



Hans

Season's greetings  
and best wishes for the New Year.

From  
THE GOVERNOR AND STAFF OF  
H.M. PRISON  
PETERHEAD

with best wishes  
and thanks for your  
interactions

Alec

Happy  
Channuka!



# THE SCOTTISH OFFICE

## Central Research Unit

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Telephone 031-244  
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5 June 1993

Prof. Hans Toch  
University at Albany  
State University of New York  
135 Western Avenue  
Albany  
New York

Dear Hans,

As promised an up to date itinerary of the arrangements for your visit.

14 June

7.30: Arrive Glasgow Airport (I shall be there promise!)

8.15: Breakfast in Scottish Prison Service College with John Pearce

10.15: Shotts Unit

You will be staying at the Roxburghe Hotel, 38 Charlotte Square, Edinburgh. Tel 031 225 3921 Fax 031 220 2518

15 June

John Pearce will pick you up and take you to Barlinnie Special Unit in the morning. (Unfortunately, David Cooke will be on vacation during your stay in Scotland). In the afternoon John will take you on to an semi open prison called Dungavel.

16 June

Again, you will be in John Pearce's hands. He proposes to take you to Aberdeen to sit in on a strategic planning session in Aberdeen.

17 June

A day off for you and a chance to talk about the Prison Survey, meet some of my colleagues and have a lunch with my two bosses.

18 June

10.00 Shotts prison. I'll take you there and pick you up.

19 June The start of our northern journey! First to Inverness to see the Segregation Unit - no longer in use but very much a part of understanding the treatment of difficult prisoners in Scotland and then over to

Peterhead. We will be staying in the Waterside Inn at Peterhead (Tel: 0779 71121 Fax: 0779 70670)

20 June

Peterhead. A chance to see some of the north east of Scotland and make a brief visit to the gaol.

21 June

The first of our working days in Peterhead. At present you're scheduled to give two short talks; one in the morning and surprise, surprise one in the afternoon. The morning one will be titled 'Operating with Difficult Prisoners'; a general view of the issues and strategies of working with difficult prisoners and your views on the lessons which others have learned and which the SPS might make use. The second one 'Challenging Attitudes' is really a distillation of your Howard League lecture which is so apt to the present arrangements in Peterhead.

22 June

A repeat of 21 June but with a different bunch of people

23 June

Workshops for staff and prisoners

24 June

Back south to the SPS college, a chance to meet the Principal and in the evening your lecture 'Democratising Prisons'.

25 June

10.00 a session in HQ reviewing your week.

26 June

Freedom

Hope this sounds fine.



Ed

*P.S. See you Monday*



UNIVERSITY AT ALBANY  
STATE UNIVERSITY OF NEW YORK

February 12, 1995

John Pearce  
Regional Director  
Scottish Prison Service  
SPS Headquarters  
Edinburgh  
Scotland

Dear John:

This will confirm my Fax to Michael Schluter about his group's report summarizing the results of a survey of Derek Hall at Greenock.

I was delighted with this draft document. The study looks like an impressive achievement, with findings that are plausible and thought-provoking. Especially interesting are the parallels and contrasts between the perceptions of the staff and prisoners of the climate at Greenock. The staff perceptions are more favorable, but that is par for the course. All in all, here is evidence of real progress at Derek Hall, and some useful clues as to further avenues of reform. There are also some issues raised (such as to the types of prisoners being sent to Greenock) which have already received your attention.

The core of Schluter's inquiry is a questionnaire that measures his five dimensions of relational proximity. I understand that this instrument was constructed under contract with the SPS, and that Greenock was selected as the site for its pilot test because Derek Hall is an innovative experiment (housing longterm prisoners in the mid-stage of their sentences). You are the best judge as to the informational yield of the pilot study. For my part, I can testify that the instrument looks good-- has psychometric properties which show good internal consistency and reliability, and the ability to discriminate varying perceptions of the quality of inmate-staff relationships at Greenock.

Feedback of survey results to Greenock prisoners and staff should give them a great deal to think about. Readministration of the questionnaire after a time might also be helpful, to see whether the climate has further improved, and to provide an opportunity for reassessment.

**ISO**

MORE

I also think the instrument is ready for administration elsewhere, either in its present form or with modifications. As I have mentioned to you, I suspect a study at Cornton Vale, or at an open prison, might be especially interesting. (The latter might give Michael Schluter a chance to extend inquiry to the relationship between prisoners and families-- which is an interest of his; the former is a natural because of the the salience of relationship concerns to female prisoners).

