



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	12	Statutory requirement met?	Yes
Volunteer hours committed:	36	% of prisoner requests handled:	100

Comments: Statutory requirement was met, predominantly through site visits from the Prison Monitoring Coordinator and IPMs. Findings were taken from conversations with prisoners, officers, and general observations from visits.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal Safety	IPMs were advised of an outbreak of positive COVID-19 case in Kelvin Hall and have requested an update on the current level of infections within the establishment. Some issues of personal safety and violence between prisoners was highlighted during this quarter and IPMs were also advised that prevalence of illicit substances remained a concern in HMP Low Moss. Prison management advised all necessary measures were in place to reduce risk of transmission. IPMs were informed of high levels of illicit substances being recovered and this was impacting behaviours.
Decency	All prisoners that IPMs spoke to confirmed their access to virtual visits and time outside, noting the visits room had not been in use on Wednesdays due to staff training. Food remains of a good standard.
Purposeful Activity	Prisoners were given additional time in the fresh air this quarter as local authorities moved down the restriction levels. IPMs noted that activity has been building up in education and the link centre, and programmes had continued also.
Transitions from Custody	IPMs noted COVID-19 restrictions may also have adversely affected preparations for release and welcomed the return of face to face appointments for prisoners with the Wise Group.
Organisational Effectiveness	IPMs noted the population remained high and the associated pressures this brought. Some staff commented to IPMs that current shift patterns were impacting on their day to day role and the morale among residential staff. Prison management advised that staff would return to normal shift patterns imminently and outlined the support available to officers who may request it.

AREAS TO BE MONITORED NEXT

IPMs will focus on the impact the latest COVID-19 restrictions are having on prisoners, including access to basic human rights such as time in the fresh air, exercise, healthcare and hygiene.



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.**