



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits:	13	Statutory requirement met?	Yes
Volunteer hours committed:	42	% of prisoner requests handled:	100

**Comments:** Statutory requirement of one (on-site) visit per week was achieved. The IPM team ensured they spoke with many prisoners over the reporting period, to ensure that prisoners' views were represented in their findings. IPMs dealt with three prisoner requests.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Organisational effectiveness / Common Good Fund	Prisoners stated some concerns about the management of the Common Good Fund and the loss of Sky Sports, and IPMs discussed this with management. Castle Huntly's Common Good Fund has reduced due to them operating under capacity. Additionally, with a significant number of prisoners being away from the prison (e.g. on home leaves), prisoners could spend on average less than prisoners in closed conditions. This had led to the fund not having enough to pay for Sky Sports recently, though management discussed with IPMs this had now been rectified in the short term as numbers were increasing. The management team were in talks with SPS HQ regarding the Common Good Fund. IPMs welcomed this action and will check on progress in the next quarter.
Decency – Living areas	IPMs spoke to a number of prisoners about their living areas. Prisoners stated that they were content and satisfied with their rooms and the facilities available to them. IPMs also checked the standard and cleanliness of the showers and toilets, noting that they were good.
Work placements	IPMs spoke with lots of prisoners about their work placements and all stated that they were happy with opportunities available.
Food	A lot of prisoners spoke to IPMs, over a number of weeks, to complain about the quality of the food on offer. Some prisoners said that the quality of food had diminished from when they had been at Castle Huntly on a previous occasion. IPMs recommended to prisoners that they engage with the PIAC / Food Focus Group on the matter, however prisoners believed that these meetings did not result in any change. Management informed IPMs that there had been some recent menu changes – popular with prisoners – that had come directly from discussion with prisoners at a recent food focus group. IPMs will look further at the issues raised, and encourage prisoners to engage with the Food Focus Group.
	IPMs were satisfied that healthcare provision met demand, evidenced by very low waiting times compared to closed prisons.

### AREAS TO BE MONITORED NEXT

IPMs will look further in to prisoner concerns about the quality of food and encourage prisoners to make use of the Food Focus Group.

IPMs will also look at how the complaints system is operated at the prison.



This will be the last published quarterly report. HMIPS is moving to a new system of monthly reports, which will be discussed with the senior management team within the prison but not published. We will publish an annual report of IPM findings for each prison based on the monthly reports and provide some further feedback to prisoners halfway through each year.

### 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 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.**



**THIS NUMBER CAN BE  
ACCESSED ON YOUR  
MOBILE PHONE BY  
DIALLING 112 AND  
CHOOSING OPTION 3:  
INDEPENDENT PRISON  
MONITOR**



**IPMs VISIT THE PRISON  
WEEKLY AND ARE  
AVAILABLE TO SPEAK TO.**