



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	No
Volunteer hours committed:	47	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was not met. The first week of the quarter had a remote monitoring call rather than an on-site visit.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Effective, courteous and humane exercise of authority.	IPMS observed the Separation and Reintegration Unit (SRU) in operation, and concluded that it was well run. IPMs were shown evidence that all prisoners were offered time in the fresh air, exercise, showers, and so on and were satisfied that prisoners were being offered everything in accordance with their rights.
Effective, courteous and humane exercise of authority	IPMs witnessed staff 'shouting down the halls' to tell prisoners there was someone there to see them, which adversely affected the prisoners' right to privacy.
Purposeful activity	IPMs were pleased to see prisoners interacting during recreation times, playing pool, sitting at the communal tables chatting, and using the hall phones – a very positive environment.
Personal safety	IPMs raised concerns that during lunchtime lockdown periods there were only two staff patrolling an entire hall, whereas three officers were required to open up a cell should prisoners require emergency assistance. Staff responded to say that another officer could be radioed to attend if there was an emergency, and that the response is usually very quick. If absolutely necessary permission is sought by radio to enter a cell to provide emergency assistance while staff are on the way.
Equality and diversity	IPMs were pleased to note the presence of a dedicated 'Equality and Diversity Ambassador' in the reception, who screens incoming prisoners to determine what further support they may require.
Organisational effectiveness	The prison staff coped well in accommodating extra prisoners during an estate-wide exercise to move prisoners, with no impact on the delivery of the regimes.

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on the impact the latest COVID-19 restrictions are having on prisoners.

IPMs will also start to monitor changes to the regime as the prison continues to ease restrictions in line with Scottish Government guidance, including the implementation of new regime structures to replace the 'core-day'.



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.**