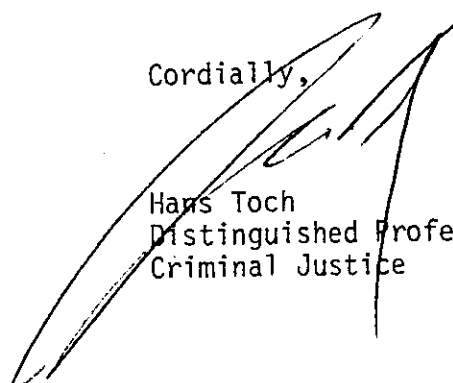
Other possibilities suggest themselves. I have already told you that I think the instrument can be shortened and maybe simultaneously conceptually refined. It would not be difficult to construct a short form comprising six items per dimension. (In the case of Commonality, for instance, I have suggested Items # 17, 19, 30, 34, 36, and 42; for Parity, I might take # 3, 7, 12, 22, 37, 46 and 51-- so forth). This short form could be easily appended to the next prison survey, and could be shortened further if one dropped one of the Schluter dimensions (Multiplexity or Continuity) if need be.

The interview portion of Schluter's study looks interesting, though one ideally wants more specific information about the questions asked. If time permits, a good procedure would be to analyze the questionnaire results, and to use the interviews to explore the connotations of the responses.

As to the observational aspect of this work (which is called "participatory" in the report), I am intrigued by the possibility of tightening and systematizing what now looks a bit haphazard. An advanced anthropology student under supervision of a faculty expert might produce defensible systematic samples of behavior observations, should you find such of value.

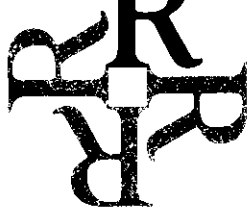
I could say more, but this letter is already too long. Please don't hesitate to advise me if you need added comments.

Cordially,



Hans Toch  
Distinguished Professor,  
Criminal Justice

# THE FOUNDATION



*Building Relationships in  
Public and Private Life*

MGGS/MC

16 November 1994

Professor Hans Toch  
School of Criminal Justice  
Nelson A Rockefeller College of Public Affairs and Policy  
University of Albany  
135 Western Avenue  
New York 12222  
U.S.A.

*Dear Hans,*

I am sorry it has been so long since I last was in touch with you. We have been faithfully following through the various steps given to us by Leslie Wilkins and I am now in a position to report on progress.

Please find enclosed the results of the card testing of the various questions. As you will see, on the whole results were fairly encouraging although we have had to reformulate about 20 per cent of the questions following the card test. Unless we had 6 out of 7 right, we either had to throw out the question or reformulate it. To remind you of our shorthand, the (a) next to the question stands for an attitude\_ question and the (s) for a structure question.

We had a meeting with Brendan Birchall, from the Department of Social and Political Science in the University, and Leslie Wilkins to discuss the tabulation and statistical tests on our pre-pilot test at a local prison in Cambridge. We carried out the data collection about two weeks ago. Brendan Birchall was recommended to us through a friend of Leslie Wilkins, and Leslie assures us that he has great confidence that he can do the job thoroughly for us.

Also enclosed is the latest draft of the questionnaire for prisoners and prison officers. You will appreciate, of course, that the sub-headings of "directness", "continuity", "multiplexity", etc will be removed when we administer the questionnaire to prisoners and prison officers, and also the questions will be properly randomised. All this was done when we pre-tested the questionnaire near Cambridge.

THE RELATIONSHIPS FOUNDATION

JUBILEE HOUSE, 3 HOOPER STREET, CAMBRIDGE CB1 2NZ. TELEPHONE: (0223) 311596. FAX: (0223) 61646.

Director: Dr. Michael Schluter. Advisory Board: The Rt. Hon Viscount Brentford (Chairman),  
Mrs. Dorothy Anderson, Mr. John Barton, Mr. John Broadley, Revd. Dr. Roy Clements, Lady Elizabeth Catherwood,  
Sir Frederick Catherwood, Dr. Nick Isbister.

Registered Charity No: 327610

16 November 1994

Professor Hans Toch

One issue of methodology has arisen, which I would like to mention. Leslie Wilkins and Brendan Birchall pointed out that there was a difference between the methodology used in social psychology and that used in sociology and economics. In social psychology, the aim was to get a small number of questions which clearly revealed the state of relationships at a given time so that at a subsequent time, following an intervention, it would be possible to re-measure the same variables and see what difference had been achieved. The method employed in sociology and economics, however, is to ask a wider range of questions and explore their immediate relevance to policy-making, rather than just looking for questions which measure the situation at a particular moment so as to compare it with some future moment.

