



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	Yes
Volunteer hours committed:	44	% of prisoner requests handled:	100

Comments: Statutory requirement met through on site monitoring visits.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal Safety	Almost all prisoners and staff reported feeling safe in HMP Dumfries. The Intelligence Management Unit advised IPMs that there had been packages of illicit substances thrown into the exercise yard during this reporting period. IPMs received an update on security measures to help prevent this.
Decency	The prison was observed to be clean during all visits this quarter and food was also reported to be of a good standard. Visits were also observed and while there were some changes to what was available to families before the pandemic, these were reported to still be held in a controlled but relaxed atmosphere.
Lawful and Transparent Custody	IPMs observed case conferences taking place for prisoners repeatedly coming before orderly room processes. IPMs commented very positively on solution focused attempts to improve this. IPMs have also observed property being tested for drugs and commented on a very laborious but thorough process.
Purposeful activity	IPMs welcomed the reopening of many aspects of the regime and commented positively on the Harvest festival this quarter, attended by large numbers of prisoners. It received good participation and feedback. Monitors were also pleased to see the Life Skills Centre being utilised for cooking classes for short-term prisoners (STPs).
Organisational Effectiveness	IPMs noted that normal shift patterns had now resumed and that throughout the quarter COVID-19 testing arrangements were thorough. IPMs heard that reception processes had become logistically more difficult due to changes in court processes and timings. Some prisoners raised issues relating to pre-release support, not knowing the time of release on liberation day and also an issue with authorisation of prisoner wages this quarter. IPMs requested an update from management and were given detailed information relating to HMP Dumfries involvement in the Multi Agency Reintegration Board.
Respect, Autonomy and Protection Against Mistreatment	IPMs have commented positively on interactions between staff and prisoners during all visits this quarter, though Monitors were made aware of one allegation of mistreatment in this reporting period.

### AREAS TO BE MONITORED NEXT

IPMs will continue to monitor provision for STPs and also access to pre liberation support.



## 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 poster features a dark purple background with white text. At the top, 'IPM' is written in large, bold letters, followed by 'Independent Prison Monitoring' in a smaller font. Below this, there are two sections. The first section has a phone icon and text stating that a freephone number (0800 056 7476) is available for confidential calls not monitored by SPS. The second section has a speech bubbles icon and text stating that IPMs visit the prison weekly and are available to speak to.