

## SPSO decision report



**Case:** 201004917, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** behaviour related programmes (including access to)  
**Outcome:** not upheld, action taken by body to remedy, no recommendations

### Summary

Mr C, who is a prisoner, complained about a delay in being assessed for the Controlling Anger and Regulating Emotions (CARE) programme. The prison told Mr C that he was assessed as suitable for the programme in 2010 but that he had to wait for space on the programme to become available. Mr C said he had not been assessed and had only been identified as needing to be assessed. There was some confusion and conflicting information which meant it was unclear whether Mr C had been assessed as suitable for the programme in 2010. The prison recognised this and reassessed Mr C. The reassessment confirmed that he was suitable for the programme and he was placed onto the waiting list. We told Mr C that these were the kind of reasonable and proper steps that we would expect the prison to take in the circumstances. However, as we also found from our enquiries that Mr C had in fact already been assessed as being suitable for the programme in 2010 we did not uphold his complaint.