



#### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits / calls:	15	Statutory requirement met?	No
Volunteer hours committed:	75	% of prisoner requests handled:	100

**Comments:** On-site visits re-commenced following lockdown, in week beginning 27/07/2020. Remote monitoring phone-calls were made in the preceding four weeks. While the statutory obligation was not met (due to COVID-19), the minimum requirement of one visit (or call) per week was achieved. Volunteer hours shown do not include time for phone calls.

IPMs dealt with 22 prisoner requests.

#### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal safety	COVID-19 safety/hygiene measures had been updated in line with Scottish Government guidance, including prisoners wearing masks for movements between areas of the prison. Staff were required to wear masks at all times. IPMs had however noted that there seemed to be less hand sanitizer stations on the halls than expected (one at the entrance to the flat but none behind the grill-gates). Management responded to say that behind the grill gates prisoners could wash their hands in their cells.
Healthcare	IPMs learned that there was an issue for prisoners accessing their prescriptions, where their meds had to come from an external pharmacy. This had led to some prisoners going a few days without their medication. NHS Grampian staff said they were aware of the situation and seeking to resolve it with the pharmacy. There was also a question on how quickly prison healthcare staff get prisoners' prescriptions to them following receipt from the pharmacy. NHS management responded to say that improvement actions had been identified and were being implemented.
Family contact	IPMs observed the Virtual Visits and Family Visits taking place, and they seemed to be going well. Prisoner mobile phones were also now in use. Prisoners welcomed all of this.
Purposeful activity	Non-essential work parties had now opened up, as had education and the gym – all subject to COVID-19 safety restrictions and therefore slightly less capacity (although this is perfectly understandable). Prisoners appeared to be happy to be out of their cells and engaged in work.
Progression	IPMs noted the case of a female prisoner who had to transfer to Cornton Vale's national top-end facility for a short period of time prior to returning to Grampian to access the Community Integration Unit. Grampian Staff had made the suggestion to SPS HQ that she could move directly into the CIU, SPS HQ insisted the temporary move to Cornton Vale was required in line with national policy. However, the prisoner's individual circumstances were taken in to consideration and the time spent at Cornton Vale was kept to a minimum. This practice had been applied to other prisoners since. IPMs welcome this approach.

#### AREAS TO BE MONITORED NEXT

IPMs will continue to focus on how prisoners are coping during lockdown, particularly where restrictions are eventually eased. IPMs will also look more closely at the issues described above regarding medication and will monitor the impact of the identified improvement.

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