



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits / calls:	21	Statutory requirement met?	No
Volunteer hours committed:	51.5	% of prisoner requests handled:	100

Comments: On-site visits re-commenced following lockdown, in week beginning 27/07/2020. Remote monitoring phone-calls were made in the preceding four weeks. While the statutory obligation was not met (due to COVID-19), an extra seven calls or visits happened over and above the minimum requirement of one per week. Volunteer hours shown do not include time for phone calls.

IPMs dealt with 17 prisoner requests.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal safety	COVID-19 measures were updated in line with Scottish Government guidance, including prisoners wearing masks for movements between areas of the prison. Staff were required to wear masks at all times.
Regime	IPMs noted the good relationships between prisoners and staff, which was welcomed given the additional stress that is possible in light of COVID-19 restrictions.
Decency	Prisoners continue to get access to daily showers, time in the fresh air, and exercise, in line with their human rights.
Substance misuse	IPMs were informed by staff that cases of substance misuse had increased as lockdown restrictions eased. It was confirmed that such cases continued to be managed under the SPS MORS policy, though the increase in cases remains a concern.
Family contact	Virtual Visits and Family Visits were now happening, and in the main going well, IPMs having observed both types in operation. However there is concern that some prisoner groups are not offered as many visit time options as others.
Purposeful activity	Non-essential work parties had now opened up, as had education and the gym – all subject to COVID-19 safety restrictions and therefore slightly less capacity (although this is perfectly understandable). The new 'Housekeeping Services' work party appeared to be working well, and has addressed previous concerns around the efficiency of the Laundry set-up. The two work parties now appeared to complement each other to deliver a good service. A good example of responding to an issue with innovation.
Healthcare	Of the 17 prisoner requests that IPMs received, nearly half of these related to healthcare services. IPMs recommended prisoners make use of the NHS Complaints system, and have seen evidence of prisoners following this advice. IPMs welcomed the fact that prisoners can easily access this complaints system.

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on how prisoners are coping during lockdown, and how the prison reintroduces elements of the regime when safe to do so (for example Education classes, further Worksheds, additional time out of cell, etc.)