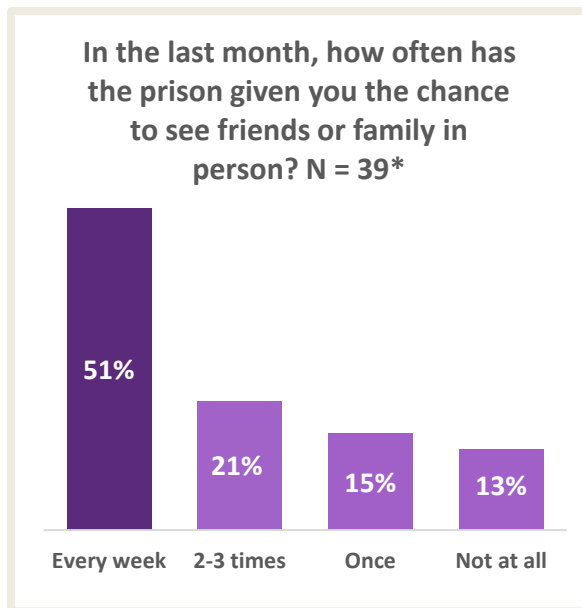


*Excluding those who said they do not practice a religion (58% of valid respondents)

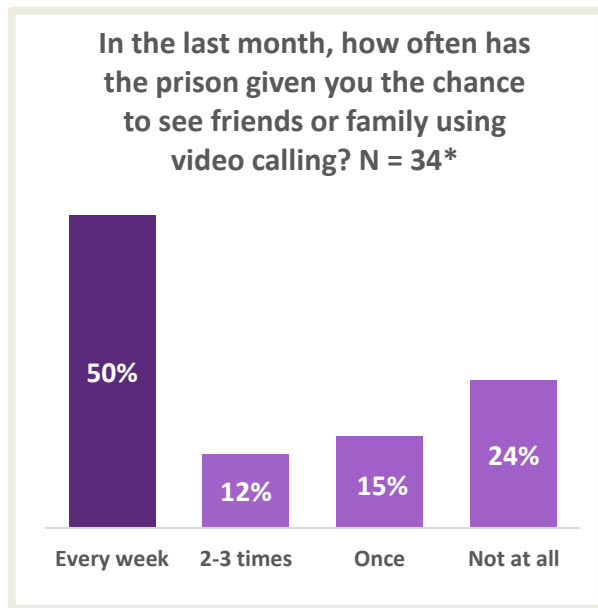
Visits

When asked about access to visits, 32% of respondents said they did not know how often they could have the chance to see friends and family in person. Excluding these, just over half of respondents (51%) said they could see family and friends at least once a week during the last month. 13% said they did not get a chance at all in the last month.

Excluding those who did not know about the availability of video visits (39% of valid responses) half of respondents (50%) said they could have video-call visits every week. Almost a quarter (24%) said they did not get this opportunity at all in the last month.

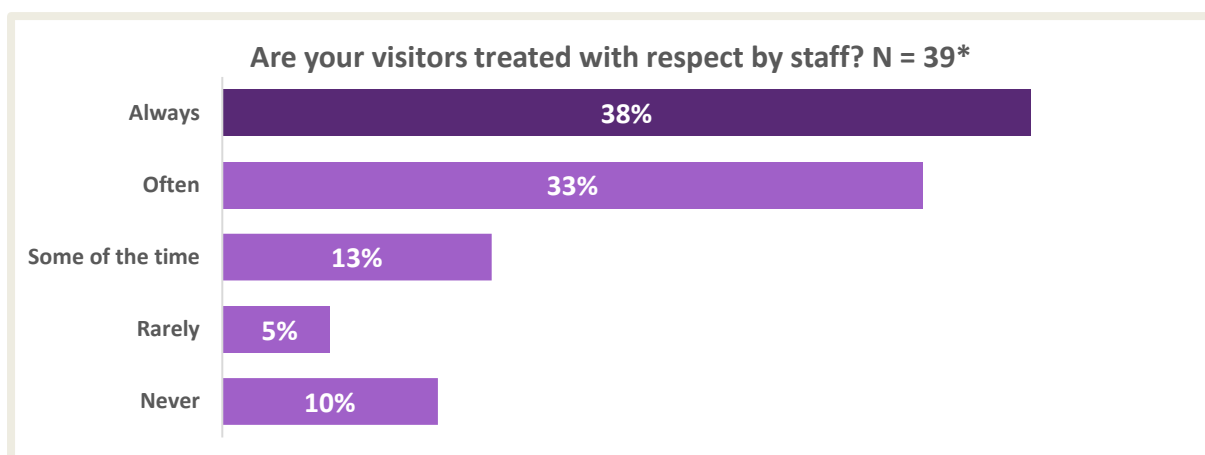


*Excluding "don't know" (32% of valid responses)



*Excluding "don't know" (39% of valid responses)

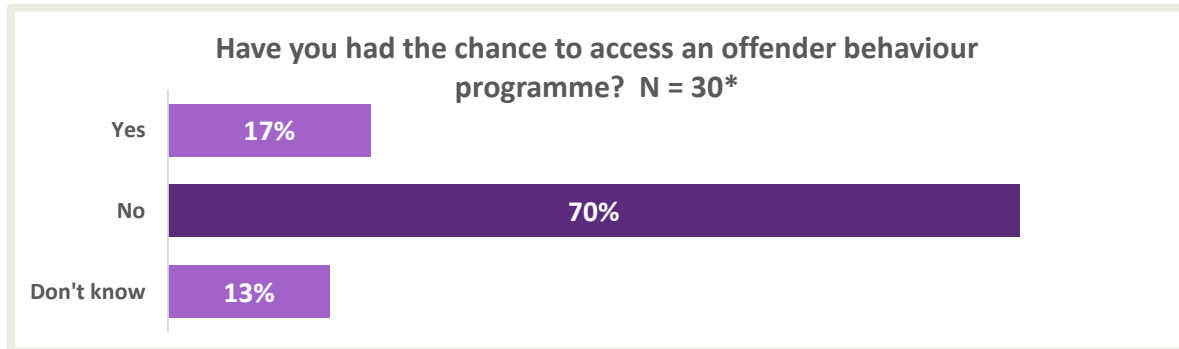
Of those who said that they did have in-person visits from family or friends (68% of valid responses), the majority (71%) said that their visitors were always (38%) or often (33%) treated with respect by prison staff. However, 15% said that their visitors were rarely (5%) or never (10%) treated with respect by prison staff.



*Excludes "not applicable - I don't have visitors" (32% of valid responses)

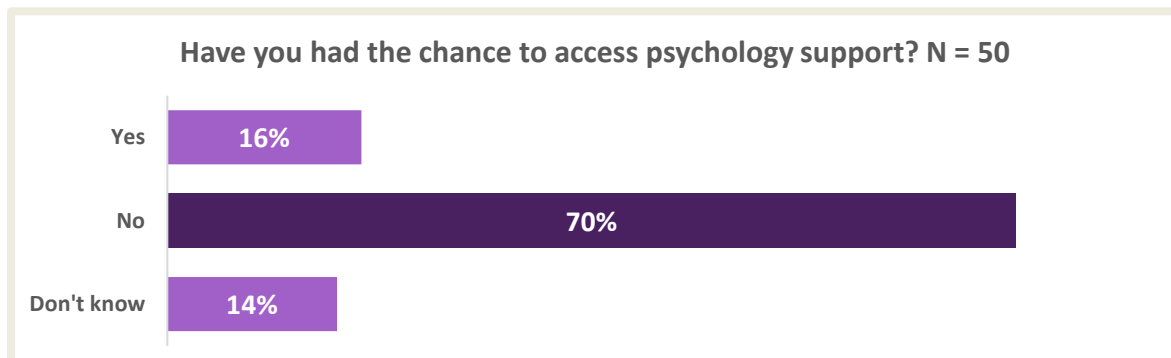
Progression and case management support

Among those serving a sentence (57% of all respondents), 17% said they had been given a chance to attend an offender behaviour programme. 70% said they had not had this opportunity, and 13% said they did not know. Those on remand have been excluded from this analysis as they would not ordinarily be offered access to offender behaviour programmes.

