



## HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits / calls:	17	Statutory requirement met?	Yes
Volunteer hours committed:	68	% of prisoner requests handled:	100

**Comments:** The statutory requirement of (at least) one on-site visit per week was met. Thirty prisoner requests were received over the period, which required IPMs to spend the majority of their time working on prisoner requests, and less time monitoring standards throughout the prison.

## MONITORING FINDINGS

MAIN AREAS MONITORED		FINDINGS
Organisational effectiveness		The prison was experiencing supply issues for prisoner mobile phones, with newly arrived prisoners having to wait weeks to receive one. IPMs were concerned that these prisoners were missing out on the well-established benefit of access to prison-issued mobile phones. It was noted, however that all prisoners still had access to the phones on the wings.
Healthcare		IPMs repeated recent concerns that the waiting times for access to mental health services, and to see a GP are too long. NHS staff explained that this was due to on-going staffing and recruitment issues.
Decency		IPMs were pleased to see that all areas of the prison presented as clean and tidy.
		IPMs noted a range and abundance of purposeful activity taking place around the prison.

## AREAS TO BE MONITORED NEXT

IPMs will take a look at the SPS complaints process.

IPMs will also monitor the process for receiving and distributing mail, including the testing of mail for drugs, and the photocopying of mail for issuing to prisoners.



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 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.**



