



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	16	Statutory requirement met?	Yes
Volunteer hours committed:	n/a	% of prisoner requests handled:	100%

Comments: IPMs visited the prison 16 times during the reporting period. Five requests were received, all of which were resolved.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Staff prisoner relationships	<p>Staff and prisoner relationships were in the main positive, and prisoners said they generally had staff to talk to when they needed it. The IPM Team noted that there had been an increase in interaction between staff and prisoners during periods of recreation, and they hoped to see this develop further.</p> <p>Interactions observed between staff and prisoners were in the main respectful, and the majority prisoners spoken to were positive about their dealings with staff.</p>
Physical environment	The secure corridor needed attention to make it more welcoming. The entrance to Iona in particular needs investment to deal with the nesting of pigeons.
Reception	IPMs spent time in reception and talking to prisoners about their experiences there. In general prisoners were satisfied that they were treated well and did not spend too long waiting. The routine full searching of prisoners is of concern, Independent Prison Monitors would rather a risk based approach was taken.
Separation	IPMs continued to be impressed with the staff in the SRU on all their visits this quarter. The staff have good relationships with the prisoners in their care, and a thorough understanding of their needs. However, IPMs remain concerned that some prisoners are kept in isolation in the SRU for too long.
Induction	New prisoners reported that they did not know how to access some activities within the prison, such as exercise, or all of their entitlements. Prisoners who were asked were not sure whether or not they had attended induction. The prison have put in place processes to address this.
Time out of cell and purposeful activity	<p>Concerns about time out of cell remained. Conversations with prisoners continued to show that too many prisoners were spending too long in their cells each day.</p> <p>Activity at Christmas was promising, although concerns were raised on some halls that seasonal activity was not put in place until after Christmas day.</p>

AREAS TO BE MONITORED NEXT

IPMs are considering areas that they should focus on in the coming months. If there are particular things that you think the IPMs should focus on, whatever that may be, please leave a message on the Freephone number letting us know so we can consider it. For example, you may think that IPMs should spend time looking at the food, access to the gym or the activities available, or staying in touch with your family. We are really keen to know what you think is important for us to look at.

The IPM Team can now be contacted from your mobile phone by dialling 112 option 3.



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 DIALING
112 AND CHOOSING OPTION
3: INDEPENDENT PRISON
MONITOR



IPMs VISIT THE PRISON
WEEKLY AND ARE
AVAILABLE TO SPEAK TO