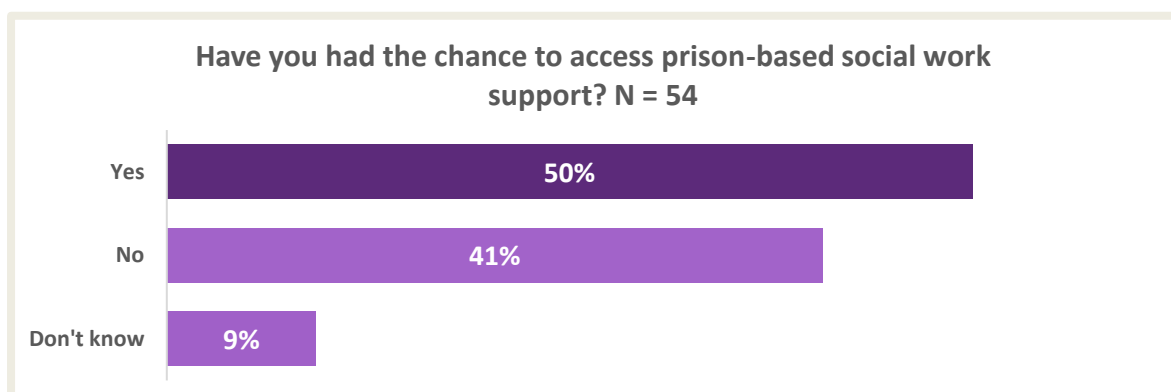


**Excluding respondents on remand (43% of all respondents)*

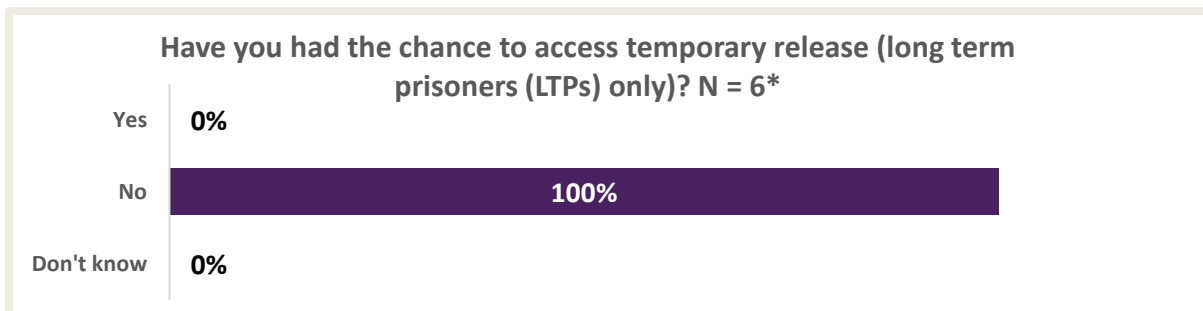
The majority of respondents (84%) either said they had not had the chance to access psychology support (72%) or that they did not know (14%). 16% said they had had this opportunity.



Half of respondents (50%) said they had the opportunity to access prison-based social work support, while 41% said they had not, and 9% did not know.

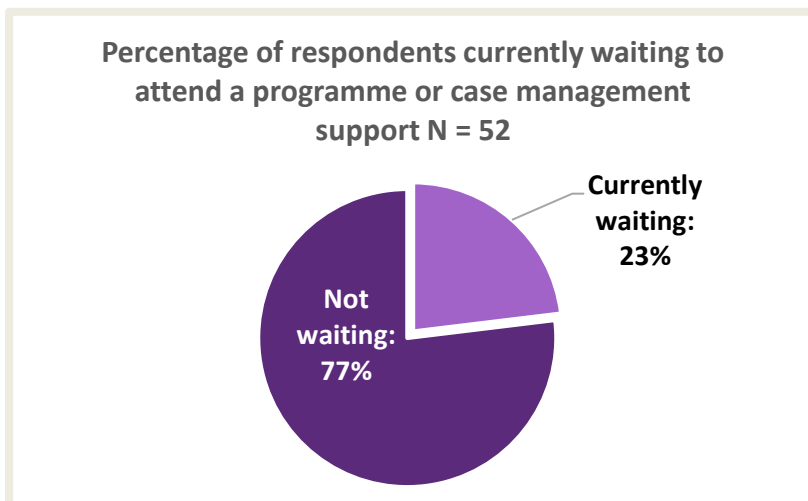


Among the small proportion who were serving a long-term sentence, none said they had had the opportunity to go on unescorted home leave. This analysis excludes short term and remand prisoners as they would not ordinarily be offered the opportunity for unescorted leave.



**Data for long term prisoners (LTPs) only (10% of all respondents)*

Respondents were asked how long they had waited to attend programmes or case management support. The majority (77%) of respondents were not waiting for this, while 23% said they were waiting.



Of those who said they were waiting, the majority (83%) said they had been waiting less than two years, with 17% saying they had been waiting for between two and five years, and no one saying they had been waiting longer than five years.

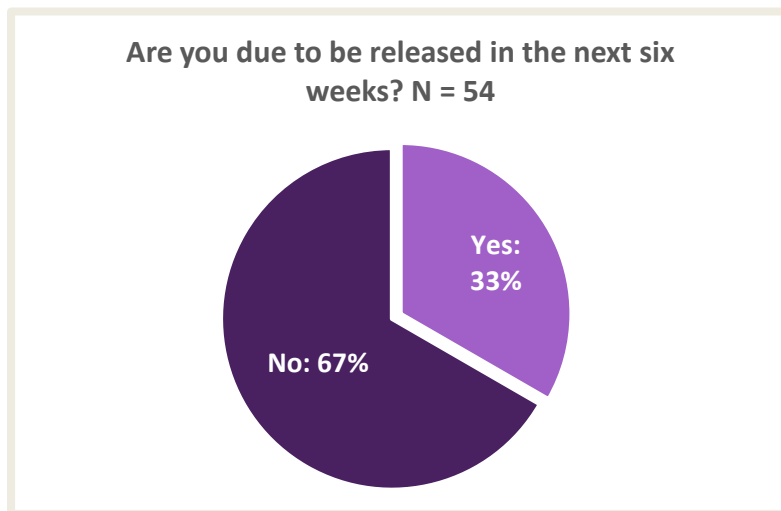


**Excluding "I'm not waiting for this" (77% of valid responses)*

Standard 7: Transitions from Custody into the Community

Release in the next six weeks

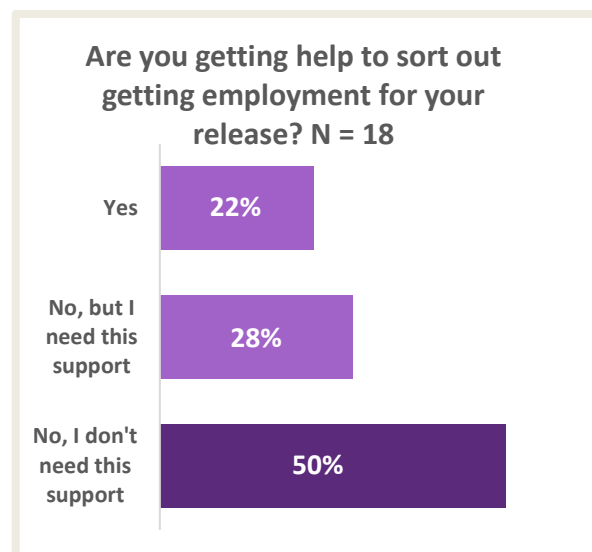
Of those who answered the question, 33% of respondents said that they were due to be released from prison in the next six weeks. These respondents were asked a further set of questions about their preparation for release which are presented below.



