



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (or calls):	18	Statutory requirement met?	Yes
Volunteer hours committed:	60.5	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was met. Three requests were received from prisoners wishing to discuss matters with an IPM. In addition, IPMs spoke with a large number of prisoners over the course of the reporting period, to seek their views.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Transition to the community	IPMs examined arrangements for supporting prisoners back into the community, and accessing support there, concluding that there was adequate preparation and support available. Services included access to benefits, job support, ensuring a place to stay, and healthcare. Prisoners were involved in the process and were encouraged to identify any difficulties they may have or foresee, and their families were also involved where possible.
Food	IPMs were satisfied that the food on offer was of sufficient quality. IPMs noted that the rising cost of food generally had had an impact on menu choices, but that food quality had not diminished.
Effective, courteous and humane exercise of authority	IPMs spent a lot of time speaking with prisoners managed in the SRU and concluded that they had their needs met by staff. Similarly, IPMs spoke with a number of prisoners being managed under the Talk-To-Me policy, and all said they were being well cared for.
Decency	Prisoners informed IPMs of their discomfort due to the hot weather over the summer. Cells were too warm, and poorly ventilated. Prisoners said they were unable to purchase a fan for their cell – seemingly due to a lack of electrical sockets. IPMs took the view that this issue was due to the fabric of the building, and that there may be little that the prison could do to resolve the matter.
Canteen prices	IPMs were concerned that canteen prices were rising while prisoner wages remained the same, resulting in prisoners being able to buy less from the canteen. IPMs were concerned that this was not in keeping with wage increases observed in public sector jobs, as well as increases in benefits and pension payments.
Family visits	Having no family visiting after 5pm caused a degree of frustration for prisoners whose families are in full time work and cannot visit during daytime. IPMs discussed this with staff and were informed that this was primarily due to a lack of staff to facilitate evening visits.

AREAS TO BE MONITORED NEXT

IPMs will continue to monitor the process used to check mail (i.e. for illicit substances), as well as the SPS Complaints process.
IPMs will also plan to monitor the food regularly.



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**
- **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.