



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	12	Statutory requirement met?	No
Volunteer hours committed:	n/a	% of prisoner requests handled:	100

Comments: Volunteer hours not recorded for phonecalls (visits only). Amber rating for statutory requirement is due to some visits not taking place during lockdown, with remote calls replacing visits.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal safety	Prison management confirmed that they continue to follow Government guidance with regards to social distancing and management continue to reinforce with both prisoners and staff. IPMs note appropriate signage throughout the establishment, in speaking with prisoners they generally report feeling safe during this quarter. The management of staff and prisoners with coronavirus symptoms or identified via track and trace remains a daily priority and numbers at the time of writing were low. Prison management have assured IPMs they continue to take robust measures to minimise illicit substance use during this quarter.
Regime	IPMs note the establishment continues to move closer to normal daily functioning although the full regime remains some way off. IPMs have welcomed the efforts to re-establish several aspects of the daily routines as noted below in the purposeful activity section.
Decency	IPMs have observed prisoners receiving time in fresh air and exercise. IPMs have received assurances regarding appropriate cleaning and sanitisation with daily schedules and report high standards of cleanliness and hygiene in the establishment.
Healthcare	General health provision has continued while staff continue to make arrangements for those with COVID-19 symptoms who need to isolate. A small number of prisoners have requested to speak with IPMs regarding general healthcare.
Family contact	IPMs note virtual visits and in cell telephony have been fully implemented at HMP Low Moss and face to face visits have recommenced.
Purposeful activity	IPMs were pleased to see that all key work parties have continued during this reporting period and that hairdressers and timber machine and assembly had also restarted. IPMs have visited education where good number so prisoners were also meaningfully engaged.

AREAS TO BE MONITORED NEXT

IPMs will focus on HMIPS standards 4 & 5 in the next quarter