Preparation for release

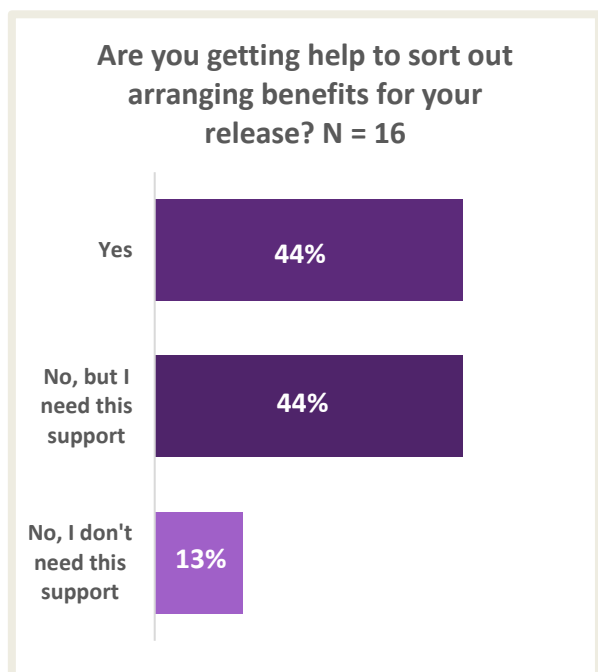
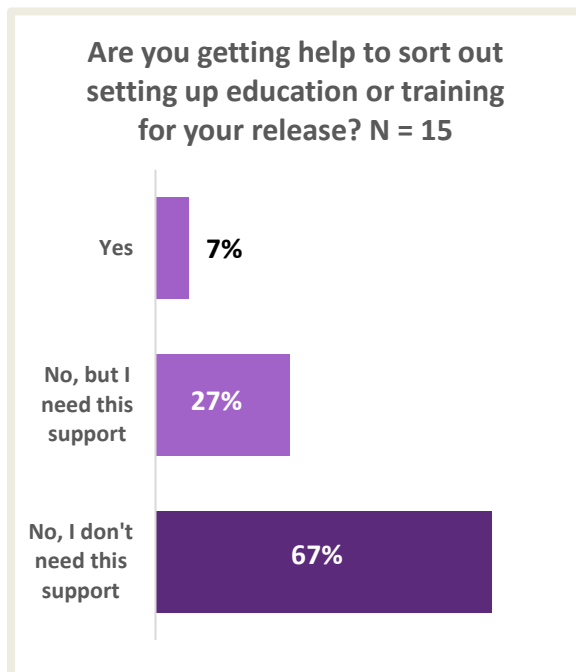
Of those due for release in the next six weeks, 17% said that they were getting help with finding accommodation, and 50% said they did not need this support. One third (33%) said they needed this support but were not receiving it.

22% said that they were getting help with finding employment, and 50% said they did not need this support. Over a quarter (28%) said they needed this support but were not receiving it.

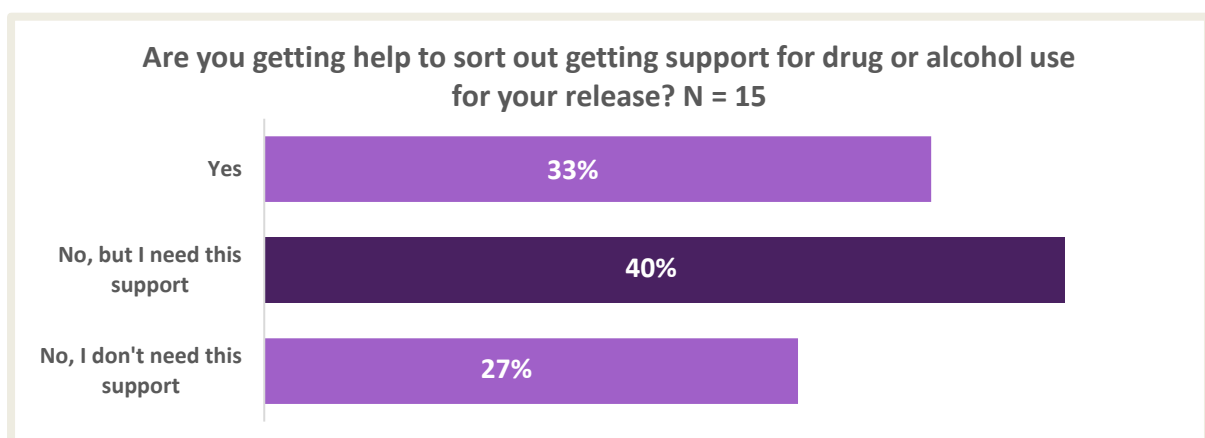


Of those due for release in the next six weeks who responded to the question, 7% said they were getting help with setting up training or education. 67% said they did not need this support, but 27% said they needed this support and were not receiving it.

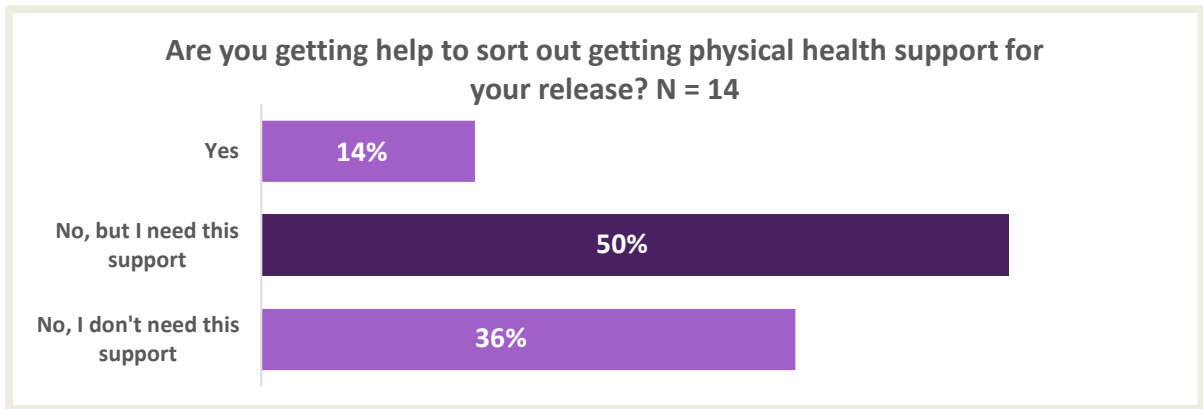
44% said they are getting help to arrange benefits for when they were released, while 13% said they did not need this support. Almost half (44%) said that they needed this support but were not receiving it.



