



## HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	20	Statutory requirement met?	Yes
Volunteer hours committed:	79.5	Number resident requests opened:	21

**Comments:** IPMs visited the prison on 16 occasions, and made 4 calls during the reporting period. 21 requests were received from prisoners.

## MONITORING FINDINGS

### MAIN AREAS MONITORED

### FINDINGS

<b>Forth</b>	Over half of the requests received by IPMs were from residents on Forth. Concerns were raised about the number of incidents and the apparent prevalence of illicit substances, and the impact this has had. IPMs were concerned about the problems around halal food highlighted by residents on Forth, which were not fully addressed during the reporting period.
<b>Lomond</b>	There was a lack of cleaning items in the store cupboards, and residents complained about not being able to get cleaning equipment. The cleaning liquid dispenser was broken, and residents suggested it had been like this for some time. Residents were concerned about the levels of violence on the halls.
<b>Douglas</b>	Prisoners on the Early Days in Custody Wing said they had appreciated time outside during the hot spell of weather. The introduction of the Insiders and the work in setting up the Early Days in Custody Wing was a positive development, with the official launch at the end of June. Concerns from the other halls were also echoed on Douglas.
<b>Tay</b>	IPMs had concerns around the levels of violence as on the other halls. There were particular concerns raised by residents regarding the levels of drugs available on the hall.
<b>Food</b>	A number of concerns have been raised by residents regarding issues around the food, from menu changes not being communicated, equipment missing or broken, a failure of staff to resolve issues, and temperature checks not being routinely carried out.
<b>SRU</b>	The SRU was generally full. While staff were understanding of the resident's needs, too many were spending long periods in isolation, with one prisoner having been held in the SRU continuously since November 2021. Others have moved back and forward between the halls and the SRU. This was a common concern across all prisons.
<b>Offender Outcomes</b>	Developments in the activity centre were promising, and the activities on offer were interesting and engaging, for example the music classes, but attendance remained low. During some IPM visits the area had been closed due to lack of staff. Several residents raised issues around meeting case managers, or critical dates being overlooked.
<b>Healthcare</b>	Concerns were raised by residents about healthcare service. Prisoners reported long waits to see a member of the healthcare team, especially for mental health issues. Concerns were also raised about the dispensing of medication. An issue raised about the accessible bath was not resolved during the reporting period.

## AREAS TO BE MONITORED NEXT

To find out more about Independent Prison Monitoring go to [www.prisoninspectorscotland.gov.uk](http://www.prisoninspectorscotland.gov.uk) or email [prisonmonitoring@gov.scot](mailto: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 the 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 halfway through each year.

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  
DIALLING 112 AND  
CHOOSING OPTION 3:  
INDEPENDENT PRISON  
MONITOR

IPMs VISIT THE PRISON  
WEEKLY AND ARE

