

Case: 201101324, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: sentence planning
Outcome: upheld, recommendations

Summary

Mr C, who is a prisoner, received a copy of his Integrated Case Management (ICM) case conference record. This document records the discussion and outcome at a prisoner's ICM case conference. This is a meeting where the prisoner and everyone who is involved in supporting them get together to talk about any issues, and about what the prisoner wants to achieve over the next year. Mr C complained to our office because he said that when he received a copy of his case conference record, he did not receive the form that prisoners should receive to sign to say they are happy with the record. This form is called the record of case conference outcomes.

The prison told us Mr C's personal officer gave him a copy of the case conference record and told Mr C to speak with him if he had any concerns. However, there was no written record of this conversation. The prison also said the form had been removed from the most recent version of the ICM case conference document. The ICM guidance manual clearly stated that the prisoner should be provided with the form. The Scottish Prison Service (SPS) also advised us that the most up to date ICM case conference paperwork did include the form.

In light of the information gathered, we upheld Mr C's complaint and recommended that the SPS remind staff involved in the ICM process to provide all prisoners with a copy of the form.

Recommendation

We recommended that the SPS:

- remind staff involved in the ICM process to provide all prisoners with a copy of the appropriate form.