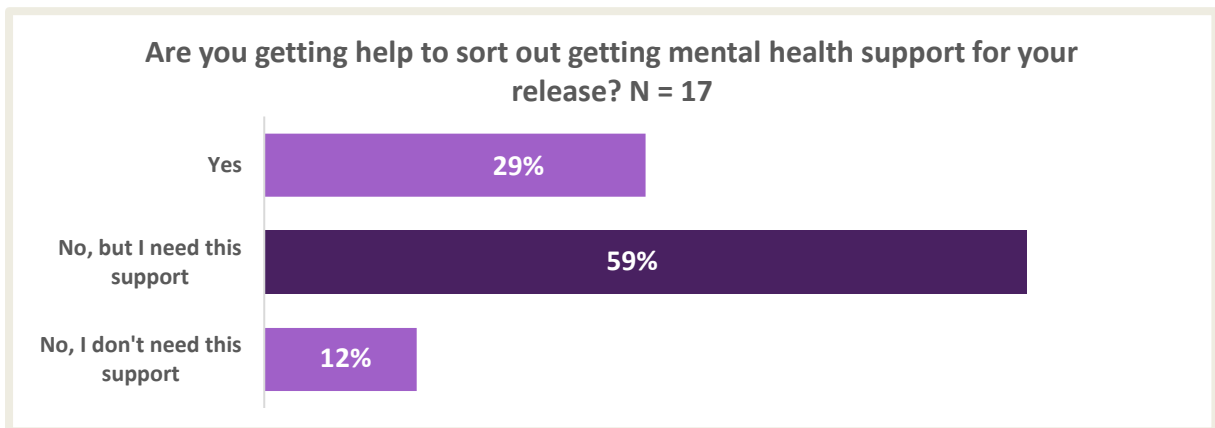
Of those due for release in the next six weeks who answered the question, 73% said that they needed support for drug and alcohol use for their release, including 33% who said they were receiving this support, and 40% who said they were not.



Of those due for release in the next six weeks who answered the question, 64% said that they needed help to get support for their physical health for their release, including 14% who said they were receiving this support, and 50% who said they were not.



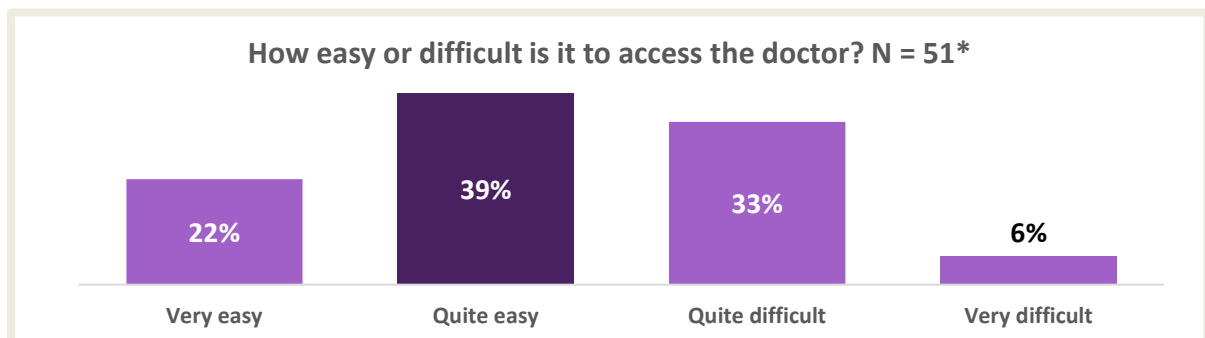
Of those due for release in the next six weeks who answered the question, 88% said that they needed help to get support for their mental health for their release, including 29% who said they were receiving this support, and 59% who said they were not.



Standard 9: Health and Wellbeing

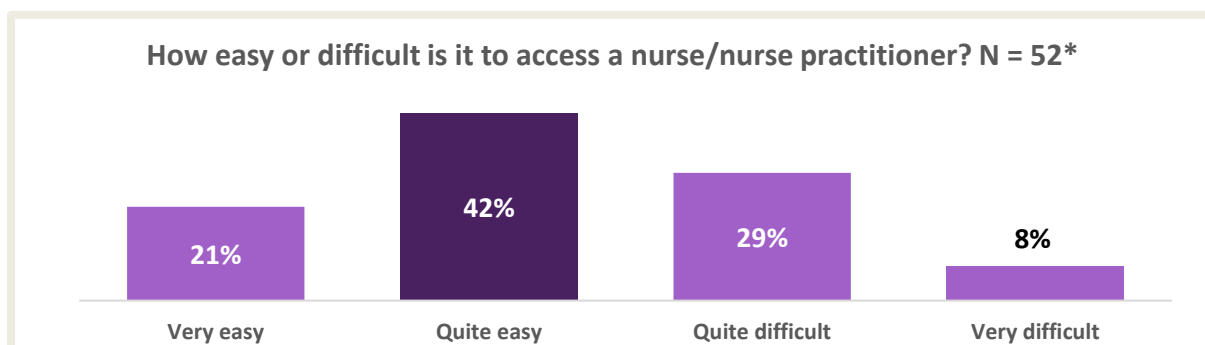
Access to health services

When asked about how easy or difficult it is to access a doctor, 7% of respondents said they did not know. Excluding these, 61% said that it was either very easy (22%) or quite easy (39%) to access a doctor. 33% said it was quite difficult, and 6% said that it was very difficult.



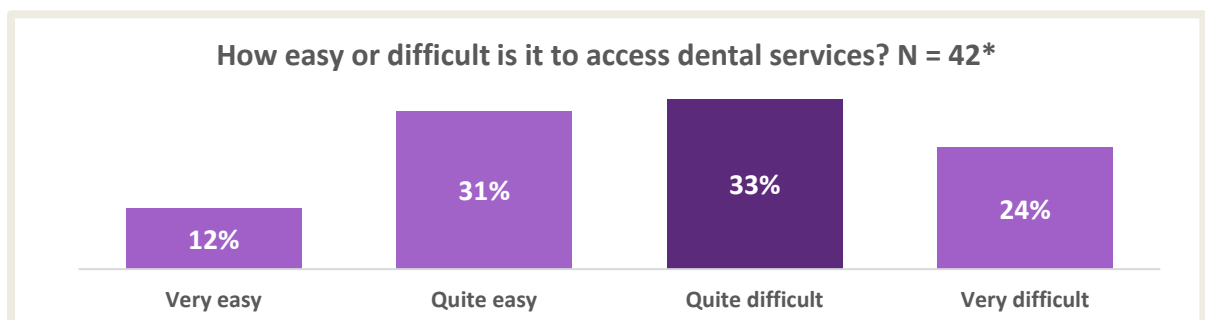
*Excluding "don't know" (7% of valid responses)

When asked how easy or difficult it is to access a nurse or nurse practitioner, 5% said they did not know. Excluding these, the majority (63%) said that it was quite easy (42%) or very easy (21%). 29% said that it was quite difficult, and 8% said that it was very difficult.



