



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	No
Volunteer hours committed:	n/a	% of prisoner requests handled:	N/A

Comments: Volunteer hours not recorded for phone calls (visits only). Amber rating for statutory requirement is due to visits not taking place during lockdown, with remote calls replacing visits. Amber rating for number of calls reflects the fact that remote monitoring commenced midway through the quarter.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal safety	Prison management confirmed that they had followed the Scottish Government's guidance with regards to physical distancing, and the specific requirements when outbreaks of COVID occurred in the prison. IPMs had spoken with some prisoners who said that physical distancing was not always observed on the halls, by prisoners and staff. Prisoners working in the pantry were not provided with masks.
Regime	Prisoners were not happy with the changes to the regime and there were incidents prior to the restricted regime and in the initial stages. Subsequently prisoners had better understood the regime and the reasons for it. With outbreaks of COVID in the prison, they were operating in command mode at the start of this reporting period. The TV channel was used to share information, but the image was often blurry and hard for prisoners to read.
Decency	Prisoners were getting daily time in fresh air and recreation. Prisoners confirmed the halls were being kept clean, but concerns prior to the lockdown regarding the pantries and the temperature of the food remained. All cells had in cell showers which meant all prisoners could shower whenever they wished.
Healthcare	Prisoners continued to raise some concerns about the delivery of healthcare services during lockdown, but healthcare services continued to run and treatment was available.
Family contact	Prisoners expressed frustration at the apparent lack of process in implementing virtual visits and in-cell phones. The mobile phones in particular were delayed, and there were ongoing issues with the phone reception.
Purposeful activity	Prisoners work had understandably decreased, with only essential work parties still operating under strict safety requirements.

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on how prisoners are coping during lockdown, particularly where restrictions are eventually eased. It is hoped on-site monitoring will resume in August.
The IPM boxes are still not in use.