We will have to think through which of these approaches we wish to use in the end, because at the moment we are tending to the second in what we are doing, perhaps because of my background in questionnaire design and use as an economist, rather than the first method which I am sure you have been assuming that we would be using coming from your social psychology background. I hope I have made this clear and it is only gradually dawning on me that these different approaches are operating.

We would be grateful for any thoughts and suggestions you may have on the list of questions as they are currently developed before we go to pilot the questions at Greenock on 28 November.

Thank you again for so much time and thought which you have given to helping us develop this approach. I hope the questions I have raised in this letter will not "phase" you. We are anxious to continue to work closely with you in developing this methodology.

With warm regards

Yours

Michael



## RELATIONAL AUDIT (SHORTENED VERSION)

### DIRECTNESS

Even when they don't have to, officers in Greenock take time to talk to me.

Talking to a prison officer in Greenock is like talking to a brick wall.

In this establishment, I can get to see an officer quickly if something is worrying me.

There's no time in the daily routine to have a proper conversation with my gallery officer.

My personal officer takes time to talk to me.

### CONTINUITY

You can't predict what prison officers will do here from one week to the next.

Staff in Greenock move around so frequently, you can never get to know them very well.

When a staff member leaves here, it leads to a lot of change.

The gallery officers have been here long enough to know me well.

I've known my personal officer for long enough to see him/her more as a person.

### MULTIPLICITY

I only ever see my gallery officer on the gallery.

Being in the workshops helps staff to see me as more than a prisoner.

My personal officer would hear from other officers if I had done well in some other part of prison life.

Doing different things together has helped me to know staff better.

I don't have the chance to take part in the full range of educational and recreational activities in this prison.

### PARITY

I'm never treated as a person here; just as a prisoner.

Staff at Greenock take what we think into account when they carry through changes to the prison regime.

When I raise a grievance here, I usually get a fair and reasoned response.

Personal officers don't treat us like adults.

Prison officers lord it over us in Greenock whenever they can.

### COMMONALITY

I have nothing in common with most prison officers.

Most prisoners are sympathetic to what this prison is trying to achieve.

I want the same things for this prison as do prison officers.

My personal officer supports me in my goals for the future.

There are few opportunities here to work together on things with prison staff.

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**UNIVERSITY AT ALBANY**  
STATE UNIVERSITY OF NEW YORK

August 17

Dear John:

Hamish has been kind enough to relay some stuff relating to Council and committees.

One issue for possible discussion is, Are there ways to avoid a prisoner "gimme" approach to governance, which places staff into the role of making or refusing concessions? (I don't mean to downgrade the importance of privileges and expanded areas of freedom, but there is also the value of undertaking and shouldering responsibilities, and of planning and making contributions. The public relations committee struck me as a model, proposing fund-raising drives for charity, so forth.)

Submitting requests to works dept, for soundproofing phone booths isn't the same as organizing volunteers to do an amateur job of soundproofing, but bureaucracy may prevail, even in Scotland?

How flexible are staff work schedules, if staff is really interested in collaborative activities with prisoners? How often is "the need for coverage" a definition of preemptory requirements?

Should ad hoc committees that actually do work-- such as planning open days-- operate independently from Council, so that prisoner involvement of consequence occurs "on the side?"

I am pleased with the seminal role played by the prisoner intellectual (Judas), who is preserving his self-image as sophisticated cynic by expressing reservations via humour. All told, progress.

This, for your eyes, in case you confer with Hamish. I don't know whether it makes enough sense to share with him, and you are used to my half-baked ruminations.

150

Hans

MINUTES OF COMMUNITY COUNCIL MEETING 12th JULY 1995

Present:

Gordon Webster (Supervisor)  
Chic McDowall (Discipline)  
Willie Scott (House Sub-Committee)  
Brian Blair (Sports & Rec.)  
Jim Nicol (Public Relations)  
George Smith (Visits & Welfare)

The meeting opened with G. Smith saying that, since no-one had come forward to replace Jim Kelly on the Visits and Welfare Sub-Committee, he would take on that position, and J. Nicol would be Residents' rep on the PR Sub-Committee. This was agreed to, and the Council then began to discuss the business of the four Sub-Committees.

For the House Sub-Committee

1) W. Scott first raised the issue of wages at Penninghame saying that there was no such thing as a National wage structure, (as was claimed the last time the issue was raised), and that bonuses paid were strictly a local affair. It was in connection with bonuses that it was felt that the cooks received preferential treatment, in that they are legally obliged to stay off work if they are ill, and consequently do not lose their bonus for days when they do not work; this contrasts with all other workers at Penninghame, who are financially penalised for illness.

