



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	18	Statutory requirement met?	No
Volunteer hours committed:	n/a	% of prisoner requests handled:	N/A

**Comments:** Volunteer hours were not recorded as the majority of IPM interactions were via phone calls. Amber rating for statutory requirement is due to visits not taking place during lockdown, with remote calls replacing visits.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Regime	In general prisoners on all halls reported satisfaction with the current regime.
Respect	In general prisoners reported positive relationships with staff, and staff were generally knowledgeable about the people in their care.
Decency	All the halls were kept clean, and prisoners reported having access to cleaning materials for their cells when they need them.
Purposeful Activity	Where classes were running the prisoners were fully engaged. Those who were able to attend reported that the small class sizes were good as they got more time with the instructors. Despite less activity running due to COVID-19, the number of hours being offered was similar to pre-lockdown levels. The prison had worked creatively and used the COVID-19 crisis to improve certain aspects.
Food	Prisoners on Blair Hall raised concerns about the menu options. The catering manager was aware of these concerns. IPMs will try to attend future food focus groups, and will also look to attend the national catering managers meeting to further discussions.  Opinions on the food from the other halls was generally positive, and during visits portion sizes were generous, and meals look appetising.
Family contact	The virtual visits and the mobile phones have been welcomed. IPMs will advocate that both of these initiatives continue after the end of the COVID pandemic.  Delays were reported in issuing phones to prisoners which the prison addressed.
Progression	IPMs are concerned about the impact the COVID-19 pandemic has had on prisoners ability to complete offending behaviour courses. We will implore the SPS and the Scottish Government to think creatively about solutions to the problems around courses and progression as a matter of urgency.

### AREAS TO BE MONITORED NEXT

IPMs will focus on purposeful activity and staff and prisoner relationships in the next quarter.  
The IPM boxes have been removed – prisoners wishing to contact us should use the Freephone number