



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	12	Statutory requirement met?	Yes
Volunteer hours committed:	38	% of prisoner requests handled:	100

**Comments:** Statutory requirement was met through on site visits

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Decency	IPMs welcomed the introduction of larger household 'bubbles' and the improved recreation and exercise time. Monitors noted officers displaying good, considerate practice in attending to prisoners needs during the pandemic.
Healthcare	Some prisoners commented on the difficulty of obtaining a doctor's appointment and / or appropriate mental health support. There have also been ongoing queries around protocols for the dispensation of medication, which IPMs have requested an update on. Prison management updated on some of the issues around recruitment and retention in this area and IPMs will continue to feedback issues around healthcare to NHS staff on weekly visits.
Mail and property	Mail handling processes continued to cause some confusion and anxiety for prisoners, and while noting the fundamental importance of maintaining security, IPMs would request an update on current processes. Prison management advised they have been extremely successful in preventing large quantities of illicit substances circulating around the establishment and have layers of assurance around their testing of mail and property which they discussed in detail with IPMs.
Progression	IPMs have been encouraged to see the continuation of progression pathways at HMP Kilmarnock despite restrictions, with access to psychological courses and RMTs being kept up to date.

### AREAS TO BE MONITORED NEXT

IPMs will 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, exercise, healthcare and hygiene.



## 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.**