



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	17	Statutory requirement met?	Yes
Volunteer hours committed:	53	Requests opened:	16

Comments: There were 15 visits and two calls made to speak to prisoners. Volunteer hours only include time in the prison.

MAIN AREAS MONITORED	FINDINGS
General – overcrowding and fabric of the buildings	<p>It remains the case that the majority of concerns about Barlinnie come from the nature of the buildings and the significant overcrowding. IPMs continue to lobby at all levels for a reduction in the number of people being held at HMP Barlinnie.</p> <p>The prison is not fit for purpose and requires significant investment across all areas.</p>
Food	<p>During the reporting period a number of prisoners raised concerns about the nutritional value of the food, and the portion sizes.</p>
Complaint forms	<p>Complaint forms for the prison and for NHS were not available on all halls when IPMs checked. This was raised with prison management, but subsequent spot checks continued to show some areas without forms readily available. Residents also complained about complaints not being responded to, or answers not addressing their concerns or taking them seriously.</p>
SRU	<p>The IPM Team are aware of the hard work done by staff in the SRU. However, similar to the rest of the prison the buildings are not fit for purpose. The IPMs have raised concerns about the length of time some prisoners are spending in the SRU, and the failure of SPS Headquarters to properly manage this situation.</p>
Staff and prisoner relationships	<p>Prisoners remained positive about staff/prisoner relationships, and in the main reported being treated well, with staff helping to resolve issues. IPMs observed particularly good practice in C hall</p> <p>The work being done in the resource hub is incredibly positive, and during visits IPMs continued to be impressed with the work and the facilities.</p>
Mobile phones	<p>Prisoners continued to report that they were not provided with a mobile phone, or had significant delays receiving them. The IPM phone number is now available on the mobile phones, and we would encourage prisoners to get in touch with us if they wish. The IPM team were pleased to learn of plans to roll out in cell phones across the entire prison estate, and look forward to seeing this change being implement.</p>
Equalities	<p>The IPM team observed the new Autism Group, and have spoken to a number of prisoners involved. The team welcome this group and the action the prison is taking to support prisoners with additional needs.</p> <p>There were concerns raised by a number of residents about racism. The prison need to do more to address these concerns.</p>

AREAS TO BE MONITORED NEXT



Independent Prison Monitors are considering areas that they should focus on in the coming months. If there are particular things that you think the IPMs should focus on, whatever that may be, please leave a message on the Freephone number letting us know so we can consider it. The IPM Team can now be contacted using your mobile phone by dialling 112 option 3.

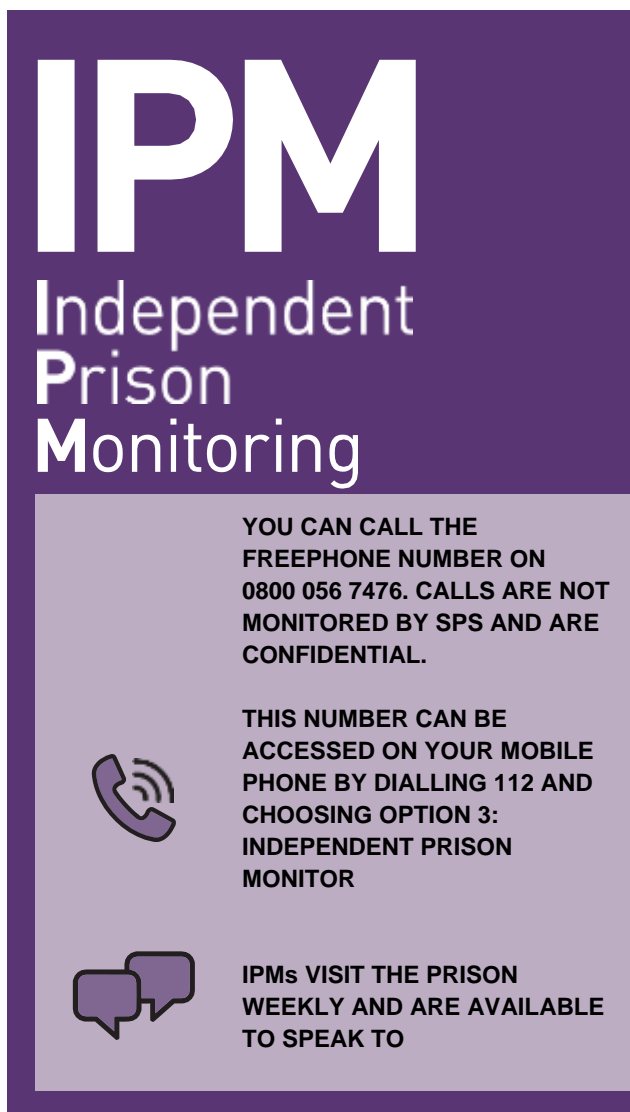
HOW CAN IPMs HELP ME?

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 DIALLING 112 AND CHOOSING OPTION 3: INDEPENDENT PRISON MONITOR

IPMs VISIT THE PRISON WEEKLY AND ARE AVAILABLE TO SPEAK TO

