



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	24	Statutory requirement met?	Yes
Volunteer hours committed:	99.5	% of prisoner requests handled:	100

Comments: Statutory requirement of one on-site visit per week was met. There were 20 new prisoner requests.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Prisoner wellbeing	IPMs were very impressed with the work done by the new Outreach Team, in supporting prisoners with a range of care and support needs.
Purposeful activity	<p>IPMs spent time monitoring and conversing with prisoners at work and concluded that, overall, convicted prisoners were happy with the worksheds allocated to them and the work that they did.</p> <p>Quite a few prisoners did however say to IPMs that they would like the opportunity to learn a certified trade, which they believed would be better suited to the type of work they would prefer to do after release. Prison management responded to say that this did not link in with the current local employability market. However the 'Employability Pipeline' model that the prison operates seeks to match prisoners' skills and experience with relevant job opportunities upon release.</p>
Healthcare	<p>IPMs discussed healthcare matters with a number of prisoners and concluded that communication with prisoners around appointments needed to improve. NHS confirmed that measures were being put in place to address this.</p> <p>IPMs were concerned about lengthy waiting times, including for mental health services. Healthcare management confirmed that this was due to low staffing levels, and that ongoing recruitment efforts were continuing.</p>
Effective, courteous and humane exercise of authority	IPMs monitored the work of the Separation and Reintegration Unit (and concluded that staff proactively tried to manage prisoners back to the main halls, all prisoners had reintegration plans in place, and had access to healthcare, exercise and time in fresh air.
Prisoner / Staff relations	IPMs spent a lot of time monitoring Banff Hall, and concluded that there was a positive atmosphere, and that prisoners had good relations with staff. A lot of the prisoners appeared to be busy, and it was clear that prisoners were supportive of each other.

AREAS TO BE MONITORED NEXT

In the next quarter IPMs will monitor the process for receiving, testing and distributing prisoner correspondence. They will also monitor the SPS complaints process, and NHS waiting times.



HMIPS regret being forced to pause our review into Progression due to staff absences. We are now able to resume action on the review and are organising a programme of further visits to prisons, starting in December, with the aim of completing the review in late Spring or early summer 2023. We are sorry for the delay, but remain fully committed to completing this important review as we know progression is a significant issue for many prisoners.

HOW CAN IPMs HELP ME?

Here are some examples of how we have helped so far:

- **Bullying and safety**
- **Equality and diversity**
- **Prisoner transfer**
- **Issues with Property**
- **Living conditions, food, clothing, hygiene**
- **Delays with progression**
- **Access to education and work 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.**