



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	16	Statutory requirement met?	No
Volunteer hours committed:	65	Number resident requests opened:	33

**Comments:** IPMs visited the prison on 16 occasions. A visit was missed on one week. 33 requests were received from prisoners.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
<b>Glenesk</b>	Concerns were raised around food and the regime, especially how long they have to clean, and having to eat in their cells. Staff and prisoner relationships appear mainly positive, and it generally had the most welcoming atmosphere in the prison, despite the noise and high energy levels. Staff are normally engaged with prisoners and visible on the halls. Concerns about delays issuing mobile phones has been raised with the Governor and SPS HQ.
<b>Hermiston</b>	IPMs received a large number of requests from this area. Prisoners felt they were not listened to and have concerns about the regime. Staff and prisoner relationships were mixed. Some officers have extensive knowledge of the people in their care and demonstrate genuine care and empathy when dealing with them. However, too often during visits IPMs find the majority of officers sitting behind the desk rather than on the halls interacting with prisoners. The practice of shouting names for prisoners should be discouraged.
<b>Ingliston</b>	Generally, staff and prisoner relationships were positive. Concerns have been raised by staff and prisoners about the continuing abundance of drugs available despite the efforts by the prison to reduce them. As on Hermiston there was a growing tendency for some staff to be based behind the desk, rather than interacting with prisoners on the halls.
<b>Ratho</b>	Relationships were generally positive. Women complained of a lack of activity and boredom. There were also concerns about the impact of the new CCUs and HMP Stirling, with the women feeling unsure about what was happening. Lock up was early, with dinner being served by 1645, and the women then being in their cells until the following morning, and evening activity was regularly cancelled due to staffing.
<b>SRU</b>	IPMs were concerned about the use of the SRU, with the unit often being full, and prisoners being housed there for extended periods of time. The staff were knowledgeable and caring about the prisoners.
<b>Offender Outcomes</b>	Progression remained a concern for prisoners. The work sheds were often closed during IPM visits. The women on Ratho complained about a lack of activity. The prison state around 75% of women are employed, but this was not reflected in their perceptions.
<b>Healthcare</b>	Healthcare was a concern with many prisoners reporting problems with the issuing of medication, with some prisoners reporting that medication was not provided on time.

### AREAS TO BE MONITORED NEXT

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 halfway through each year

To find out more about Independent Prison Monitoring go to [www.prisoninspectoratescotland.gov.uk](http://www.prisoninspectoratescotland.gov.uk) or email [prisonmonitoring@gov.scot](mailto:prisonmonitoring@gov.scot). To ask to see an IPM call **0800 056 7476**.



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

The poster features a purple background with white text. It includes icons for a mobile phone and two speech bubbles. The text is arranged in a clear, bold, sans-serif font.