



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	26	Statutory requirement met?	YES
Volunteer hours committed:	113.5	Requests opened:	26
Comments: The IPM team are currently dealing with a large volume of requests from prisoners, and therefore it may take some time for an IPM to visit you.			

MAIN AREAS MONITORED	FINDINGS
Decency – Overcrowding and fabric of the building	The establishment is not fit for purpose and requires significant investment. It remains the case that the majority of concerns come from the nature of the building and the significant overcrowding. The work being carried out in the health centre, reception and wellbeing hub is welcomed, alongside infrastructure plans for in-room phones.
Regime	The regime, and in particular the length of time unlocked, differs across the halls and is dependent on staffing, work parties and uptake of purposeful activities. Daytime and evening activities offered were positive, however capacity available and uptake could be limited due to COVID-19 bubbles that continued to be operated.
Equality & Diversity (E&D)	There had been a lack of proactive action to ensure prisoners, and staff, had access to the necessary support. An E&D coordinator had been appointed, supported by ambassadors, and was receiving referrals from prisoners and staff requests for advice. IPMs heard about the development of an E&D Action Plan and will monitor its impact and observe meetings in relation to this.
Lawful & Transparent Custody	Reception staff managed challenges presented by the ongoing refurbishment work well. The induction process could be overwhelming for prisoners, particularly those in custody for the first time, however staff kept it as informal as possible and were supportive. Concerns remain regarding those held on remand i.e. population, duration (both a national concern) and continued mixing with those convicted. Links Centre staff spoke about a new remand programme being offered, however hall staff appeared unaware. Communications in relation to this could be improved.
Purposeful Activities	IPMs heard numbers attending education were lower than pre-pandemic due to the continued operation of COVID-19 bubbles, however there was higher uptake of in cell materials/activity packs. IPMs found the family visiting room to be friendly and had a relaxed atmosphere, although heard staffing issues had impacted the timings of some children visits which is far from ideal. IPMs heard the wellbeing hub was near completion.
Organisational Effectiveness	Staff/prisoner relationships were generally positive and supportive. However, concerns were raised regarding behaviours of some staff, particularly the use of inappropriate language. IPM continued to hear about a lack of confidence in the complaint process and forms were not available in the halls, particularly the lower level. IPMs have raised this with senior management and health who agreed to have a PCF awareness week, held 18-22 July.
Healthcare	Waiting times, particularly for mental health, but also for a dentist and doctor, continue to be a concern and has been raised with healthcare management. GEOAmey hospital cancellations were also reported by reception staff and prisoners.

AREAS TO BE MONITORED NEXT

Independent Prison Monitors will have a focus on equality and diversity and the SRU, and considering other areas also. If you have areas you think IPMs should look at, please let us know using the contact details below.

To find out more about Independent Prison Monitoring go to www.prisoninspectoratescotland.gov.uk or email prisonmonitoring@gov.scot. To ask to see an IPM call **0800 056 7476**.



This will be the last published quarterly report. HMIPS is moving to a new system of monthly reports which will be discussed with senior management team within the prison but not published. We will publish an annual report of IPM findings for each prison based on the monthly reports, and provide some further feedback to prisoners half way through each year.

HOW CAN IPMs HELP ME?

Here are some examples of how we have helped so far:


- **Bullying and safety**
- **Equality and diversity**
- **Prisoner transfer**
- **Issues with Property**
- **Living conditions, food, clothing, hygiene**
- **Delays with progression**
- **Access to education and work**

IF SOMETHING IS NOT OK, WE NEED YOU TO SAY – PLEASE LET US KNOW HOW THINGS ARE


Please note we will only provide assistance with complaints after it has been directed through the appropriate complaint procedures first.

IPM


Independent Prison Monitoring



**YOU CAN CALL THE
FREEPHONE NUMBER ON
0800 056 7476. CALLS ARE NOT
MONITORED BY SPS AND ARE
CONFIDENTIAL.**



**THIS NUMBER CAN BE
ACCESSED ON YOUR MOBILE
PHONE BY DIALLING 112 AND
CHOOSING OPTION 3:
INDEPENDENT PRISON
MONITOR**



**IPMs VISIT THE PRISON
WEEKLY AND ARE AVAILABLE
TO SPEAK TO**