



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (or calls):	17	Statutory requirement met?	Yes
Volunteer hours committed:	51	% 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.
Personal Safety	Over the course of the reporting period, IPMs spoke with some prisoners managed under the SPS Talk To Me Strategy. These prisoners stated they were being well looked after and felt safe.
Substance misuse	IPMs learned that drugs use in the prison has fallen significantly since the process of photocopying mail was implemented in late 2021.
COVID-19	<p>IPMs learned that, while there had been a large number of prisoners isolating due to COVID-19, this did not disrupt the delivery of core services (kitchen, laundry, cleaning etc.). IPMs considered that the processes for keeping Covid-19 "pods" separate were handled sensibly and were well understood by prisoners.</p> <p>A number of prisoners and staff reported that prisoner/staff relations were very good during the reporting period. IPMs considered this to be all the more important during the period of mass isolation, and very much welcomed this news.</p>
Transition to the community	IPMs looked in to the range of support provided at the prison for prisoners nearing liberation and concluded that it was appropriate. Furthermore the prison had established a unique community integration project with support from community partners, which was progressing well.
Healthcare	Prisoners and SPS staff raised concerns to IPMs about long waiting times for NHS appointments with mental health, and for addictions services. IPMs will monitor this further in coming weeks.

AREAS TO BE MONITORED NEXT

IPMs will start to monitor changes to the regime as the prison continues to ease restrictions in line with Scottish Government guidance.



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.

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.