



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	21	Statutory requirement met?	No
Volunteer hours committed:	n/a	% of prisoner requests handled:	N/A

**Comments:** Volunteer hours were not recorded as the majority of IPM interactions were via phone calls. Amber rating for statutory requirement is due to visits not taking place during lockdown, with remote calls replacing visits.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Regime	In general prisoners reported satisfaction with the current regime. Prisoners on several halls further reported that the staff would try to make sure people were given the opportunity to use showers and have access to recreation, even when the regime did not officially allow it.
Decency	Prisoners confirmed the halls were being kept clean and they had access to cleaning materials when they needed them. The laundry had continued to run throughout, and prisoners generally report they were satisfied with the services.
Purposeful Activity	It was good that some worksheds were reopening. Concerns were raised prior to the COVID-19 lockdown about the use of activity spaces. Those concerns remain.  It was a shame that some prisoners had to choose between working or having a shower or recreation, and the prison should look to address this.
Food	IPMs spoke to a number of prisoners about the food available. The prison have agreed to ensure that menu sheets are available in colour on all the halls to make it easier for prisoners to make healthy choices.  Prisoners on Ratho Hall did not feel the menu was aimed at their needs. Prisoners across the prison reported that the menu choices become monotonous. IPMs attended the next round of prisoner food focus groups in October and November.
Family contact	The virtual visits and the mobile phones have been welcomed. IPMs will advocate that both of these initiatives continue after the end of the COVID pandemic.  Prisoners raised concerns around the testing of mail, and what happened if items were tested positive for drugs. The prison confirmed that where items were indicating there were drugs within them they were passed to the police. Items were not destroyed.
Progression	IPMs are concerned about the impact the COVID-19 pandemic has had on prisoners ability to complete offending behaviour courses. We will implore the SPS and the Scottish Government to think creatively about solutions to the problems around courses and progression as a matter of urgency.

### AREAS TO BE MONITORED NEXT

IPMs will focus on purposeful activity and staff and prisoner relationships in the next quarter. The IPM boxes have been removed – prisoners wishing to contact us should use the Freephone number