The level of basic wage was again raised, with Residents voicing the opinion that, since Penninghame is farther from the Central Belt than any other Open prison, and so costs more for phone contact with families, the wages here should reflect this by being higher than they are at present, if not actually higher than the other Opens.

G. Webster agreed to look into both aspects of this issue, (i.e. basic wage rate and bonuses payable in the event of illness), and to report back to the Council.

2) Telephones: W. Scott asked when the long-proposed sound-proofing of the upstairs phone would take place, and whether or not a third phone could be installed, to relieve the almost constant queuing that accompanies any phone call in the evening.

G. Webster explained that the soundproofing was supposed to be done by the prison's Works Dept., and explained some of the difficulties under which the Works is currently operating: he said he would put in a formal paper, asking for an estimate of when the work would be done. On the subject of

a third phone. He suggested that the General Office was the place to go to find out the feasibility (or otherwise) of the proposal.

3) Satellite T.V.: the prospect of satellite T.V. for the Dorms was raised and G. Webster agreed to make enquiries about the cost of such.

4) The status of Dorm 8 was raised, since it was empty at the time of the meeting. W. Scott asked if it was possible to remove one of the beds from this Dorm, as had been proposed, in view of the fact that the room is too small to comfortably accommodate four people; G. Smith reported that he had already discussed this with the Governor, and been told that it was not possible to take a bed out of the Dorm, but that the Dorm itself was to be kept as a designated "T.V.-Free" Dorm, and that the expected low level of demand for such a facility meant that it would probably never be fully occupied.

5) The reporting of residents on the Detox programme to the Parole Board was queried, with W. Scott asking why residents had been told that determinate sentence prisoners would not be reported, when this had proved not to be the case. G. Webster confirmed that ALL residents taking advantage of the Detox programme would be reported to the Parole Board, and that this had always been the case; W. Scott quoted the case of Sean Garty, who, it was claimed, had specifically asked both Brian Mars (Nursing Officer) and Bob White (Unit Manager) whether he would be reported if he came forward, and was told he would not be. G. Webster could make no comment on this, but reiterated that policy was to report all residents on the programme to the Parole Board.

6) Canteen: W. Scott reported that the general feeling among residents was that the canteen should be opened earlier than four p.m. on Thursdays, for the relief (in particular) of smokers who frequently have money in their pockets from early on Thursday morning, but no smokes until late afternoon. G. Webster pointed out that the duty canteen Officer is always on back-shift, and so does not get into the prison until two p.m. at the earliest. He rejected suggestions that the key to the canteen could be passed to another Officer for Thursday only, saying that the canteen Officer was responsible for the contents of the canteen for the entire week, and could not pass this responsibility over with the key; nor did he feel that he could ask the canteen Officer to come in early on Thursdays, since to do so would mean that Officer would then be entitled to time off when he might otherwise be needed operationally.

7) Food from home leaves/day paroles: W. Scott reported that, in conversation, the Governor had said to him that Residents' wages may be spent outside on six-hour local paroles, and that food could be brought back to the prison from such paroles, provided it was eaten that day; this contradicts recently-posted notices expressly forbidding this practice, and G. Webster agreed to query the Governor about this.

For the Sports & Rec Sub Committee

1) B. Blair raised the issue of the state of the equipment in the gymnasium: there is now only one Olympic weight-lifting bar which is reported to be in a dangerous condition: the weights themselves are in poor condition: and the exercise bike is in poor condition, if not completely useless for exercise purposes. C. McDowall reported that Bill Stewart (Officer) had contacted a company who had quoted a price to come in and repair all gym equipment, but that no more had been heard from this company when the prison had refused to pay for the work before it was done. It was agreed that C. McDowall would see Mr. Stewart to ask about farther progress on repairing deficient equipment.

2) Mountain Bikes: B. Blair pointed out that these bikes have lain virtually unused for weeks since they were bought and wanted to know what progress was being made in efforts to allow Residents the use of the bikes unescorted, pointing out that the Governor has consistently backed this idea. G. Webster said that unescorted use of the bikes was currently being investigated, but until a decision was reached with the appropriate outside authorities, the bikes could only be used with an officer present, and so their use depended on staff availability.

