



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits / calls:	14	Statutory requirement met?	No
Volunteer hours committed:	16	% of prisoner requests handled:	100%

**Comments:** Statutory visit not met due to not being able to get on-site until the week beginning 27/07/20 due to COVID-19 restrictions. The small number of IPMs available at this prison has meant it has not been possible to conduct a visit every week since they re-commenced – with a remote monitoring call conducted instead. There were two weeks during the reporting period where neither a call nor visit was done. Extra calls/visits in two other weeks made up for this.

There have been no new prisoner requests this quarter.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Lawful and transparent custody	Prison transfers re-commenced during the period, meaning the prison had started taking in prisoners (Glenochil does not receive from courts). Senior management confirmed that prisoners arriving at Glenochil received the prison induction.
Decency	All prisoners continued to have access to daily exercise, time in the fresh air, and showers etc. in line with their human rights.
Family contact	Virtual visits and on-site family visits were running well. IPMs observed these processes taking place. COVID-19 safety measures were explained to visitors and there were clear signs/instructions all around the visit room. Staff were courteous when talking to visitors and prisoners, who all appeared to be relaxed.
Personal safety	Prisoners were now wearing masks to move around between areas of the prison, in line with updated COVID-19 guidance. Prisoners appeared to remain at an appropriate distance from staff. IPMs saw clear evidence of staff using their radios to contact the control room in order to ensure that different prisoner groups did not move through the prison at the same time - to ensure the safety of individual prisoners/groups.
Purposeful activity	IPMs visited some of the workshop areas and discussed physical distancing arrangements with officers, who advised that clear markings on the floor were displayed to ensure physical distancing was maintained. 'Waiver' type documents have been kept in prisoners' training files confirming prisoners had been informed to follow physical distancing, and if they choose not to, it was at their own risk. These were signed by prisoners..
Purposeful activity	Management informed IPMs that there was not enough room in some workshops to increase the number of prisoners accessing work while maintaining the two metre physical distancing rule. As such the number of prisoners accessing work was currently at maximum capacity.

### AREAS TO BE MONITORED NEXT

IPMs will continue to focus on how prisoners are coping during lockdown, particularly where restrictions are eventually eased.