



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	14	Statutory requirement met?	Yes
Volunteer hours committed:	52	% of prisoner requests handled:	100

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

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Lawful and Transparent Custody / Personal Safety	<p>IPMs continued to visit the SRU during this current reporting period and were informed of all relevant management plans and strategies in place to return individuals to mainstream where possible. The SRU continues to be noted to be well run and IPMs were afforded access to prisoners on request.</p> <p>IPMs were made aware of some incidents in the halls relating to personal safety of both prisoners and officers, and management provided an update on significant incidents and levels of safety in the establishment overall, noting the increase and the measures taken to address this.</p>
Decency	<p>Prisoners were observed taking time in the fresh air on all visits. Pass men were visible in all areas of the prison, undertaking a variety of work opportunities and the prison was extremely clean. Food was reported to be good.</p>
Purposeful Activity	<p>IPMs noted that activities continued to rise in the establishment and had visited all work parties, highlighting the kitchen as a well-functioning area with opportunities for further learning. Monitors observed activity in work sheds, the Link Centre and Education, and management advised that the regime continued to build back up with various initiatives ongoing in addition to existing work parties. IPMs also observed faith based services being provided, both in the halls and in the multi faith centre.</p>
Prisoner requests	<p>IPMs continued to take a relatively high volume of requests from prisoners at Low Moss relating to transfers, access to mobile phones, personal safety, access to programmes and GPA's, risk management queries and categorisation decisions. Monitors reported that most of these requests had been closed satisfactorily with the assistance of staff. Management discussed these matters with IPMs advising that there was ongoing focus on ICM reviews at HMP Low Moss. IPMs were also informed about the various measures taken to improve communications with prisoners at all levels in the establishment.</p>

### AREAS TO BE MONITORED NEXT

IPMs will aim to facilitate focus groups with prisoners in all areas of the prison during the next quarter.



HMIPS regret being forced to pause our review into Progression due to staff absences. We are now able to resume action on the review and are organising a programme of further visits to prisons, starting in December, with the aim of completing the review in late Spring or early summer 2023. We are sorry for the delay, but remain fully committed to completing this important review as we know progression is a significant issue for many prisoners.

### 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.**

The poster is a vertical rectangle with a dark purple background. At the top, the letters 'IPM' are written in large, white, bold font. Below this, the words 'Independent', 'Prison', and 'Monitoring' are stacked vertically in a smaller, white, sans-serif font. The bottom half of the poster has a lighter purple background. It contains three sections of text, each with an icon to its left. The first section has a telephone handset icon and text about a freephone number. The second section has a mobile phone icon and text about dialling 112. The third section has a speech bubbles icon and text about weekly visits.

To find out more about Independent Prison Monitoring go to [www.prisoninspectoratescotland.gov.uk](http://www.prisoninspectoratescotland.gov.uk) or email [prisonmonitoring@gov.scot](mailto:prisonmonitoring@gov.scot) . To ask to see an IPM call **0800 056 7476**.