



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	14	Statutory requirement met?	Yes
Volunteer hours committed:	46	% 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 have visited SRU during this current reporting period and have been informed of all relevant management plans and strategies in place to return individuals to mainstream where possible. The area was noted to be well run and IPMs have been afforded access to prisoners on request.
Decency	All prisoners IPMs have spoken to have confirmed their access to virtual visits and time outside. Prisoners have been observed taking time in the fresh air on all visits. There is a good variety of food on both the lunch and dinner menus. All areas of the prison have been noted to be very clean.
Purposeful Activity	IPMs note that activities continue to build up in the establishment and have 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.
Organisational Effectiveness	IPMs have commented on an establishment building back up all aspects of its day to day functioning and highlighted positive comments regarding the interface and communications between various departments. Senior management have provided IPMs with a detailed overview of current priorities, including some changes to staffing and meeting structures and will continue to update monitors.

### 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.**

 **IPMs VISIT THE PRISON WEEKLY AND ARE AVAILABLE TO SPEAK TO.**