



### HMIPS SERVICE DELIVERY PERFORMANCE

|                               |     |                                 |     |
|-------------------------------|-----|---------------------------------|-----|
| Number of IPM visits (calls): | 14  | Statutory requirement met?      | No  |
| Volunteer hours committed:    | n/a | % of prisoner requests handled: | 100 |

**Comments:** Volunteer hours not recorded for phone-calls (visits only). Amber rating for statutory requirement is due to visits not taking place during lockdown, with remote calls replacing visits. Amber rating for number of calls reflects the fact that remote monitoring commenced midway through the quarter.

### MONITORING FINDINGS

| MAIN AREAS MONITORED | FINDINGS   |
|----------------------|--|
| Personal safety      | Prison management confirmed that they had followed the Scottish Government's guidance with regards to physical distancing etc. IPMs spoke with some prisoners who said that physical distancing was not always observed on the halls, by prisoners and staff. This was confirmed by prison management, who continued to stress to prisoners and staff the importance of following the guidance.                          |
| Regime               | Both prison management and prisoner reps confirmed that prisoners were accepting of the new regime, and were coping well with the changes. PIAC meetings were not happening regularly (due to physical distancing requirements), however prisoners were being consulted with on a more individual basis, giving them the opportunity to help shape these changes. Some prisoners said the regime was better than before. |
| Decency              | Prisoners were getting daily showers, time in fresh air, and exercise. Prison staff were working to ensure that religious needs of prisoners were being met (including support to allow a prisoner to attend a family funeral).  |
| Healthcare           | IPMs spoke with some prisoners on the phone, some of whom reported that administration of medication was going well, and that there was a daily check on the wellbeing of each prisoner. However, prisoners did report that getting an appointment with a doctor seemed to be slower than before.  |
| Family contact       | Prisoners initially expressed frustration at the apparent lack of process in implementing virtual visits and mobile phones. While it had taken some time, it is understood the delay was caused by the need for legislation to be passed. Virtual visits were now up and running, and going well.  |
| Purposeful activity  | Prisoner work had understandably decreased, with only essential work parties operating under strict safety requirements. This was a sensible, safe approach which met the needs of all prisoners, while ensuring that some could continue to benefit from the routine of work. Workshops etc. were planned to open up again as further lockdown restrictions are eased.  |

### AREAS TO BE MONITORED NEXT

IPMs will continue to focus on how prisoners are coping during lockdown, particularly where restrictions are eventually eased. It is hoped on-site monitoring will resume in the week beginning 27<sup>th</sup> July.