



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	14	Statutory requirement met?	Yes
Volunteer hours committed:	29.5	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was achieved.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Induction Process	IPMs observed the reception process and concluded that it is thorough, taking place over the course of the prisoner's first week. IPMs concluded that this longer delivery period can help prisoners remember important information (i.e. rather than being given a load of info all at once). Staff were observed to be courteous and helpful. Prisoners were assessed by healthcare upon arrival. IPMs spoke with some newly arrived prisoners who confirmed they had settled in well.
Purposeful activity	IPMs observed a wide range of purposeful activity (exercise, work, education) taking place around the prison during a number of visits, in addition to a significant number of prisoners being off-site at external work placements. IPMs concluded that the prison is making a concerted effort to provide purposeful activity for the population.
Effective, courteous and humane exercise of authority	IPMs observed PIAC meetings in operation. The meetings are chaired by members of the senior management team. Prisoner members of the group were encouraged to liaise with the wider prisoner group. Issues raised by prisoners were in general relative to the wider population (rather than individuals' complaints), which was welcomed. The minutes of the meetings are available for anyone to read in the Link Centre.
Healthcare (GEOAmeY)	IPMs were concerned to hear that some external health appointments were cancelled by GEOAmeY due to staffing issues and this was having a detrimental effect on some prisoners. (IPMs recognise fully that these concerns are outwith the control of SPS and NHS staff working at the prison, and that it is a national issue.)
Healthcare	IPMs were satisfied that the waiting times for various healthcare services were reasonable.
Healthcare	The prison staff reintroduced some COVID restrictions in light of rising concern regarding the 'Omicron variant'. IPMs felt that this response was fair and appropriate. Prisoners were still able to access home leaves and external work placements, as well as virtual visits.

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on the impact the latest COVID-19 restrictions are having on prisoners, and any changes to the regime as these restrictions are eased.



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.**

The poster is a vertical rectangle with a dark purple background. At the top, the letters 'IPM' are written in large, white, bold font. Below this, the words 'Independent Prison Monitoring' are written in a smaller, white, sans-serif font. The bottom half of the poster has a lighter purple background. It contains three main sections of text, each with an icon to its left. The first section is about a freephone number (0800 056 7476) and confidentiality, with a mobile phone icon. The second section is about accessing the number via mobile phone by dialling 112 and choosing option 3, with a mobile phone icon. The third section is about IPMs visiting the prison weekly and being available to speak to, with a speech bubbles icon.