

## SPSO decision report

**Case:** 201704839, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** visits  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained that the Scottish Prison Service (SPS)'s booking system is unreasonable. She said that it prevented her from returning to her work and education activities after an arranged visit. Ms C said that when she is scheduled to attend a visit that lasts up to an hour, a three hour slot is assigned and she has to return to her cell after the visit and remain there for the remaining duration of the slot. She was concerned that it would affect her parole if she did not attend activities.

We found that SPS provided a clear rationale (in terms of security and logistics) as to why three hour slots are assigned to individuals when they attend a scheduled visit. The SPS also advised that individuals can be taken to work or education activities after their visit if time permits. They confirmed that it would not affect Ms C's parole or progression if she could not attend activities due to a visit or appointment. We considered the booking system to be reasonable and, therefore, did not uphold Ms C's complaint.