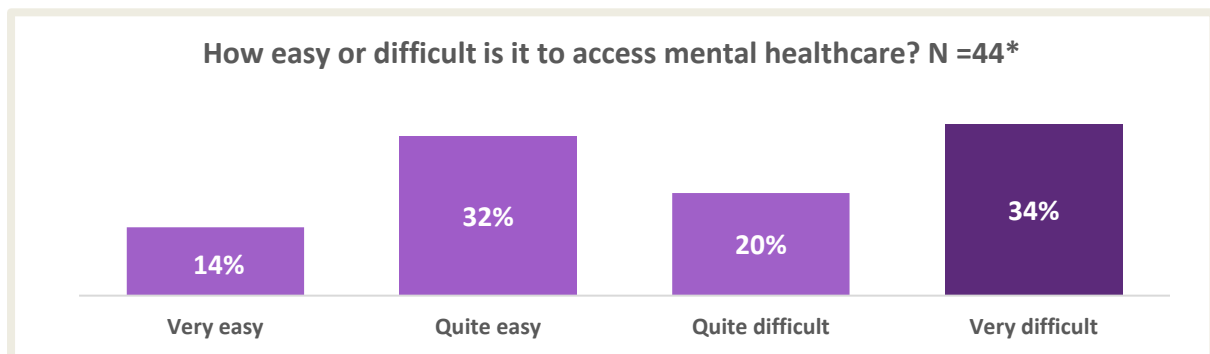
*Excluding "don't know" (5% of valid responses)

When asked how easy or difficult it is to access dental services, 19% said that they did not know. Excluding these, the majority (57%) said that it was difficult, with 33% saying it is quite difficult, and 24% saying it was very difficult. Only 12% reported that it was very easy to access dental services.



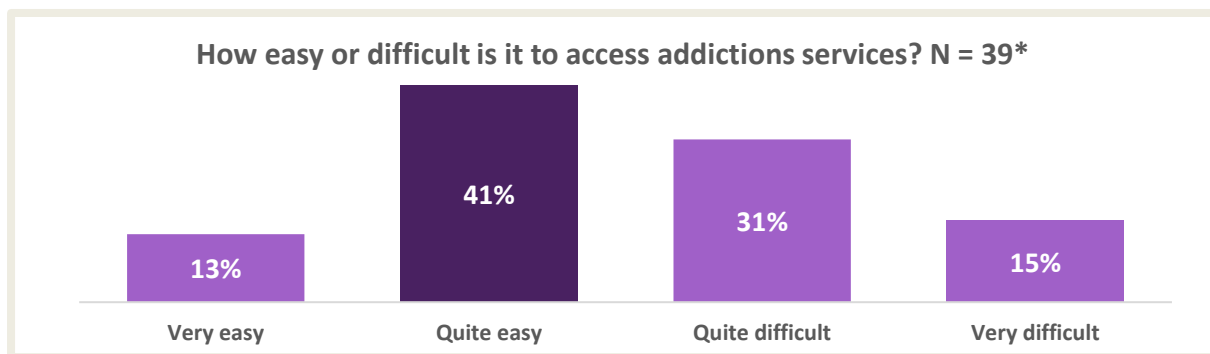
*Excluding "don't know" (19% of valid responses)

When asked about how easy or difficult it is to access mental health services, 17% of respondents said they did not know. Excluding these, the majority (54%) said that it was either quite difficult (20%) or very difficult (34%). 14% said that it was very easy.



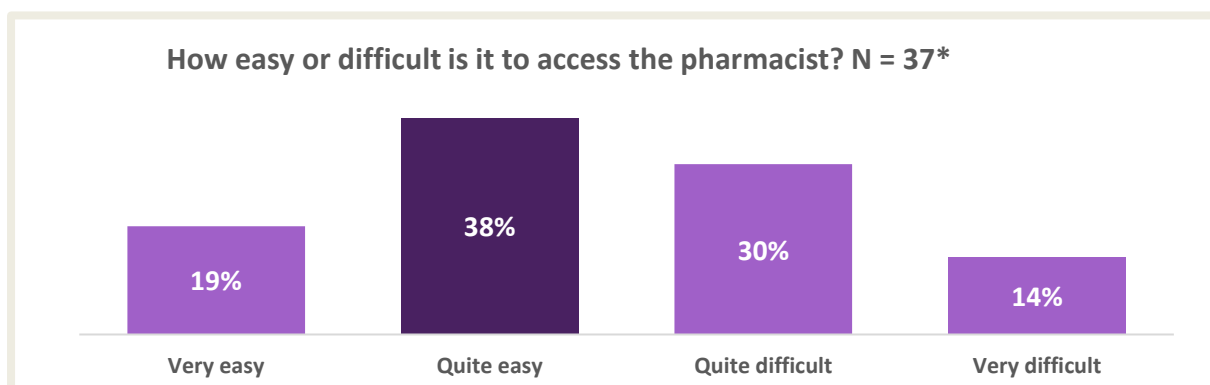
*Excluding "don't know" (17% of valid responses)

When asked about how easy or difficult it is to access addictions services, 26% said that they did not know. Excluding these, just over half of respondents (54%) said that it was either quite easy (41%) or very easy (13%).



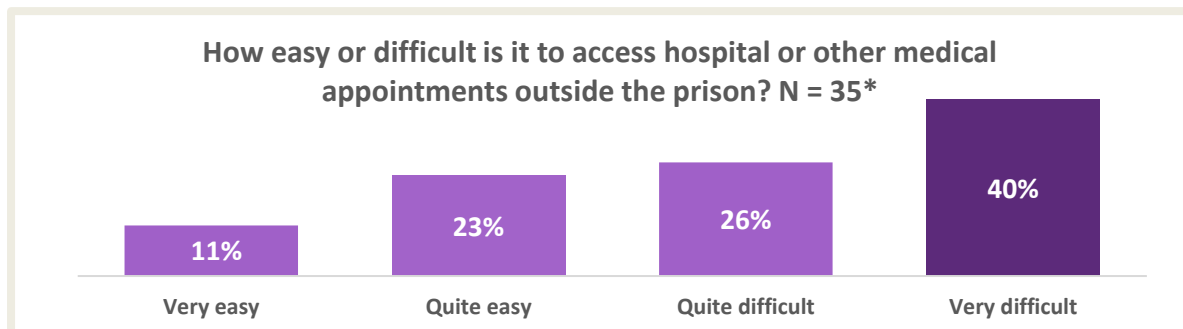
*Excluding "don't know" (26% of valid responses)

When asked about how easy or difficult it was to access a pharmacist, 26% said that they do not know. Excluding these, the majority (57%) said that it was very easy (19%) or quite easy (38%) to access the pharmacist. The remainder said that it was quite difficult (30%) or very difficult (14%).



*Excluding "don't know" (26% of valid responses)

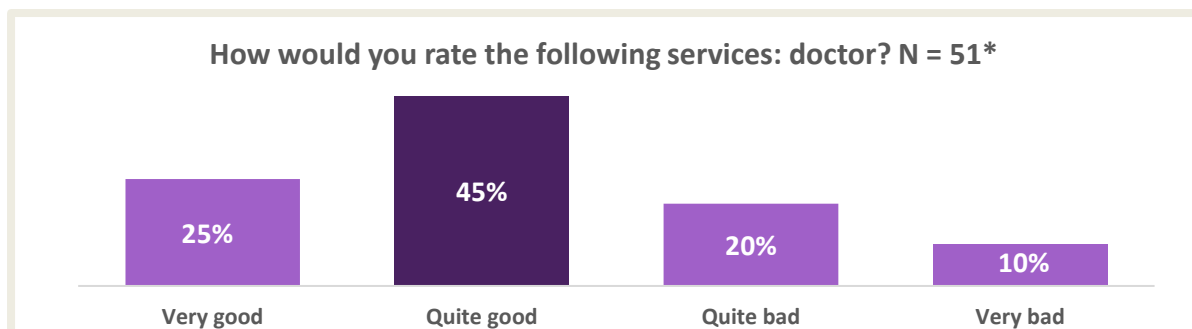
When asked about how easy or difficult it is to attend hospital or other medical appointments outside the prison, 30% of respondents said they did not know. Excluding these, the majority (66%) said that it was quite difficult (26%) or very difficult (40%).



