



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	17	Statutory requirement met?	No
Volunteer hours committed:	34	% of resident requests handled:	100%

**Comments:** The statutory requirement of one (on-site) visit per week was not met with two weeks being missed. No IPM calls were made during this period. Five prisoner requests were raised and handled during this period.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Respect	There was a very good rapport between women and staff. Staff were knowledgeable and supportive, taking account of the individuals needs and circumstances of all women in their care. Women were comfortable speaking with staff and the user voice meetings were helpful to raise and resolve any issues.
Decency (food)	Arrangements were in place for those observing Ramadan. Women were generally positive about food/meals. There was a meal, for women and staff, to celebrate Eid.
Purposeful Activity	A range of purposeful activities were available to women, including examples mirroring those in the community such as mental health awareness week and the Platinum Jubilee. The Links Centre staff were very positive and supportive, providing a range of learning opportunities including Life Skills training and computer training. Also "Knit Happens" provided a socialising opportunity and produced crafts (such as preemie hats) which benefit the community.  Whilst overall positive, due to the low population women were working in more than one work party with staff resources prioritising these, which occasionally impacted on recreation/exercise/gym activities.
Health and Wellbeing	IPMs noted concerns from women in relation to COVID-19, particularly differences to community settings. Concerns have eased following the implementation of the COVID-19 Transition Plan of 23 June.  There was a notable increase in concerns during conversations with women related to accessing healthcare. IPMs will be monitoring this closely.
Transportation	Transportation issues continued to be raised, these includes women arriving late at night and occasions where, for example, hospital appointments and home leave had been cancelled. We know that the SPS are aware and are taking steps with GEOAmev to rectify, and HMIPS will continue to raise this.
New facilities	Women had mixed feelings as the opening of the new women's community custody units in Dundee and Glasgow near. This was mainly in relation to uncertainty for those who will transfer and the delayed opening of HMP and YOI Stirling, now anticipated to open summer 2023.  We are aware preparations are in the final stages for The Bella Centre opening in Dundee in the coming weeks.

### AREAS TO BE MONITORED NEXT

IPM's will focus monitoring, however will not be limited to, healthcare, transportation and transfer/progression to the new Women's Community Custody Units. If you have areas you think we should look at please let us know by calling the Freephone number, also accessible via mobile phones by dialling 112 and selecting option 3.



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
- 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 DIALING  
112 AND CHOOSING OPTION  
3: INDEPENDENT PRISON  
MONITOR**

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