



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	21	Statutory requirement met?	Yes
Volunteer hours committed:	66.5	Number resident requests opened:	6

Comments: IPMs visited the prison 21 times during the reporting period. Six requests were received from prisoners.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Staff prisoner relationships	Relationships between staff and prisoners continued to improve, and IPMs again witnessed examples of compassionate and caring actions by staff. One area that remained a concern was the habit in most halls of staff sitting by the gates observing recreation rather than interacting with prisoners. There was good visibility of management around the prison, and staff and prisoners reported they had seen management recently.
Visits	IPMs joined the visitors forum and were encouraged by the meeting and the work being taken by visits staff to build positive relationships with family members.
Purposeful activity	Whilst activity numbers could still be low, the range of activities on offer remained good. Prisoners who were at activities appeared fully engaged and to value the time they had there. The route was calm and well managed, and prisoners reported that they felt safe when attending activities.
Segregation	The prison had worked hard to reduce the number of people being held in the SRU. The SRU staff demonstrated excellent knowledge about the people in their care, and had a clear understanding of their role and the management team's expectations of them. This had been a major improvement over the last few months.
Healthcare/Escorts	There were again concerns about the ability of GeoAmey to meet their contract and ensure prisoners were escorted to hospital appointments. Staff reported that vans were not always available and that prisoners had missed appointments because of this.
Cost of living	As at other prisons, the cost of living had been raised as an increasing concern for prisoners, as prices on the canteen sheer were increasing, in line with the whole country. IPMs are aware that this is a major concern for prisoners, and it has been raised with the HM Chief Inspector of Prisons to raise with prisons.

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.



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
- Prisoner transfer
- 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

The poster features a purple background with white text. It includes a telephone handset icon with signal waves and a speech bubble icon. The text is arranged in a clear, hierarchical manner, starting with the acronym 'IPM' and the full name, followed by contact information and service details.