



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	25	Statutory requirement met?	Yes
Volunteer hours committed:	140	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was met.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Family contact	<p>IPMs learned that staff had reviewed the visits set-up, and approved of the outcome that prisoners could receive four virtual visits per month in addition to two in-person family visits. IPMs were also satisfied that visit time slots were allocated fairly.</p> <p>IPMs observed face to face visits. Staff were respectful of the prisoner and their visitor, monitoring the situation but not in any way intrusively. COVID-19 safety measures were being adhered to. The visit room was clean, tidy and welcoming.</p>
Purposeful activity	<p>IPMs were pleased to note that the easing of COVID-19 restrictions had continued in line with Scottish Government decisions. Prisoners were particularly pleased to have access to the gym again.</p>
Effective, courteous and humane exercise of authority	<p>IPMs formed the view that many prisoners did not know who their Personal Officer / Section Officer was, and that staff should ensure that this position improves. A number of prisoner requests that IPMs received could have been resolved by prisoners discussing matters with their Personal / Section Officer.</p>
Support for vulnerable prisoners	<p>IPMs were satisfied that prisoners with autism and other additional support needs received appropriate tailored support from a range of providers.</p>

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, outdoor PT, 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 poster is a vertical rectangle with a dark purple background. At the top, the letters 'IPM' are written in large, white, bold, sans-serif font. Below this, the words 'Independent', 'Prison', and 'Monitoring' are stacked vertically in a smaller, white, sans-serif font. The bottom section of the poster has a lighter purple background and contains two rows of information. The first row features a white icon of a telephone handset with signal waves, followed by the text 'YOU CAN CALL THE FREEPHONE NUMBER ON 0800 056 7476. CALLS ARE NOT MONITORED BY SPS AND ARE CONFIDENTIAL.' in white, bold, uppercase letters. The second row features a white icon of two overlapping speech bubbles, followed by the text 'IPMs VISIT THE PRISON WEEKLY AND ARE AVAILABLE TO SPEAK TO.' in white, bold, uppercase letters.