



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (or calls):	23	Statutory requirement met?	Yes
Volunteer hours committed:	54	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was met. Five requests were received from prisoners wishing to discuss matters with an IPM.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Family contact	IPMs felt that there was not a lot of space in the visit room, but that it was adequate, and arrangements for booking visits seemed to work well. Although there was a relatively low uptake for in-person visits, virtual visits remained an option. IPMs received very positive feedback from prisoners regarding in-cell telephony as a good way of maintaining family contact, and IPMs also felt that the new Family Visits Centre was better located, welcoming, and well-run.
Prisoner / Staff relations	IPMs noted concern about the relatively high prisoner population (10% above design capacity at times). Despite the overcrowding, prisoner / staff relations were observed by IPMs to be very good, and prisoners reported that staff were dealing with their various needs and requests in good time.
Transition from prison to the community	IPMs spoke with five prisoners who were due to be released within a month, as well as some staff. IPMs formed the opinion that in general the prison did well to support prisoners back in to the community, particularly around housing. However support into employment was felt by prisoners to be in need of improvement.
Healthcare	IPMs interviewed prisoners, NHS staff and SPS staff and formed the view that, in general, access to healthcare (GP, Dentist) was good. However waiting times for mental health and addictions services were thought to be in need of improvement.
Lawful and transparent custody	IPMs spent a lot of time checking in with prisoners being held in the Separation and Reintegration Unit (SRU) cells, and concluded that staff were doing everything within their power to ensure the prisoners there were well looked after, and were offered daily showers, fresh air, etc.
Organisational effectiveness	Due to staff shortages, the prisoners' regimes had to return to a 'Core Day' shift pattern, meaning prisoners had to be in their cells for longer each day. Prisoners that IPMs spoke to were however understanding of the situation and the consequences, and IPMs noted the potential for a more stable and predictable regime.

AREAS TO BE MONITORED NEXT

IPMs will monitor the process used to check mail (i.e. for illicit substances), as well as the SPS Complaints process.



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 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 Monitoring' are written in a smaller, white, sans-serif font. The bottom half of the poster has a lighter purple background. It contains three main sections of text, each with a corresponding icon: a phone icon, a mobile phone icon, and a speech bubbles icon. The text is in white, bold, uppercase letters.