



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	29	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
Personal safety	Some residents raised some concerns about bullying and intimidation from others on their halls, which they said was not always seen by staff. We reminded the prison to be aware of this and provide support where needed.
Regime	<p>In general residents reported satisfaction with the current regime – some stated it was better than the regime prior to the COVID-19 restrictions as they were clearer on what they could do and there was consistency.</p> <p>During visits the TV channel used to share information was not readable from the majority of cells checked. The prison ensured that text messages on the TV channel were enlarged to make these more legible. Planning was at an advanced stage to install a digital in-cell solution in the near future.</p> <p>There remained concerns about the amount and quality of purposeful activity on offer for all prisoners.</p>
Decency	The prison were managing the COVID-19 situation – cleaning materials were generally available on the halls for all prisoners to use, although some halls reported shortages of certain items to keep the pantries and communal areas appropriately cleaned, and concerns raised prior to the lockdown regarding the pantries being kept clean and the temperature of the food remain.
Healthcare	Prisoners continued to raise some concerns about the delivery of healthcare services during lockdown and sited concerns that they could not get access to all services they would wish to. All primary care services had continued throughout the reporting period.
Family contact	<p>The virtual visits and the mobile phones had been welcomed, although there were concerns about the phone reception being poor across the prison. IPMs will advocate that both of these initiatives continue after the end of the COVID-19 pandemic.</p> <p>Residents raised concerns around the testing of mail, and what happened if items were tested positive for drugs. The prison confirmed that where items were indicating there were drugs within them, in most cases photocopies of the contents of the letters would still be passed to the resident.</p>
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

To find out more about Independent Prison Monitoring go to www.prisoninspectoratescotland.gov.uk or email prisonmonitoring@gov.scot. To ask to see an IPM call **0800 056 7476**.

