



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	14	Statutory requirement met?	Yes
Volunteer hours committed:	64	% of prisoner requests handled:	100

Comments: Statutory requirement was met. The findings are taken from site visits.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Purposeful Activity / regime	<p>IPMs noted the impact of COVID-19 and staff shortages during this period. Monitors commented on the continuation of all essential work parties such as laundry, kitchen and industrial cleaning but noted painting, hairdressing and bicycle repairs had been closed at regular intervals and would request an update. Management advised that staff sickness had been a challenge and continued to be managed as best as possible.</p> <p>Monitors commented very positively on some of the work being undertaken in Education and the Links Centre, and the good relationships between staff and prisoners in these areas.</p>
Decency	<p>IPMs noted the prison to be clean and tidy in all areas. Food continued to be commented on positively. Monitors commented on the external grounds and memorial garden inside the front gate which had been greatly improved and wished to commend the prisoners and staff who had been working on this. IPMs received some feedback through this quarter from females in Darroch regarding access to showers, which they believed could occasionally be limited due to necessary changes to the regime.</p>
Progression	<p>IPMs continued to receive requests from prisoners in National Top End regarding perceived delays to progression through sentences. There was a clear view emerging among many prisoners that their delays were unreasonable. Some related issues - outwith the control of HMP Greenock but impacting on prisoners in their care – included access to community social workers and regular cancellation of GeoAmey appointments. Management spoke at length with IPMs about some of the local and national issues with progression, workshops were planned with SPS and there was also a meeting with GeoAmey Directors</p>
Effective, Courteous and Humane Exercise of Authority	<p>IPMs observed very good staff/prisoner interactions, all undertaken professionally and with good humour in an atmosphere of friendly authority. In particular IPMs noted the care shown for individuals experiencing anxiety and / or mental health issues in the last quarter and the consideration given to how best to meet their needs.</p>

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on transitions from custody and levels of purposeful activity



HMIPS regret being forced to pause our review into Progression due to staff absences. We are now able to resume action on the review and are organising a programme of further visits to prisons, starting in December, with the aim of completing the review in late Spring or early summer 2023. We are sorry for the delay, but remain fully committed to completing this important review as we know progression is a significant issue for many prisoners.

HOW CAN IPMs HELP ME?

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


- **Bullying and safety**
- **Equality and diversity issues**
- **Prison transfers**
- **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 DIALING
112 AND CHOOSING OPTION
3: INDEPENDENT PRISON
MONITOR**

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

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