**Excluding "don't know" (30% of valid responses)*

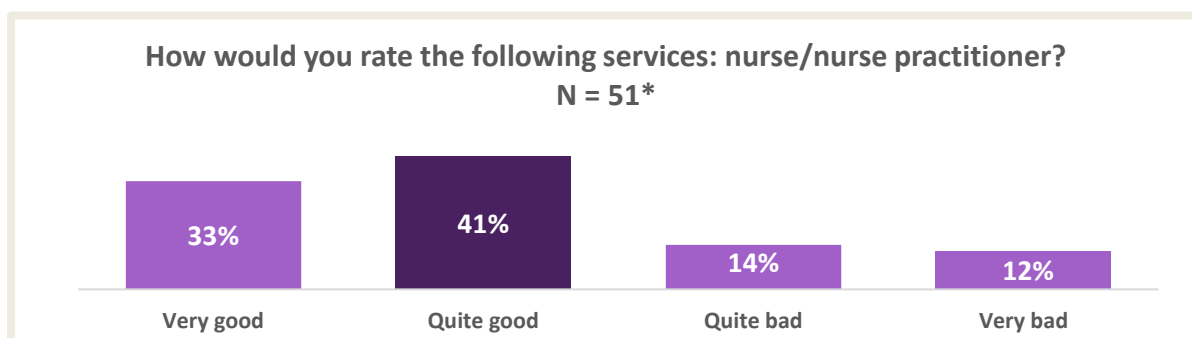
Quality of medical services

When asked about the quality of medical services provided by the prison doctor(s), 9% of respondents said they did not know. Excluding these, the majority (70%) responded positively, with 25% saying the quality was very good, and 45% saying it was quite good. 20% said it was quite bad, and 10% said it was very bad.



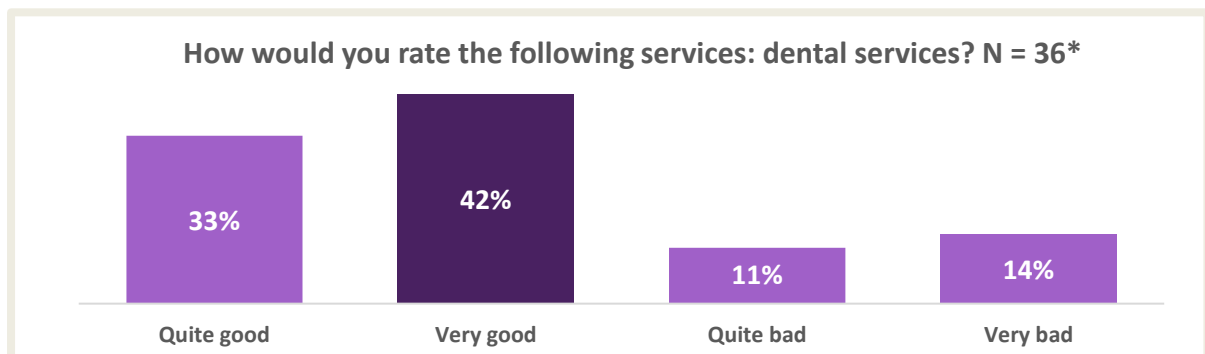
**Excluding "don't know" (9% of valid responses)*

When asked about the quality of medical services provided by the nurses/nurse practitioners 7% of respondents said they did not know. Excluding these, the majority (74%) responded positively, with 33% saying the quality of service was very good, and 41% saying it was quite good.



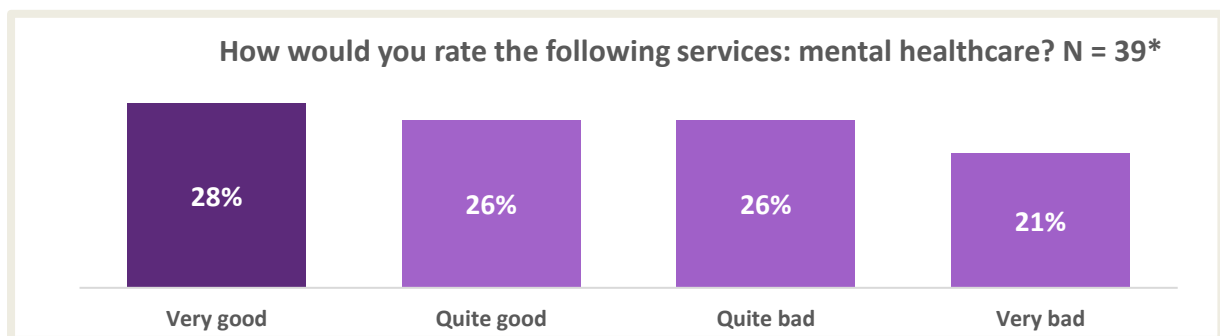
**Excluding "don't know" (7% of valid responses)*

When asked about the quality of dental services in the prison, 35% said that they did not know. Excluding these, the majority (75%) said that the quality was very good (33%) or quite good (42%).



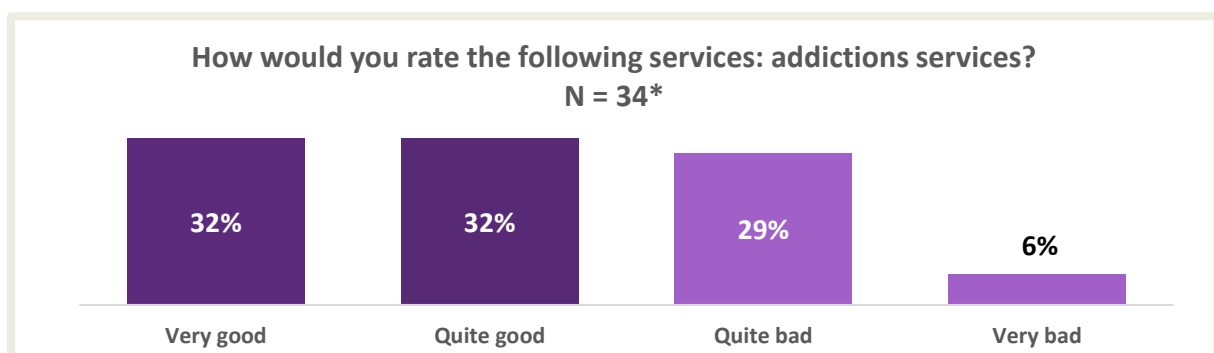
**Excluding "don't know" (35% of valid respondents)*

When asked about the quality of mental health services, 29% of respondents said they did not know. Excluding these, just over half (54%) rated the services positively, with 28% saying it was very good, and 26% saying it was quite good. Meanwhile 26% rated the quality as quite bad, and 21% rated it as very bad.



