



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	27	Statutory requirement met?	Yes
Volunteer hours committed:	150	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was met.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Organisational development	IPMs were pleased to hear that the IPM request number has been added to all prisoners' mobile phones, allowing prisoners to make a request in the privacy of their cell.
Effective, courteous and humane exercise of authority	A number of prisoners complained to IPMs about the policy of confiscating mail suspected of being contaminated with drugs, – particularly where it contained cash. IPMs looked in-to these cases and concluded that the SPS policy had been followed in each case. Prisoners were advised to inform their families to give them cash using one of the available electronic banking methods. IPMs noted that substance misuse has dropped significantly since the introduction of photocopying prisoner mail.
COVID-19	There had been a significant amount of necessary COVID-19-related isolation over the reporting period. IPMs concluded that the prison followed Public Health Scotland's guidance, but did understand that the periods of isolation will have been uncomfortable for prisoners and challenging for staff to manage.
Effective, courteous and humane exercise of authority – Separation and Reintegration Unit (SRU)	IPMs monitored the treatment and conditions in the SRU on a number of occasions. Their conclusions were that staff prioritised the interests of prisoners, with an individualised approach. Prisoners confirmed they were offered daily showers, time in the fresh air, exercise, telephone, clean bedding and clothing, visits, and a cell wage.
Organisational effectiveness	Virtual courts were well run by SPS staff, with due consideration for prisoners' feelings before and after the hearings. Prisoners were able to have a call with their solicitor prior to the hearing, to allow them to be informed of options and likely outcomes so that they were a bit more prepared.
Healthcare	IPMs were concerned to learn that a number of prisoners (patients) had had problems receiving the correct medication, or late medication. Prisoners complained to IPMs that their NHS complaints had not been processed, or had been processed late. IPMs were also concerned to learn that doctors were only seeing patients in an emergency situation. NHS staffing levels have been low.

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on the impact the latest COVID-19 restrictions are having on prisoners, including access to basic human rights such as time in the fresh air, outdoor PT, healthcare and hygiene.

IPMs will also start to look at the easing of restrictions around the prison to ensure they happen in line with the easing of restrictions in the community.



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.

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.