



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	No
Volunteer hours committed:	n/a	% of prisoner requests handled:	100

Comments: Volunteer hours not recorded for phone calls (visits only). 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	Prison management confirmed that staffing levels were very problematic in the early period of lockdown but had now settled. Management advised IPMs that they had followed the Scottish Government's guidance with regards to physical distancing etc. IPMs have spoken with various prisoners who spoke positively about personal safety since the beginning of the pandemic when regime restrictions were imposed.
Regime	Both prison management and prisoner reps confirmed that prisoners were accepting of the new regime, and were coping well with the changes. PIAC meetings continued to be held and were giving prisoners the opportunity to help shape these changes.
Decency	Both staff and prisoners confirmed to IPMs that they were receiving daily showers, time in fresh air, and exercise. IPMs welcome this, and are pleased to note that the allocated time for these had been increased recently as lockdown restrictions were eased.
Healthcare	Health staff confirmed that the beginning of lockdown was difficult, ensuring all appropriate arrangements were in place, however things settled well. IPMs noted good working partnerships with local community. The number of health referrals had returned to normal but mental health referrals continued to be low, perhaps due to a number of potential stressors for prisoners having been removed. However IPMs noted the potential for increased anxiety and will continue to monitor.
Family contact	Restricted mobile phones have been fully implemented at HMP Dumfries, and all individuals receive 300 minutes free calls per month. Virtual visits began in June and though take up had been relatively low it provided valuable family contact for many prisoners. Face to face visits began in August with a reduced capacity.
Purposeful activity	Prisoner work had understandably decreased, with only essential work parties still operating under strict safety requirements. IPMs were pleased to note that prison management had taken the opportunity to look at what was provided in order to best suit the needs of all prisoners when the regime fully restarts.

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on how prisoners are coping during lockdown, particularly where restrictions are eventually eased. It is hoped on-site monitoring will resume in the week beginning 27th July.