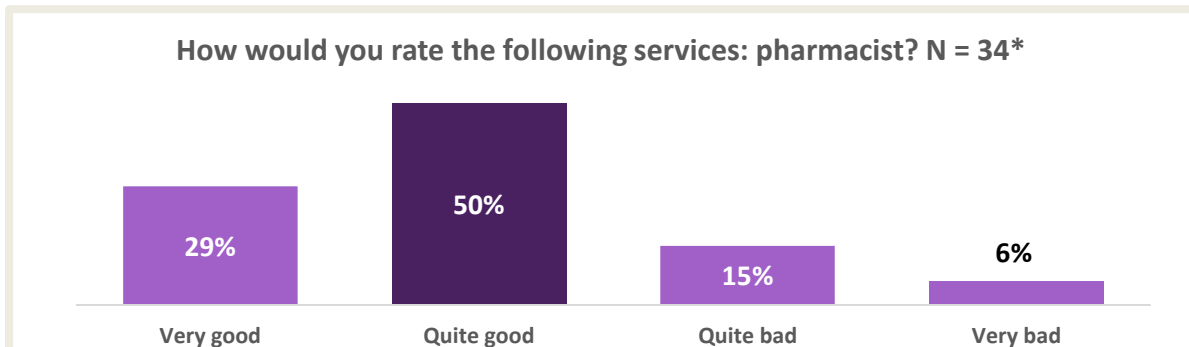
**Excluding "don't know" (29% of valid responses)*

When asked about the quality of addictions services, 38% said that they did not know. Excluding these, the majority (64%) rated addictions services positively, with 32% rating the quality as very good, and a further 32% rating it as quite good. 29% rated it as quite bad, with 6% rating it as very bad.



**Excluding "don't know" (38% of valid responses)*

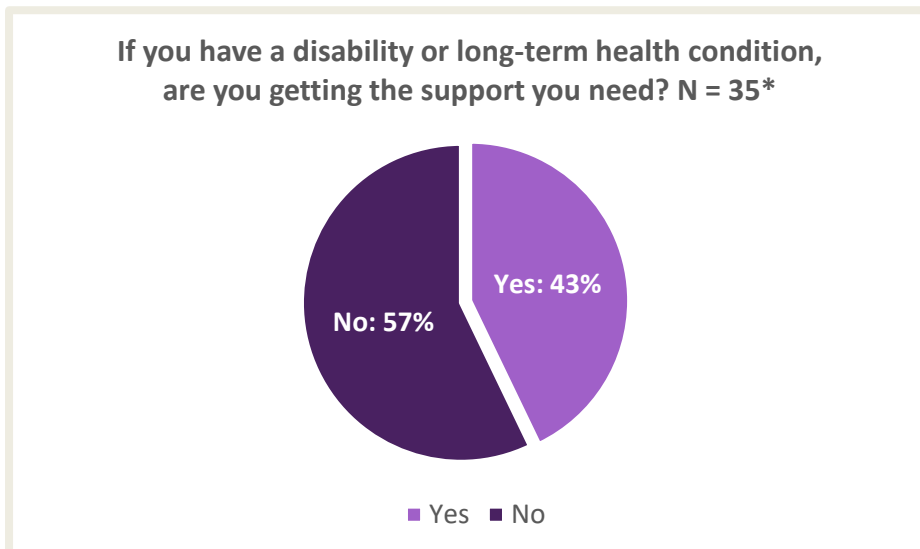
When asked about the quality of services provided by the pharmacist(s), 39% of respondents said they did not know. Excluding these, the majority (79%) rated the service positively, with 29% saying the quality was very good, and 50% saying it was quite good. 15% said the service was quite bad, and 6% said it was very bad.



*Excluding "don't know" (39% of valid responses)

Support for disabilities and long-term health conditions

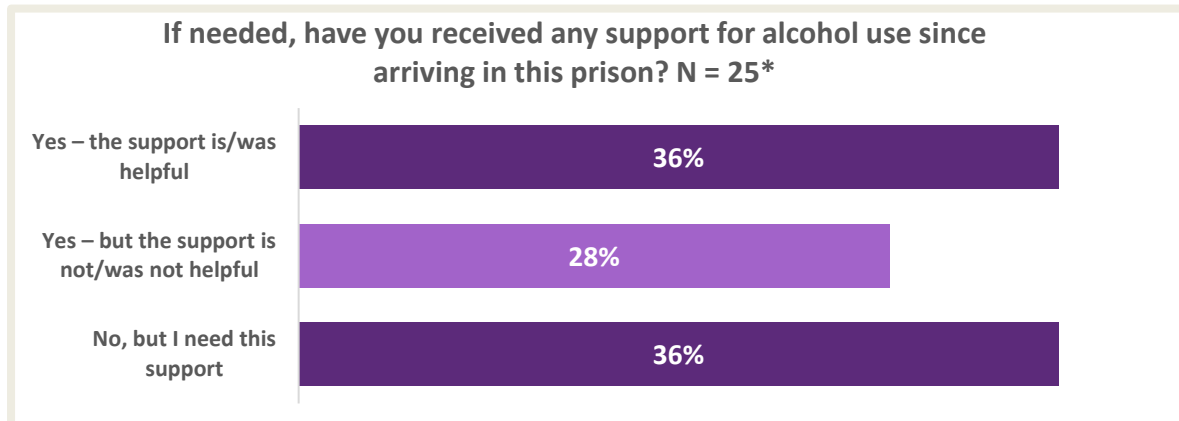
In total, 61% of respondents said that they had a disability or long-term health condition. Of these, most (57%) said that they were not getting the support they needed to manage their condition.



*Excluding "I don't have a disability or long-term health condition" (39% of valid responses)

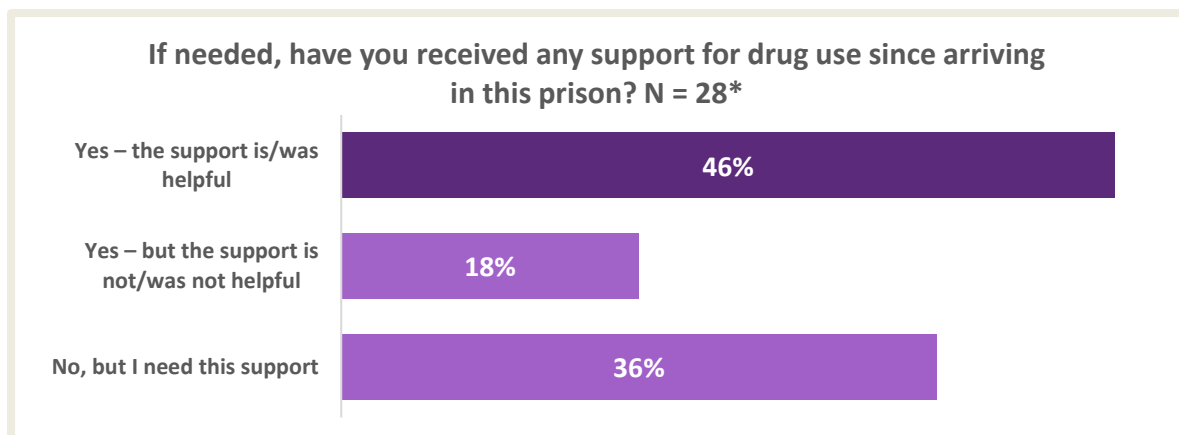
Support for issues relating to alcohol, drugs and mental health

The majority of respondents (55%) said they had not needed support for alcohol use since arriving in HMP Inverness. Of those who said they had needed support for this, 36% said they have received this support and it had been helpful. 28% said they have received help, but it had not helped, and a further 36% said they had not received any support.



