



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	No
Volunteer hours committed:	38*	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was not met. Two remote monitoring calls were necessary during the reporting period, due to COVID concerns. There was one week where neither a call or a visit were made, however an additional visit was made the following week to make up for it. (Volunteer hours committed do not include time spent on remote monitoring calls).

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Effective, courteous and humane exercise of authority	IPMs were again concerned to observe, on a number of occasions, Officers 'Shouting down the halls' to call for prisoners to attend appointments. This practice can erode prisoners' rights to privacy by letting other prisoners know what issues they are facing.
COVID	IPMs were concerned to note that during recent COVID outbreaks it was not possible to guarantee every prisoner was able to shower each day. IPMs do however recognise that the outbreaks affected staffing and that such decisions were made with safety and order in mind.
Decency	IPMs monitored the lunch process, which seemed to run efficiently. Prisoners looked as though they were enjoying the food, and IPMs thought that the food looked to be of decent quality.
Organisational effectiveness	<p>Despite significant numbers of staff having to isolate, staff were nonetheless observed to work hard to ensure that the regime ran as efficiently as possible.</p> <p>During periods where there was less disruption due to COVID, early observations and discussions with staff suggested to IPMs that the return to two shifts was improving the regime delivery. Prisoners were not locked up as early as they were during the 'core day' shift pattern.</p>
Healthcare	The care provided for elderly and infirm prisoners was observed to be excellent. NHS staff, SPS staff, external care providers and prisoners were all observed making meaningful contributions.

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.

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.

The poster features a purple background with white text. It includes icons for a mobile phone and two speech bubbles. The text is arranged in a clear, bold, sans-serif font.