



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	20	Statutory requirement met?	Yes
Volunteer hours spent in the prison:	99.5	Requests received	28

Comments: The statutory requirement of one (on-site) visit per week was met, with 15 visits in person and five calls with prisoners or online attendance at meeting taking place. IPMs are now allocated to each hall. This will hopefully allow them to gain a better understanding of the issues you are concerned about. The IPMs are allocated as follows:

HB1	Tay	Norbert, Louise
	Douglas & Reception (First night)	Karen, Hannah
HB2	Forth	Trish, Joanne
	Lomond & SRU	Ella, Alistair, Louise
Non Res	Health	Linda
	Operations and Offender outcomes	Juliet, Annabel

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Safety and respect	Residents across the halls continued to raise a number of issues to IPMs, particularly from Forth halls, regarding basic issues not being dealt with. Residents do not believe PIACs are happening and feel some of the issues they raise were not taken seriously by staff. There were some examples of good staff and resident relationships, but across all halls too often staff were based at the desk rather than on the hall. The launch of the Insiders Scheme, the changes in reception and the First Night Centre were noted as being very positive.
Food	IPMs were disappointed that many of the issues raised by residents and included in the IPMs report on food had not yet been resolved. Generally the new menu was preferred by residents, but there were understandably some issues with the roll out.
Equalities	Serious concerns were raised about food being provided labelled as halal that was not. Whilst the prison acknowledged this error, not enough had been done to restore trust with residents. IPMs were pleased to hear that the Equalities PIACs would be restarted.
Healthcare	Concerns were raised about all aspects of healthcare, from waiting times for appointments, to responses to requests on the kiosk. Many residents felt they could not get the healthcare support they needed, in particular around mental health.
Cost of living	Several residents raised concerns about the cost of living, with prices on the canteen sheet increasing. This was reflected in the community. IPMs understand this is a significant issue across all prisons, and have raised the matter with HM Chief Inspector of Prisons.
Reception and access to property	There were still concerns about access to property and items allowed in use. There was a lack of consistency in how matters were handled and resolved, with some staff giving different answers to residents.
Complaint handling	Residents expressed a lack of confidence in the complaints process, feeling complaints were not taken seriously by staff and that issues were not addressed. IPMs have concerns across all prisons about the SPS complaints system, and are considering how best to address these.



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.

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

The poster features a dark purple background with white text. It includes a large 'IPM' logo at the top, followed by the full name 'Independent Prison Monitoring'. Below this, there are two sections: one with a phone icon and text about a freephone number, and another with a speech bubbles icon and text about weekly visits.