



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	19	Statutory requirement met?	No
Volunteer hours committed:	53.5	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was not meet, with one week missed. No IPM calls were made during this period. Sixteen new prisoner requests were raised and handled during this period. _____

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
General	Observations continued to find HMP Shotts calm and orderly during monitoring visits. IPMs observed inaccurate information on noticeboards, for example - posters advertising services which no longer exist (NPS Peer Mentors) and a healthcare event held in Nov 2021. Noticeboards should be regularly updated with relevant and timely information.
Respect	In general prisoner/staff relationships were positive and respectful. Shouting on individuals when, for example, and IPM attends to visit a prisoner continued to be observed on occasion, however prisoners had not raised any issues in relation to this. IPMs observed Internal Complaints Committees which were efficient, respectful and courteous. IPMs did however note concerns regarding user voice. Recommencement/regular Prisoner Information and Action Committees would be welcomed.
Equality and Diversity (E&D)	During the quarter, concerns were raised in relation to the assessment and consideration of an individual's needs, alongside the appropriate support and care. IPMs were encouraged to hear a new operational E&D group had been set up.
Healthcare	IPMs met with NHS/Health Centre staff, which was positive and supportive, however, concerns continue to be raised regarding health provisions and consequential impacts for prisoners i.e. lack of understanding of decisions made regarding their care, compounded at times by delayed/late responses to information requests and NHS complaints. Some prisoners felt their health and wellbeing wasn't a priority. Care was felt to focus on routine medication dispensing/emergency situations rather than preventative/recovery support. Staff and prisoners seemed more settled following implementation of the COVID-19 transition plan, removing the requirement to wear a mask.
Purposeful activity/Regime	On occasion during this quarter, work sheds and the Link Centre were noticeably quiet, or not in operation with staff explaining this was due to staff shortages. Prisoners' voiced uncertainties around the regime and what the new normal would look like. There were mixed feelings regarding the current regime. Concerns regarding progression and wages were also raised, and this has been escalated within HMIPS given the wider national nature.
Decency (Food)	IPMs noted there had been staffing issues in the kitchen. During monitoring there were mixed views regarding food. Some prisoners acknowledged the challenges due to the pandemic and cost of living crisis, however others raised issues regarding the menu option (which is a three-week rotation but hasn't changed in around six months).

AREAS TO BE MONITORED NEXT IPMs will continue to monitor, but not limited to, healthcare provision and food. If you have areas you think we should look at please let us know by calling the Freephone number, also accessible via mobile phones by dialling 112 and selecting option 3.



HMIPS regret being forced to pause our review into Progression due to staff absences. We are now able to resume action on the review and are organising a programme of further visits to prisons, starting in December, with the aim of completing the review in late Spring or early summer 2023. We are sorry for the delay, but remain fully committed to completing this important review as we know progression is a significant issue for many prisoners.

HOW CAN IPMs HELP ME?

Here are some examples of how we have helped so far:

- Bullying and safety
- Equality and diversity
- Prisoner transfer
- 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.