



## HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	14	Statutory requirement met?	Yes
Volunteer hours committed:	64	% of prisoner requests handled:	100

**Comments:** Statutory requirement was met. The findings are taken from site visits.

## MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Purposeful Activity / regime	<p>IPMs noted the impact of staff shortages during this period. Monitors commented on the continuation of all essential work parties such as laundry, kitchen and industrial cleaning, but noted painting, hairdressing and bicycle repairs had been closed at regular intervals. Management advised that staff sickness had been a challenge, sitting between 15 and 20 officers absent per day for the quarter, and continued to be managed as best as possible.</p> <p>Monitors commented very positively on some of the work being undertaken in Education and the Links Centre, and the good relationships between staff and prisoners in these areas.</p>
Decency	<p>IPMs noted the prison to be clean and tidy in all areas. Food continued to be commented on positively. Some prisoners requested a return to communal dining. Management informed IPMs that this was their preference also; however current staffing levels do not allow for this.</p>
Progression	<p>IPMs continued to receive requests from prisoners in the National Top End regarding perceived delays to progression through sentences. There was a clear view emerging among many prisoners that their delays are unreasonable. Some related issues - outwith the control of HMP Greenock but impacting on prisoners in their care – include access to community social workers and regular cancellation of GeoAmey appointments. Management spoke at length with IPMs about some of the local and national issues with progression.</p>
Effective, Courteous and Humane Exercise of Authority	<p>IPMs observed very good staff/prisoner interactions, all undertaken professionally and with good humour in an atmosphere of friendly authority. In particular, IPMs noted the care shown for individuals experiencing anxiety and / or mental health issues in the last quarter and the consideration given to how best to meet their needs.</p>

## AREAS TO BE MONITORED NEXT

IPMs will continue to focus on transitions from custody and levels of purposeful activity

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.**



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