



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	Yes
Volunteer hours committed:	19.5	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was met. The relatively limited number of volunteer hours does not reflect additional monitoring hours committed by the Prison Monitoring Co-ordinator (which is not a volunteering role).

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Family contact	IPMs were pleased to see the return of on-site family visits, with the view that these are very important for maintaining prisoner/family relationships.
Supporting additional needs	IPMs observed the lunchtime process for elderly and infirm prisoners and saw evidence of officers amending the usual lunchtime process to accommodate their mobility needs. Both staff and more able prisoners assisted those in need. Staff had ensured that there were able-bodied prisoners located in the section and these were assigned as 'helpers'. This was particularly important given that the sections were essentially household bubbles at the time due to COVID-19 (i.e. no-one could have come in to help from another section). IPMs viewed this as evidence of good planning and consideration of vulnerable prisoners' needs.
Equalities	The process that establishments must use when prisoners request to change their religion is complex, particularly where faith-based food is involved. It appeared to be particularly complex for prisoners to convert to Judaism. IPMs consulted with the Scottish Human Rights Commission, and formed the view that the SPS policy which allows prisoners to change their religion requires to be reviewed, to make it easier for prisoners to exercise their human right to choose their religion. Note – this is a national issue rather than one specific to HMP Glenochil.
	IPMs observed staff/prisoner interactions on a number of occasions and concluded that staff/prisoner relationships were good. However IPMs did also note a number of instances of staff 'shouting down the halls' for prisoners to come to the front desk. This practice does not afford prisoners' privacy to deal with issues, and should be discouraged.
Purposeful activity	Purposeful activity opportunities were expanded in line with the Scottish Government's easing of lockdown restrictions. IPMs viewed this as a very positive step.

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on the impact the latest COVID-19 restrictions are having on prisoners, including access to basic human rights such as time in the fresh air, exercise, healthcare and hygiene.

IPMs will also start to look at the easing of restrictions around the prison to ensure they happen in line with the easing of restrictions in the community.



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.**

The graphic is a vertical purple rectangle with white text. At the top, 'IPM' is written in large, bold, white letters. Below it, 'Independent Prison Monitoring' is written in a smaller, white, sans-serif font. At the bottom, there are two sections of text, each preceded by an icon. The first section has a white phone icon and text stating that a freephone number (0800 056 7476) is available for confidential calls. The second section has a white speech bubbles icon and text stating that IPMs visit the prison weekly and are available to speak to.