



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	22	Statutory requirement met?	Yes
Volunteer hours committed:	83.5	% of prisoner requests handled:	100%

Comments: IPMs visited the prison on 21 occasions between October and December 2021, and recorded one phone call to speak to a prisoner. The IPM team are dealing with a large volume of requests from prisoners at the moment. IPMs are aware of the impact the continuing cases of COVID are having around the prison.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Regime	Prisoners reported that they are generally in favour of the new regime, but that too often evening activities were not taking place as planned. Some prisoners in work noted that they were no longer able to work all day and then have recreation in the evening. Whilst the IPM Team recognised the impact this had on some prisoners, they remain supportive of the objective of the prison, to get more prisoners doing meaningful activities every day.
Staff prisoner relationships	As in previous reports, the majority of prisoners continued to report positive relationships with staff, with most saying that staff on the halls generally tried to help solve problems. The atmosphere on the halls was generally good, and IPMs observed positive and respectful interactions between staff and prisoners on all the residential areas.
Decency	Prisoners once again raised concerns about the pest control issues in Glenesk. During visits IPMs also noted the excessive litter around the Glenesk exercise area.
Purposeful activity	IPMs visited the workshops on numerous occasions throughout the reporting period. It was noted that more workshops were now open, but the number of areas closed remains of concern.

AREAS TO BE MONITORED NEXT

Independent Prison Monitors are considering areas that they should focus on in the coming months. If there are particular things that you think the IPMs should focus on, whatever that may be, please leave a message on the Freephone number letting us know so we can consider it. The IPM Team can now be contacted from your mobile phone by dialling 112 option 3.



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**