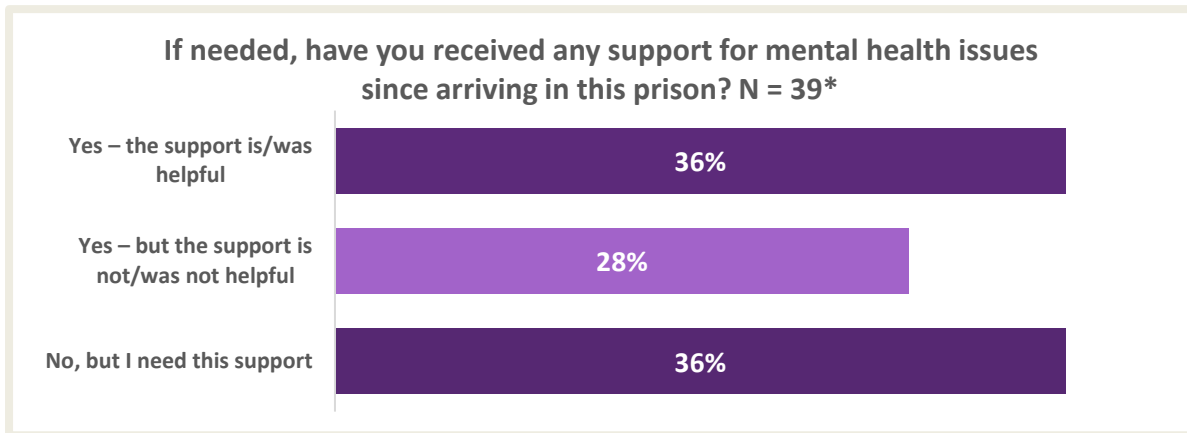
**Excluding "No - haven't needed this support" (55% of valid responses)*

More than half of respondents (52%) said that they had needed support for drug use since arriving in HMP Inverness. Of these, almost half (48%) said they had received support which had been helpful, and 18% said they had received support, but it had not helped. 36% said they needed support for this but had not received it.



**Excluding "No - haven't needed this support" (48% of valid responses)*

More than half of respondents (68%) said that they had needed support for their mental health since arriving in HMP Inverness. Of these, 36% said they had received support which had been helpful, and 28% said they have received support, but it had not helped. 36% said they needed support for this but had not received it.



**Excluding "No - haven't needed this support" (32% of valid responses)*

Open question (general comments): Thematic analysis of responses

Respondents were given an optional open-response space at the end of the survey to provide any further comments about their experience in HMP Inverness that they would like to tell the inspectorate about. In total, 33 respondents provided comments, which are summarised thematically below.

Relationships with staff

The most common issue raised was relationships with staff. Some people who commented were generally positive about the staff, and different respondents reported positive experiences with uniformed officers, management, education staff and medical staff.

However, the majority of comments relating to staff were negative. Several comments focused on the perceived poor attitude of some staff members. For example, one commented that “90% of staff are unapproachable and seem disinterested in listening/helping. In my opinion, if we are behind our cell door they are happy”. Several respondents referred to staff members as “bullies”, and felt that some staff treat prisoners as “sub-human”. Others complained about staff being “disrespectful”, “rude”, “arrogant”, and “inconsistent”, and one commented that prisoners are kept awake at night by the noise made by staff members.

A lack of trust in staff was evident in the comments. For example, one respondent reported being scared to discuss his mental health with officers, despite feeling suicidal. Another respondent reported that he felt that the orderly rooms are “one-sided”, and that “staff are heard laughing and joking about prisoners and their private problems to other prisoners”.

Food

Food was the second most common issue raised in the comments. Respondents often said that the portion sizes were too small. As one commented: “the amount of food we get is an absolute disgrace. After every meal I am having to eat my canteen when it’s finished. I should never still be starving after my lunch or dinner”.

Complaints were also raised about the lack of variety of meals, with some commenting that the menu does not change from week to week for several months.

Regime

The lack of recreation time and the amount of time spent locked up was another common issue raised, with respondents highlighting that they are locked up at 5pm every night. Some noted that this affects their work, as they are locked up almost immediately after work without getting a chance to both have a shower and eat their dinner. It was also highlighted as a particular issue for those without access to personal phones whose families are only available for phone calls in the evening (e.g. if family members are working or at school during the day). Some highlighted that the amount of time spent locked up was having a detrimental impact on their mental health.

During the time that they were not locked up, a further issue was raised regarding the fact that because the regime was limited, the activities on offer clash so prisoners have to choose between activities like education or PT, or gym and exercise, rather than having the option of attending both.

Some respondents suggested that prisoners should have access to more personal property and things to do to help pass the large amount of time spent in their cells. As one noted: "In bigger prisons you are allowed a lot more personal items to help pass the time".

Family contact (phones and visits)

Relating to the prison regime, several respondents raised issues relating contact time with their families. Some did not have access to a prison-issued personal phone, even after being in prison for several months. Meanwhile some found the phone too expensive, and others noted that they cannot speak to family members who work or go to school because prisoners cannot access the phone on the wing after 5pm. As one person commented: "We get locked up at 5 o'clock Mon-Sun so [I] can't call my family (mother) as she doesn't finish work until 5... this prison is meant to support family contact, but it feels as if they are taking it away from me".

Some respondents noted that evening visits have been shortened to 45 minutes as a result of staff shortages, and another commented that it is difficult to see family because he only has access to afternoon visits, but his family members work so cannot attend in the afternoon.

One comment highlighted a perceived lack of privacy at visits, and an instance in which he felt that a visitor was searched by officers in a disrespectful and invasive manner.

Education, training and jobs

Respondents highlighted that there is a very limited range of education courses available, and some said they had not had access to education at all. One said that he would welcome "a way to broaden your personal wellbeing/study by organising a way to order books in".

Some respondents suggested that there is a need for more training and qualifications to be available in the prison for skills that would help them to get and maintain work outside prison, such as training relating to things like kitchen work and woodwork.

Some commented that it is too difficult to get jobs, with one respondent feeling that you can only get a job "if your face fits", and that it is difficult to get a job while on remand.

Some also highlighted a desire for more help with personal development and more offending behaviour programmes.

Health and medical services

Although those who mentioned the medical staff were generally positive, some respondents raised issues relating to delays in getting medical attention from a doctor, dentist or the mental health team.

Some also expressed a need for more help from the mental health team. As one person commented: "I have seen [the mental health team] once and they were brilliant but have only had one appointment and I feel like I would benefit and have an easier time if I was seen more often... I feel very alone and would like more help from the mental health team".

Others were less positive about the mental health provision, with one saying that the mental health team "don't help anyone or don't seem to care, but don't hesitate to give people drugs".

Other comments also raised the issue of medication, with some respondents unhappy about the provision of medication such as subutex, espinol and buvidal, and claims that prisoners can feel pressured into taking drugs such as buvidal despite their negative side effects.

Canteen

A few comments were raised regarding the canteen, with people commenting that there is too little selection, what is available is too expensive, that it is too infrequent.

Complaints

A small number of people commented that complaints take too long to be dealt with, with one saying they take "over a month" and another saying he has to wait "weeks".

Mail

A small number of people complained about the system for accessing their mail, with one saying that mail "comes too late in the day", and another saying it is a difficult and lengthy process to get parcels in.

Conditions in cells

Some respondents complained about conditions in their cells. For example, one said that "the cells are disgusting and no amount of cleaning would help. Windows don't shut, damaged paint flaking off walls". Another noted that the mattresses cause back problems for prisoners and do not stay in good condition for long, but are not replaced.

Release support

One person commented that there is a "serious lack of help for those transitioning back into the community – [you're] just shoved out the door".