



HMIPS SERVICE DELIVERY PERFORMANCE

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| Number of IPM visits (calls): | 11 | Statutory requirement met? | No |
| Volunteer hours committed: | n/a | % of prisoner requests handled: | N/A |

Comments: Volunteer hours not recorded for phone calls (visits only). Amber rating for statutory requirement is due to visits not taking place during lockdown, with remote calls replacing visits. Amber rating for number of calls reflects the fact that remote monitoring commenced midway through the quarter.

There were not many calls directly with prisoners, and therefore it has not been possible for IPMs to verify all the information provided by management..

MONITORING FINDINGS

| MAIN AREAS MONITORED | FINDINGS |
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| Personal safety | Prison management confirmed that they had followed the Scottish Government's guidance with regards to physical distancing and hygiene standards. IPMs are aware that this had been an issue in most prisons as they got used to the new ways of operating. |
| Regime | The prison shared the results of their prisoner survey, which confirmed that prisoners understood the new regime, and were coping well with the changes. |
| Decency | Prisoners were getting daily showers, time in fresh air, and exercise. |
| Healthcare | No concerns had been raised about healthcare. |
| Family contact | Prisoners expressed frustration at the apparent lack of process in implementing virtual visits and in-cell phones. Prisoners were very pleased once both were up and running. |
| Purposeful activity | Prisoner work had understandably decreased, with only essential work parties still operating under strict safety requirements. |

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on how prisoners are coping during lockdown, particularly where restrictions are eventually eased. It is hoped on-site monitoring will resume in August.
The IPM boxes are still not in use.