



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	18	Statutory requirement met?	Yes
Volunteer hours committed:	55	Number resident requests opened:	7

**Comments:** IPMs visited the prison 18 times during the reporting period. Seven requests were received from residents.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Staff prisoner relationships	<p>Relationships between staff and residents remained positive. The IPM Team again noted that there had been an increase in interaction between staff and prisoners during periods of recreation, and they hoped to see this develop further. The atmosphere in the prison has generally felt relaxed.</p> <p>The IPM team were very pleased to learn of the work being done looking at how complaints are managed for the u18 population, and hope any recommendations are implemented as soon as possible, and to the whole of prison.</p>
Food	Some of the residents across both halls raised concerns about food again. However, the IPM noted the actions the prison have taken already to resolve these – for example amendments to the canteen list.
Purposeful activity	There was once again an increase in the number of people taking part in activities. Some residents have continued to suggest they are not able to attend all the activities they would like, while there are still too many people not attending classes they are scheduled for.
Segregation	IPMs remained concerned that some people are kept in isolation in the SRU for too long, but note the steps the prison are taking to minimise this, and to create plans to get those held in the SRU back on to the halls wherever possible. The IPM team felt that more should be done by SPS HQ to manage the residents in the SRU, and this has been fed back to the Chief Inspector of Prisons to raise with SPS.
Induction	Following concerns raised in previous reports about induction the IPM were not made aware of ongoing issues this quarter.
Mobile phones	The IPM team were pleased to hear that in cell phones are due to be rolled out throughout the prison, and look forward to this happening.
Safety	The IPM team have noted the reduction of residents who have had to be managed under MORS since the introduction of the policy of photocopying all mail. Some residents raised legitimate concerns about this, and the impact it has on their right to a family life. Currently the IPM team feel overall this is an appropriate response to manage the levels of drug use in the prison to keep everyone safe. We will continue to monitor the policy and its implementation.

### AREAS TO BE MONITORED NEXT

IPMs 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. For example, you may think that IPMs should spend time looking at the food, access to the gym or the activities available, or staying in touch with your family. We are really keen to know what you think is important for us to look at.



**The IPM Team can now be contacted from your mobile phone by dialling 112 option 3.**

### 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.**

**THIS NUMBER CAN BE ACCESSED ON YOUR MOBILE PHONE BY DIALING 112 AND CHOOSING OPTION 3: INDEPENDENT PRISON MONITOR**

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

The poster features a purple background with white text. It includes a telephone handset icon and a speech bubble icon. The text is arranged in a clear, bold, sans-serif font.