



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	15	Statutory requirement met?	Yes
Volunteer hours committed:	46	% of prisoner requests handled:	100

Comments: Statutory requirement met through on site monitoring visits and remote calls.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal Safety	Prisoners continue to report generally feeling safe in HMP Dumfries. IPMs note positive interactions between prisoners and staff in all areas of the prison. Some feedback was received relating to isolated incidents between prisoners and staff and IPMs would request an update. IPMs were also made aware of a small hole detected between cells in D Hall and were informed this was repaired immediately.
Decency	IPMs note a high level of cleanliness throughout the establishment and observed the requirement for fresh air for all prisoners being maintained, even during periods of isolation. IPMs were made aware of further covid outbreaks in the establishment during February and March which were all appropriately managed. Monitors continue to receive some comments regarding the food provision in HMP Dumfries. Communication was noted to be good across the establishment and IPMs were pleased to see minutes of E&D meetings, which prisoners attended, available in the halls and were given access to the full E&D timetable.
Lawful and Transparent Custody	IPMs have spoken with several officers who managed some difficult and complex issues with prisoners in this quarter. Monitors commented on the compassionate and professional approach shown towards those in their care, despite the challenging nature of some of the situations. Some prisoners continue to request family bonding visits and IPMs were pleased to note that a phased return of this provision was being considered in this quarter.
Purposeful activity	IPMs were pleased to note the continued increase in work opportunities for prisoners. The gardens were noted to be in excellent condition this quarter with a thriving work party and solar panels now in place/ IPMs have observed virtual and face to visits taking place though note that the uptake continues to be fairly low. IPMs received very good feedback on gymnasium provision and the Burns Supper and Holocaust Memorial events in the prison this quarter. IPMs also noted the presence and work of addictions and education staff in the Links Centre.

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.**