



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	29	Statutory requirement met?	Yes
Volunteer hours committed:	82	Number of requests opened:	28

**Comments:** IPMs visited the prison on 27 occasions, and had two phone calls with residents. The IPM team are dealing with a large volume of requests from prisoners at the moment and it may take a while for us to get to you.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Regime and purposeful activity	<p>Residents continued to raise some frustrations with the regime, and have noted in particular that in some areas evening activities do not take place as planned. Workshops were still not operating at full capacity, and some residents have said they have had difficulty finding meaningful work.</p> <p>The IPM team were pleased to learn that a new librarian has been put in place.</p>
Staff prisoner relationships	<p>As in previous reports, the majority of residents continued to report positive relationships with staff, with most saying that staff on the halls generally tried to help solve problems. The atmosphere on the halls was generally good, and IPMs observed positive and respectful interactions between staff and residents on most residential areas. IPMs noticed an increasing habit amongst some staff of shouting the name of a resident when they wanted to get their attention rather than approaching them directly.</p> <p>The IPM team were concerned about some potential communication issues that have occurred, where not all staff are aware of the needs of individuals, or where requests are not progressed appropriately.</p> <p>The IPM team have discussed with management the support available for residents with additional needs, in particular when attending things such as orderly room hearings. The prison noted that Advocacy support is available when needed.</p>
Healthcare	<p>The IPM team are aware of concerns around the pharmacy and access to healthcare. This has been raised with the healthcare manager.</p>
Mail	<p>Some residents raised concerns about mail going missing, and about the new policy of photocopying all mail. Whilst this is a tricky area, the IPM team felt that this is a proportionate response to reduce illicit substances in the prison, making it safer for everyone. The IPM team will continue to monitor the policy and its implementation.</p>
Money	<p>Several residents raised concerns about the cost of living – noting that PPC limits have remained static, whilst prices of items are going up. The IPM team have alerted HMIPS to this concern so they can consider raising with SPS.</p>

### 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. 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 DIALLING 112 AND  
CHOOSING OPTION 3:  
INDEPENDENT PRISON  
MONITOR**

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