



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits / calls:	15	Statutory requirement met?	No
Volunteer hours committed:	20	% of prisoner requests handled:	100

Comments: Statutory requirement of one visit per week not met due to COVID-19, as IPMs could not get on site due to safety restrictions during the first three weeks of this quarter - remote monitoring calls were placed instead. Thereafter (from 20/07/20) on-site visits took place weekly. (Volunteer hours committed do not include time for remote calls.) There were no prisoner request received, however IPMs spoke with a number of prisoners during the quarter, during visits and remote calls.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Lawful and transparent custody	IPMs were concerned to hear that there was no formal induction process for prisoners. However it was explained that due to COVID-19 restrictions group inductions can't happen. Incoming prisoners now receive a booklet and individual induction from Residential Officers.
Personal safety	Physical distancing and hygiene requirements had been updated following recent Scottish Government guidance, and were generally being observed across the establishment. Staff now generally wore masks at all times, as did prisoners when moving around between areas of the prison. This provides extra protection where two metre distancing is not possible (for example in narrow corridors etc.).
Decency	IPMs saw evidence of plans by the prison to provide healthier lower-fat meals in recognition that prisoners may be 'less active' during the more restricted regime. This is a welcome approach.
Family contact	Mobile phones were now in place and prisoners welcomed them. Virtual visits and family visits were now established, and appeared to be working well, including the physical distancing measures during on-site family visits.
Purposeful activity	More work parties were now open, as was the education centre. All areas continued to work under-capacity to ensure people could observe the two metre distancing requirements, which was a sensible approach.
Regime	Some prisoners complained to IPMs that the rising population was causing them to get less time out of their cell. Management responded to say that prisoners could be out of their cell most of the day if they engaged fully in the regime offered (work, education, gym, etc.). This should be reiterated to prisoners.
Healthcare	The health and social care needs of elderly and infirm prisoners were observed to be being met, with individualised plans being delivered, while ensuring that the relevant COVID-19 safety and hygiene requirements were observed. IPMs spoke with some of these prisoners and they confirmed they were happy with their care and treatment.

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 at how the increasing prison population is affecting time out of cell.