3) Following on from the previous point, the general subject of outside activities was discussed, with the Residents' view that Officers should be obliged to provide the cover necessary for regular activities being put forward. G. Webster again stressed that all outside activities are subject to staff availability, and that Operational constraints (such as staff sickness or other commitments) made it very difficult to provide any guaranteed level of such activities. J. Nicol queried the allocation of places on outside activities, but it was generally felt that the system of drawing names was the fairest possible way to allocate places, although a system such as that currently used for the fishing expeditions might be appropriate for other activities. G. Smith asked about the possibility of at least one guaranteed outside activity for those left behind on leave weekends (other than the regular swimming on Saturday) but G. Webster again said that Operational requirements meant that no such guarantee could be given, although every effort would be made to provide such activities as often as possible.

4) Extended Hillwalks: the possibility of overnight (or longer) Hillwalking expeditions was raised, and G. Webster said that this was under active consideration, and that consultation with appropriate outside authorities had already been initiated.

5) Snooker table: B. Blair reported the view that a completely new table was needed, pointing out various defects in the current table. G. Webster said that it was probable that nothing would be done until such time as the table needs re-covered, which would be the best time to raise the issue.



For the Visits and Welfare Sub-Committee

1) G. Smith pointed out that he could not adequately cover all the points raised by this Sub-Committee since the last Council meeting since he had only just taken over the job but he would raise points that he knew were of interest to at least some Residents.

2) He reported that the Governor had already informed him that the number of allocated local six-hour paroles at weekends had been increased from six per day to ten, in keeping with a suggestion made at the last Council meeting, and that this information would be relayed to the Community via the Penninghame Post.

3) Visits within the House: it was suggested that Residents be allowed to take visitors to the House into the accommodation areas should they wish to do so. This suggestion was first proposed by Jimmy Hynes (Resident), and G. Smith noted that the suggestion was made in the presence of the Governor who indicated at the time that he approved of the idea. G. Webster and C. McDowall both strongly rejected the proposal, asking why anyone would want to do so, and G. Webster made the point that staffing levels within the House did not allow adequate supervision of such an arrangement. He predicted strong staff opposition to the proposal, but agreed to refer the matter on to the next Council meeting with the Governor.

4) Visit boundaries: G. Smith proposed that current boundary restrictions on the areas within which visitors could walk should be revised, to allow Residents and their guests access to all areas of the grounds, since some of the most beautiful areas are at present denied to guests. G. Webster agreed that a revision of the rules for guests within the area of the House would be a good idea, since the current rules were drawn up before mid-week visits were sanctioned, and consequently the reasons for some restrictions were no longer valid. It was suggested that the Visits Sub-Committee should try to arrange a meeting with the prison's senior management to review the rules for visits within the area of the House.

For the Public Relations Sub-Committee

1) Open Day: J. Nicol was concerned that he had no idea as yet about what plans had already been made for the forthcoming Open Day, and was probably relieved to hear that the open Day has a separate Committee to deal with all its aspects. It is unlikely that any Open Day business need be considered by the Council.

2) Charity fund-raising: J. Nicol feels that one of the best things his Sub-Committee could become involved in would be fund-raising efforts for charities, but he accepted that it would be best to postpone any such efforts until after the Open Day, which is a charity fund-raising event in itself.

3) Self help: It was suggested that, in view of the expected increase in the number of long-term Residents who would be expected to stay at Penninghame for a period of years rather than months, it would be a good idea to develop Residents' capacity to help themselves in areas where security considerations do not apply by arranging suitable leadership and/or safety courses. This was accepted as a good idea in principle, and J. Nicol agreed to give some thought as to the types of courses which might be suitable. It was noted that this would be a long-term project which may require considerable discussion before implementation.

There being no farther business to discuss the meeting closed with G. Webster saying that he would try to answer as many of the points raised as quickly as possible, and asking G. Smith if he would type up the minutes of the meeting in time for the next meeting, which it was hoped would be in two weeks' time.

Following the closure of the meeting, G. Webster managed to provide the following statements:

1) A formal paper has been sent to the Works dept., asking for a time-scale within which the upstairs phone could be sound-proofed. Awaiting reply.

2) All residents participating in the Detox programme will be reported to the Parole Board, without exception.

3) Dorm 8 has been officially designated a "Telly-free" Dorm and will remain a four-bed dorm.

4) The provision of satellite television in the accomodation areas would cost at least £125 per Dorm for installation; when coupled with the rental fee, it was felt that this was too expensive in the face of other budgetary commitments so there will be no satellite television in the DORMS.

5) The unescorted use of mountain bikes will be discussed at a meeting with the Governor next month, and it is hoped that an answer can be given then. This also applies to walking outwith the prison grounds, a subject raised at the last Council meeting.

6) The subject of wages is not expected to be sorted out for some time yet. No reason given.

*G. Webster*  
*G. Smith*