



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	12	Statutory requirement met?	Yes
Volunteer hours committed:	48	% of prisoner requests handled:	100

Comments: Statutory requirement was met, predominantly through site visits IPMs. Findings are taken from conversations with prisoners, officers, and general observations from visits.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Lawful and Transparent Custody	IPMs were advised of a backlog in processing prisoners property which had in turn led to prisoner requests. Management outlined their processes for managing property and explained that if prisoners were having excessive amounts of property sent into the establishment, they would not be issued with all of it at once, as per policy.
Decency	All prisoners IPMs spoke to confirmed their access to virtual visits and time outside. Prisoners were observed taking time in the fresh air on all visits. There was a good variety of food on both the lunch and dinner menus. All areas of the prison were noted to be very clean. IPMs were made aware of some restrictions to the regime due to prisoners requiring to isolate at various points during this quarter. Management informed IPMs that small numbers of positive cases were being managed in line with agreed processes.
Purposeful Activity	IPMs noted that activities continued to reopen and visited all work parties, highlighting the kitchen as a well-functioning area with opportunities for further learning. Monitors observed art, maths, English and IT classes in the education centre and provision of face to face and virtual visits throughout the quarter. IPMs highlighted double visits (2x45mins) afforded to a prisoner whose family had travelled a considerable distance to see him as a fair and compassionate approach to family engagement. IPMs were pleased to note that evening provision had been significantly extended, including educational classes for remand prisoners.
Transitions from Custody	IPMs observed the process of liberation for three prisoners this reporting period and commented on the professionalism of the staff and an atmosphere of friendly authority.
Organisational Effectiveness	IPMs commented on an establishment rebuilding all aspects of its day to day functioning, and highlighted positive comments regarding the interface and communications between various departments

AREAS TO BE MONITORED NEXT

IPMs will focus on prisoners access to purposeful activity and uptake and engagement in this area.



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.**