



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits / calls:	13	Statutory requirement met?	Yes
Volunteer hours committed:	83	% of prisoner requests handled:	100

Comments: The statutory requirement of (at least) one on-site visit per week was met. Thirty-five prisoner requests were received over the period, which required IPMs to spend the majority of their time working on prisoner requests, and less time monitoring standards throughout the prison.

MONITORING FINDINGS

MAIN AREAS MONITORED		FINDINGS
Purposeful activity		IPMs welcomed the efforts being made to provide remand prisoners with meaningful work opportunities. IPMs also welcomed the initiative to create sleeping bags from recycled crisp packets for the homeless. This provided the potential for prisoners to develop a sense of purpose while helping improve the environment and helping others in need.
Food		IPMs spoke with a number of prisoners regarding their experience of the food provided and the general consensus was that the food was satisfactory.
Canteen prices		IPMs spoke with several prisoners who raised the issue of rising canteen prices while prisoner wages remained the same, resulting in prisoners being able to buy less from the canteen. IPMs were concerned that this was not in keeping with wage increases observed in public sector jobs, as well as increases in benefits and pension payments.
Lawful and transparent custody		There was concern that remand and convicted prisoners were sharing cells, against the preference to keep these prisoner groups separated.
Healthcare		IPMs remained very concerned at the lack of progress being made in reducing GP and mental health waiting times. A significant number of prisoners contacted IPMs specifically to discuss concerns around waiting times. IPMs recognised that these issues were not the fault of NHS staff working at the prison - more so due to issues with staff absence and difficulties with recruitment. The Chief Inspector of Prisons formally wrote to the Chief Executive of NHS Tayside to raise these concerns. Their response provided assurance that efforts are being made to address the problems.

AREAS TO BE MONITORED NEXT

- The fairness of the process for photocopying in-coming mail.
- The SPS complaints process.
- Equality of access (between different prisoner groups) to various elements of the regime.
- Separation and Reintegration Unit (SRU).
- Healthcare waiting times.



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 issues**
- **Prison transfers**
- **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.

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.



