



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	24	Statutory requirement met?	Yes
Volunteer hours committed:	52.5	% of prisoner requests handled:	100%

Comments: The statutory requirement of one (on-site) visit per week was met, with 18 visits in person and six calls with prisoners taking place. IPMs were aware of the continuing impact of the COVID-19 outbreaks within the prison.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Staff and prisoner relationships	<p>As in previous reports, staff/prisoner relationships remained generally positive, although there remain frustrations from residents about inconsistency in the staff on the halls, with staff being deployed to various halls.</p> <p>Most of the issues that residents brought to the attention of the IPM Team were simple matters that could be resolved by hall staff at an earlier stage.</p> <p>Communication remained a concern for residents.</p>
Food	<p>Residents continued to raise issues around food. The report conducted by the IPM Team last summer suggested 18 areas for improvement which have been discussed with the Director and the management team, who have plans in place to resolve most of the concerns, and to improve the food offering more generally. The IPM team will review the report in April and again in June or July.</p>
Purposeful activity	<p>The IPM Team remained concerned that the number of residents in the various educational classes and workshops was too low. Several residents reported that exercise sometimes clashed with meals being served, which meant they could not access the full hour outside.</p>
Remand	<p>IPMs remain concerned about the number of remand prisoners being held in all prisons, and the length of time people are spending on remand.</p>
Healthcare	<p>The IPM Team were informed by residents of external healthcare appointments being missed as escorts were not available. This was not unique to Addiewell. HM Chief Inspector of Prisons for Scotland has raised this with the SPS and understands that action is being taken. The situation appears to have improved in recent weeks.</p>
Progression	<p>Concerns remain nationally about the ability of prisoners to progress through their sentences. The HMIPS Thematic Review of progression is underway and they will be visiting all prisons over the next few months.</p>

AREAS TO BE MONITORED NEXT

Independent Prison Monitors are dealing with a large number of requests, but hope to continue to look at other specific areas again shortly, as well as reviewing the report on food. If you have any areas you think the IPM Team should look at please let us know by calling the Freephone number. This is available on the phone in your cell.



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.**

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

The poster is a vertical rectangle with a dark purple background. At the top, the letters 'IPM' are written in large, white, bold, sans-serif font. Below this, the words 'Independent', 'Prison', and 'Monitoring' are stacked vertically in a smaller, white, sans-serif font. The bottom half of the poster has a lighter purple background. On the left side of this section, there are two icons: a white telephone handset with signal waves, and two white speech bubbles. To the right of each icon is a block of white text in a bold, sans-serif font.