



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	19	Statutory requirement met?	Yes
Volunteer hours committed:	n/a	% of prisoner requests handled:	80%

Comments: The Statutory requirement of one (on-site) visit per week was met, with 18 visits in person. There was also one call made to speak to a prisoner. Five requests were received, four of which were resolved.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Staff prisoner relationships	Staff and prisoner relationships were in the main positive, and prisoners said they generally have staff to talk to when they need it. The IPM team would like to see more interaction between staff and prisoners during periods of recreation.
Physical environment	The secure corridor needed attention to make it more welcoming. The refurbished halls are improved. New cell furniture was still required for some halls.
Food	The kitchen is a positive and calm environment. Prisoners have been increasingly positive about the food during the last few months.
Segregation	IPMs have been impressed with the staff in the SRU on all our visits this quarter. The staff have good relationships with the prisoners in their care, and a thorough understanding of their needs. However, IPMs were concerned about the length of stay of many prisoners.
Induction	New prisoners reported they did not know how to access some things within the prison, such as exercise, or all of their entitlements. Prisoners who were asked were not sure whether or not they had had an induction.
Time out of cell and purposeful activity	Concerns about time out of cell remained. Conversations with prisoners continued to show that too many prisoners were spending far too long in their cells each day. IPMs hope this will be improved with the new regime that has just started. IPMs were pleased to see the reintroduction of 'the route' to allow prisoners to attend activities, and attendance seems to be improving. For those who were able to attend activities the opportunities on offer were very good. There were examples, however, of timetable problems with prisoners being down for different activities at the same time.
Remand	IPMs remain concerned about the number of remand prisoners being held in all prisons, and the length of time people are spending on remand.
Progression	Concerns remain nationally about the ability of prisoners to progress through their sentences. The HMIPS review into progression is underway, with inspectors having spent two weeks in HMP Edinburgh. They will be visiting all prisons over the next few months.

AREAS TO BE MONITORED NEXT

IPMs 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. For example, you may think that IPMs should spend time looking at the food, access to the gyms or the activities available, or staying in touch with your family. We are really keen to know what you think is important for us to look at.



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 graphic is a vertical purple rectangle. At the top, the letters 'IPM' are written in large, bold, white font. Below this, the words 'Independent Prison Monitoring' are written in a smaller, white, sans-serif font, stacked vertically. At the bottom of the graphic, there are two sections. The first section features a white icon of a telephone handset with signal waves, followed by the text 'YOU CAN CALL THE FREEPHONE NUMBER ON 0800 056 7476. CALLS ARE NOT MONITORED BY SPS AND ARE CONFIDENTIAL.' in bold, white, uppercase letters. The second section features a white icon of two overlapping speech bubbles, followed by the text 'IPMs VISIT THE PRISON WEEKLY AND ARE AVAILABLE TO SPEAK TO.' in bold, white, uppercase letters.