



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	14	Statutory requirement met?	Yes
Volunteer hours committed:	52	% of prisoner requests handled:	100

**Comments:** Statutory requirement met through on site monitoring visits. Levels of IPM requests have increased in this quarter, with no obvious patterns or themes.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal Safety	<p>Prisoners continued to report generally feeling safe in HMP Dumfries. IPMs observed good staff/ prisoner interactions and in a well-run establishment. Many prisoners also reported to IPMs that staff go out of their way to be helpful and solve problems. Monitors were made aware of one incident between prisoners during this quarter and management provided a further update to IPMs informing them of 11 minor prisoner incidents in the quarter.</p>
Decency	<p>IPMs looked into food provision this quarter, speaking to kitchen staff and supervisors and prisoners who worked in the kitchen. IPMs also sampled meals, observed processes in the kitchen and the dining room and noted that best efforts were being made by staff, management and individuals in the kitchen work party to ensure that food was of a good standard. Management advised that the cost of goods for the kitchen had increased and was being closely managed. Monitors continued to receive some comments regarding the food provision in HMP Dumfries.</p> <p>IPMs noted a high level of cleanliness throughout the establishment and observed the requirement for fresh air for all prisoners being maintained..</p>
Lawful and Transparent Custody	<p>IPMs were pleased to receive a quick and thorough response to some concerns raised about individual prisoners welfare in this quarter. The matters related to mental health issues and management provided an overview of how these prisoners were being supported and monitored through the health team in the establishment</p> <p>IPMs received an update on levels of external cancellations for appointments and the effect on prisoners of this, noting that this was outwith the control of HMP Dumfries.</p>
Purposeful activity	<p>IPMs were pleased to note the good level of work opportunities for prisoners and a number of other activities and initiatives taking place, including the Hidden Heroes event. IPMs continued to comment on the role the establishment has in the local community and the efforts made to recruit locally and showcase the progressive and rehabilitative work that is being carried out in the establishment.</p> <p>IPMs received an update on staffing levels which had been relatively low recently and having minimal impact on the regime.</p>

### AREAS TO BE MONITORED NEXT

IPMs will continue to monitor provision for STPs and also access to pre liberation support.



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.

A large purple rectangular graphic with white text and icons. At the top, 'IPM' is written in large, bold letters, followed by 'Independent Prison Monitoring' in a smaller font. Below this, there are two sections. The first section features a telephone handset icon and text stating: 'YOU CAN CALL THE FREEPHONE NUMBER ON 0800 056 7476. CALLS ARE NOT MONITORED BY SPS AND ARE CONFIDENTIAL.' The second section features a speech bubble icon and text stating: 'IPMs VISIT THE PRISON WEEKLY AND ARE AVAILABLE TO SPEAK TO.'

**IPM**  
Independent  
Prison  
Monitoring

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