



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	No
Volunteer hours committed:	51	% of prisoner requests handled:	100

Comments: The statutory requirement of (at least) one on-site visit per week was not met due to there being one week where a remote monitoring call was necessary (during a COVID-19 outbreak at the prison). There was also one week where a call or visit did not take place, however an extra visit was done in subsequent weeks to make up for it.

MONITORING FINDINGS

MAIN AREAS MONITORED		FINDINGS
Personal safety / Health and wellbeing		IPMs were informed of a number of cases where prisoners had to self-isolate due to COVID-19. IPMs monitored this situation and were pleased to note that prisoners continued to receive their basic human rights (time outside in fresh air, showers, etc.). Extra supplies were provided to these prisoners to make their isolation periods more comfortable. Staff were observed wearing Personal Protective Equipment when dealing with these prisoners. There were no prisoner transfers in or out of the prison during these times. IPMs were therefore satisfied that staff were doing all they could to ensure that isolating prisoners were managed appropriately.
Effective, Courteous and Humane Use of Authority		IPMs witnessed staff dealing with prisoners who were frustrated or angry, with compassion, and prisoners commented to IPMs that staff were treating them well. IPMs were of the view that this was important at all times but in particular during the pandemic when prison life was more restricted.
Respect, autonomy and protection against mistreatment.		IPMs observed the Internal Complaints Committee hearing and concluded that the process was conducted fairly, with prisoners being afforded the opportunity to make their views known.
		IPMs remained concerned at how early lunch was served throughout the prison (around 11:20) but understood that this reflected the limitations of the 'core-day' regime.
Healthcare		IPMs observed the daily medication rounds and formed the view that the process was being conducted efficiently.
Healthcare		IPMs remained concerned with the waiting time to see a GP and with the waiting time to receive mental health treatment. NHS replied to say that there had been issues with regards to staffing and recruitment, but this was being worked on. NHS also explained that there was a fair process to prioritise those prisoners most in need.

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on the impact the latest COVID-19 restrictions are having on prisoners.

IPMs will also start to monitor changes to the regime as the prison continues to ease restrictions in line with Scottish Government's guidance, including the implementation of new regime structures to replace the 'core-day'.



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.**