



HMIPS SERVICE DELIVERY PERFORMANCE

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| Number of IPM visits (calls): | 14 | Statutory requirement met? | Yes |
| Volunteer hours committed: | 35.5 | % of prisoner requests handled: | 100 |

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

MONITORING FINDINGS

| MAIN AREAS MONITORED | FINDINGS |
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| Purposeful activity | As COVID-19 restrictions had ceased community work placements, there was a significant number of prisoners who were unable to access work opportunities at the start of the quarter (as with previous quarters). IPMs were pleased to note that as the Scottish Government eased the restrictions a small number of community work placements were made available, increasing gradually (i.e. safely). Where available, prisoners were given work opportunities around the prison. |
| Purposeful activity | IPMs monitored the Education Centre and were impressed with the opportunities made available to prisoners, including the provision of additional support to those with additional needs. |
| Transition from custody in to the community. | IPMs monitored the Risk Management Team process and concluded that it was run efficiently and fairly, with multi-agency representation and an appeals process in place. IPMs were pleased to hear that eligible prisoners were now allowed to access home leaves following the further easing of Scottish Government COVID-19 restrictions. |
| Family visits | Prisoners continued to enjoy family visits during the quarter. For example one prisoner commented to IPMs that he felt that they were appropriately physically distanced, held in a quiet environment and he and his family had a good length of time to meet. |
| Organisational effectiveness | IPMs welcomed the further opening up of the regime, with prisoners receiving community access etc., however staff raised slight concerns that they were now a bit stretched with having to provide more service while remaining on a 'core day' shift pattern (in line with officers across the prison estate). IPMs were therefore concerned that should staff resources become stretched it would affect service quality for prisoners. |

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.**

 **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. At the bottom of the poster, there is a light purple rectangular box containing two sections. The top section features a white icon of a telephone handset with signal waves, followed by the text 'YOU CAN CALL THE FREEPHONE NUMBER ON 0800 056 7476. CALLS ARE NOT MONITORED BY SPS AND ARE CONFIDENTIAL.' in bold, black, uppercase letters. The bottom section features a white icon of two overlapping speech bubbles, followed by the text 'IPMs VISIT THE PRISON WEEKLY AND ARE AVAILABLE TO SPEAK TO.' in bold, black, uppercase letters.