



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	34	Statutory requirement met?	Yes
Volunteer hours spent in the prison:	72	Requests received	26

Comments: The statutory requirement of one (on-site) visit per week was met, with 20 visits in person and 14 calls with prisoners or online attendance at meeting taking place.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Safety and respect	<p>Whilst there have been a few issues of concern recently, IPMs have noted an improved atmosphere in the prison since Christmas. Whilst talking to residents and staff the views on the prison were more positive than in previous periods. Whilst there is work still to be done, the IPM team were pleased to note the positive direction.</p> <p>IPMs noted a reduction in the number of residents seemingly under the influence of illicit substances, making the prison much safer for everyone.</p>
Food	<p>Residents continued to raise issues around food. The prison have committed to implementing a new menu in the summer, and accepted all of the 18 issues highlighted in the food report could be improved. During regular visits the IPM team were disappointed that several basic actions were still not being undertaken regularly, for example temperature checks on food are not always recorded. The IPM team were pleased to see that some managers are now checking food on the halls and encourage this to become standard practice.</p>
Purposeful activity	<p>The IPM team have been encouraged by the commitment the prison is making to ensure more residents are meaningfully engaged during the day. Residents taking part in the music classes were absorbed in the activity. The IPM team are keen to see the radio station up and running.</p>
Induction	<p>Many residents spoken to did not feel they had a proper induction or fully understood their rights and entitlements, nor how to access certain key things.</p>
Mental Health and drug services	<p>Concerns were raised about access to the addiction team and the mental health team. Several residents do not feel they are able to access the support they need.</p> <p>For those that were able to access support, such as attending the recovery café, feedback was positive.</p>
Communication	<p>The IPM team were pleased to note that resident forums appear to be happening more regularly. Communication between the prison and residents remained a cause of concern for many residents, but the use of the forums is another positive step. IPMs saw examples where prisoners did not have issues fully explained, for example in response to complaints or general requests. The prison needs to do more in these areas.</p>

AREAS TO BE MONITORED NEXT

The IPM team are reviewing the food report to assess how the prison is now performing. If you have any areas you think the IPM Team should look at please let us know by calling the Freephone number. This is available on the phone in your cell.



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.

The poster is a vertical rectangle with a dark purple background. At the top, the letters 'IPM' are written in large, white, bold, sans-serif font. Below this, the words 'Independent', 'Prison', and 'Monitoring' are stacked vertically in a smaller, white, sans-serif font. The bottom half of the poster has a lighter purple background. On the left side of this section, there are two icons: a white telephone handset with signal waves, and two white speech bubbles. To the right of each icon is a block of white text. The first block of text says 'YOU CAN CALL THE FREEPHONE NUMBER ON 0800 056 7476. CALLS ARE NOT MONITORED BY SPS AND ARE CONFIDENTIAL.' The second block of text says 'IPMs VISIT THE PRISON WEEKLY AND ARE AVAILABLE TO SPEAK TO.'