

From: Telfer, Ian
Sent: 02 June 2005 17:32
To: Munro, Alasdair
Cc: Scott, Christina
Subject: Mubarek

Importance: High

Alasdair

Please find attached information requested and some other attachments which support or might be helpful

I apologise sincerely for the delay, and ask that any future correspondence or requests be sent to me directly.

I am preparing a full respond to Elizabeth Allan's request and will forward it to you once complete

Kind regards

the scheme operates in the following way on all wings.

Wing officers are allocated a number of cells. They are the designated personal officer for the occupants of these cells. On the main wings, if fully staffed it means each spur has three officers as personal officers to the prisoners on those spurs. On the other wings it works in a similar way, again with officers being responsible for certain cells. The only place it operates in a different manner is A. Wing D. Spur where the three induction officers share responsibility for all prisoners on the spur. In other words the induction officer on duty is the personal officer for all on D. Spur for the day.

Other than in exceptional circumstances cell moves are not normally allowed so the prisoners remain with the same personal officer whilst they remain on the wing.

When a report for completion by the personal officer is received on the wing it is put in the officers pigeon hole for the officer to deal with. The wing S.O.s are responsible for keeping track of such reports and ensuring they are completed by the due date. In the same way it is for the S.O. to ensure that he/she does not do all the work for the personal officer but directs the prisoners to their personal officer if the prisoner has an issue to deal with. If a personal officer is absent for any reason, then the other officers responsible for prisoners on the spur pick up any urgent work that cannot wait until they return to duty.

The personal officers are responsible for completing the quarterly I.E.P. review forms and are required to make at least one entry each month in the history sheet for those prisoners they are responsible for. This is checked when I.E.P. reviews take place as the S.O. checks the history sheet whilst conducting the reviews.

Notices have been put up on wings stating who the personal officers are, however they need to be replaced regularly as prisoners tear them down. All wings have the names of the personal officer displayed either in the wing office or in the S.O.s office.

There are not to my knowledge any formal written instructions for operation of the personal officer scheme here. Staff are basically explained how the scheme works when moving on to Residential. With regards to monitoring the P.O./ S.O.s are responsible for monitoring the quality of reports, ensuring entries are made in history sheets and for challenging staff if the quality of their work fall below acceptable standards.