



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	Yes
Volunteer hours committed:	52	% of prisoner requests handled:	100

Comments: Statutory requirement was met. The findings aware taken from on-site visits.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Purposeful Activity / regime	IPMs continued to report very positively on the creative and important work being done in the Links Centre, and wished to commend everyone involved for the excellent provision for both convicted and remand prisoners. IPMs remain concerned that some work parties can be affected by staff shortages. Though many work parties were affected by low staffing during this quarter, officers demonstrated excellent adaptability to ensure the prison continued to function well during a challenging period. Management also advised the tea bar had now opened back up in the visits room.
Healthcare	IPMs noted the outbreak of positive cases in this quarter and welcomed the COVID-19 booster clinics provided by the health centre. IPMs continue to report good access to healthcare for all prisoners at HMP Greenock.
Organisational Effectiveness	IPMs commented on the new processes established across all prisons for handling mail, and would welcome an update on the impact this had on finds of illicit substances, if any. IPMs also noted the high levels of staff absence towards the end of the quarter, which resulted in several work parties discontinuing for a period and the short term suspension of visits. Again, IPMs would commend the staff group for taking extra shifts and overtime to ensure appropriate cover. In conversations with prisoners, it was clear there was a high level of appreciation for the efforts made during this time.
Effective, Courteous and Humane Exercise of Authority	IPMs observed very good staff/prisoner interactions. All undertaken professionally and with good humour in an atmosphere of friendly authority.
Decency	IPMs observed the management of prisoners on Rule 41 and were assured from senior management of their access to exercise, showers and daily visits. During mid-winter the halls were warm enough, though some prisoners noted a lack of shelter in the yards when taking fresh air on wet rainy days. Management advised the requirement is for time in fresh air and there was no scope to redesign the exercise yard.

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on transitions from custody and levels of purposeful activity.



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.



THIS NUMBER CAN BE
ACCESSED ON YOUR
MOBILE PHONE BY
DIALLING 122 AND
CHOOSING OPTION 3:
INDEPENDENT PRISON
MONITOR



IPMs VISIT THE PRISON
WEEKLY AND ARE
AVAILABLE TO SPEAK TO.