



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	21	Statutory requirement met?	No
Volunteer hours committed:	n/a	% of prisoner requests handled:	100%

Comments: The Statutory requirement of one (on-site) visit per week was not met, with seven visits in person. There were 14 calls made to speak to prisoners.

MAIN AREAS MONITORED	FINDINGS
General – overcrowding and fabric of the buildings	<p>It remains the case that the majority of concerns about Barlinnie come from the nature of the buildings and the significant overcrowding. IPMs continue to lobby at all levels for a reduction in the number of people being held at HMP Barlinnie.</p> <p>The prison is not fit for purpose and requires significant investment across all areas.</p>
Remand Prisoners	IPMs remain concerned about the number of remand prisoners being held in all prisons, and the length of time people are spending on remand.
The hub	The development of the hub was a very positive development. The IPM team were impressed to see it in operation, and prisoners reported very positively on it. The range of services being provided is good, and the atmosphere was relaxed with good interactions noted between staff, prisoners and agency workers. The IPM team would like to see this developed further and the capacity to be increased so prisoners can access it more often.
Staff and prisoner relationships	Prisoners remained positive about staff/prisoner relationships, and in the main reported being treated well with staff helping to resolve issues.
First night in custody	IPMs spoke to a number of prisoners about their initial experiences in prison. Reception was generally noted as being very straightforward and reasonably positive. Experiences on the halls and induction were less positive, with prisoners talking of being scared, not knowing what they were entitled to, insufficient help making arrangements, and concerns about contacting family with the credit provided.
Mobile phones	Many prisoners have reported that they were not provided with a mobile phone, or had significant delays receiving them.
Progression	Concerns remain nationally about the ability of prisoners to progress through their sentences. HMIPS have started a national review of progression.

AREAS TO BE MONITORED NEXT

Independent Prison Monitors are considering areas that they should focus on in the coming months. If there are particular things that you think the IPMs should focus on, whatever that may be, please leave a message on the Freephone number letting us know so we can consider it.



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.**

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