



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	25	Statutory requirement met?	Yes
Volunteer hours committed:	81	Number of requests opened:	34

Comments: IPMs visited the prison on 25 occasions. The IPM team are dealing with a large volume of requests from prisoners at the moment and it may take a while for us to get to you.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Regime and purposeful activity	Evening activity and the closure of worksheds continued to be a major frustration amongst prisoners. Whilst some good evening activity was taking place, many prisoners were spending too much time in their cells. Prisoners on Ratho and Glenesk in particular raised this, but the same was noted on Hermiston and Ingliston.
Staff prisoner relationships	As in previous reports, the majority of prisoners continued to report positive relationships with staff, with most saying that staff on the halls generally tried to help solve problems. Relationships on Glenesk in particular were positive. Across the halls the level of knowledge staff had regarding those in their care was good. IPMs remained concerned on some halls of the practice of shouting out prisoners' names.
Healthcare	Many residents raised concerns about all aspects of healthcare, and waiting times to see doctors or to get mental health support. The times medication was issued was of particular concern, with several prisoners saying they were given medication at inappropriate times, not in line with their prescription. Several prisoners also told IPMs of occasions when medication was not delivered. This has been raised with the healthcare manager.
Remand	The number of prisoners on remand, and the length of time spent on remand across the estate remained a serious concern. Of particular worry was the lack of access to some key services for remand prisoners, such as dental treatment. The IPMs have raised this matter with HM Chief Inspector of Prisons to take forward with the SPS and the Scottish Government.
Mobile phones	There were significant delays in the issuing of mobile phones. Many prisoners were waiting an unacceptable amount of time to have theirs delivered. IPMs were aware of work to provide in-cell telephony, but had urged the prison and the SPS to do more to manage this issue in the interim.
Money	The cost of living continued to be raised by a number of prisoners. A particular concern raised regards the charges for items such as fresh fruit and veg in comparison to prison wages. HMIPS recognise this as a significant issue for many prisoners, and have raised our concerns with the prison and the SPS.

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 from your mobile phone by dialling 112 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 DIALLING 112 AND
CHOOSING OPTION 3:
INDEPENDENT PRISON
MONITOR

IPMs VISIT THE PRISON
WEEKLY AND ARE AVAILABLE
TO SPEAK TO

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, hierarchical manner, starting with the acronym 'IPM' and the full name, followed by contact information and service details.