



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	14	Statutory requirement met?	Yes
Volunteer hours committed:	82	% of prisoner requests handled:	100

Comments: Statutory requirement was met through site visits. IPM 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>Monitors observed prisoner inductions and met with staff across the prison. IPMs felt the establishment was well run with healthy interactions between staff and prisoners on visits. Prisoners were getting time in the fresh air and the management of the route movement was very good. IPMs noticed an improved atmosphere in the halls and in other areas of the prison.</p> <p>IPMs continued to visit the SRU during this reporting period and were informed of all management plans and strategies in place to return individuals to mainstream where possible. The SRU continued to be noted as well run and IPMs were afforded access to prisoners on request. ICM processes were reviewed and discussed with IPMs. Prisoners continued to request to see IPMs regarding perceived delays in progression. Management also informed IPMs of 80 cancelled GeoAmev appointments in the quarter.</p>
Decency	<p>Prisoners were observed taking time in the fresh air on all visits. The prison was noted to be clean. IPMs received an update on the provision of rain jackets and fleeces as inclement weather becomes more likely, and all prisoners will have access to these. The distribution and quality of food was noted to be very good, though staff commented on rising costs and availability of some food items as an emerging issue. Laundry was visited and IPMs noted the mitigations taken after a fire in one of the dryers, with clothes being sent to HMP YOI Polmont. IPMs would welcome an update on the current situation.</p>
Purposeful Activity	<p>IPMs noted that activities continue to build up in the establishment and visited all work parties, noting good levels of activity and some innovative practices. Essential work parties were functioning well and faith services were busy and appreciated by prisoners. IPMs received positive feedback from prisoners about a meditation class in the Education Centre and about support provided by Samaritans and Listeners. IPMs met prison staff responsible for processing mail, hearing about recent challenges and successes, and also met DWP staff, who explained processes preparing for release. In general IPMs commented positively on levels of purposeful activity at HMP Low Moss. Monitors received an update on the decision to only unlock prisoners wishing to take recreation in the evening and this has generally been well received with one instance of non-compliance.</p>
Prisoner requests	<p>Prisoners continued to request to see IPMs about a number of matters, most notably delays in progression, with occasional individual requests about fairness in decision making on day to day matters.</p>

AREAS TO BE MONITORED NEXT

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



This will be the last published quarterly report. HMIPS is moving to a new system of monthly reports, which will be discussed with the senior management team within the prison but not published. We will publish an annual report of IPM findings for each prison based on the monthly reports and provide some further feedback to prisoners halfway through each year.

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.**