



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	No
Volunteer hours committed:	n/a	% of prisoner requests handled:	100

Comments: Volunteer hours not recorded for phonecalls (visits only). Amber rating for statutory requirement is due to some visits not taking place during lockdown, with remote calls replacing visits.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal safety	IPMs note the challenges associated with managing the establishment and preventing transmission of coronavirus. Prison management provided an overview of all the steps taken on daily basis to ensure prisoner and staff safety and report a general acceptance and understanding of the situation on the part of prisoners. Management also noted they have taken robust measures in this quarter to minimise use of illicit substances in the establishment.
Regime	Worksheds and education continue to function on a small scale with little or no mixing of sections, similar to the household rules in the community. IPMs welcomed the re-opening of the gymnasium for prisoners during this quarter.
Decency	Prisoners are receiving daily showers, time in fresh air, and exercise. IPMs welcome this, and are pleased to note that the allocated time for these and variety of activities has been increased where possible. IPMs highlighted that some prisoners had voiced their frustrations over the handling of the mail. Management advised that there has been a recent increase in the amount of suspect mail and outlined the processes for dealing with these to the IPM team.
Healthcare	IPMs acknowledge the challenges in managing the healthcare services in HMP Kilmarnock during the coronavirus pandemic and welcome the very small number of positive cases. Management outlined arrangements for prisoners who require to isolate due to symptoms. Some prisoners have requested to speak to IPMs regarding general healthcare matters in this quarter and we will continue to monitor.
Family contact	IPMs were pleased to note that face to face visits recommenced and that virtual visits and in cell telephony were swiftly and fully implemented at HMP Kilmarnock, although the take up of virtual visits remains lower than expected.
Purposeful activity	Alongside the continuation of essential work parties, education and the gymnasium, IPMs welcome the increasing use of the exercise yard and the replenishment of recreational material such as table tennis and board games in this quarter.

AREAS TO BE MONITORED NEXT

IPMs will focus on HMIPS standards 4 & 5 in the next quarter.