



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	Yes
Volunteer hours committed:	54	% of prisoner requests handled:	100

Comments: Statutory requirement met through on-site monitoring visits and remote calls.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal Safety	IPMs observed the Dog Team present during visits in this quarter and were advised that a number of illicit items were recovered. Overall, prisoners continued to report generally feeling safe in HMP Dumfries.
Decency	IPMs noted a high level of cleanliness throughout the establishment and observed the requirement for fresh air for all prisoners being maintained, even during periods of isolation. IPMs received positive comments regarding the food provision in HMP Dumfries with a few enquiries about the choice for those on a vegan diet. IPMs also visited the multi-occupancy cells in A Hall. In terms of space per person, IPMs were of the view that they presented some difficulties in terms of privacy and dignity. Management advised that these cells meet all national standards and are unable to change the fabric of the building, but appreciate they do feel narrow.
Lawful and Transparent Custody	The IPM team visited prisoners held in isolation in B Hall and noted the daily monitoring practices in place and plans for return to mainstream halls where appropriate.
Purposeful activity	IPMs noted the regime change in November to enable increased activity and were advised of the positive work of the Recovery Café. Improvements to the gardens have been well received and the kitchens were visited frequently and noted to run well. Activity in the gymnasium was commented on positively, with staff observed to be helpful and friendly. IPMs observed virtual and face to face visits taking place. Ongoing assessments were being made alongside the family contact officer regarding the return of bonding visits and the reopening of the children's play area. It is hoped the tea bar will open in the near future.
Organisational Effectiveness	IPMs noted this is the first reporting period since HMP Dumfries reverted back to a two shift pattern and would welcome an update on the effect, if any, on the regime. They have looked at communications, noticeboards and policies and procedures relating to staff management and training, taking positive comments from prisoners on the rehabilitative nature of HMP Dumfries.
Transitions from Custody to the Community	IPMs were informed of HMP Dumfries' involvement in multi-agency community meetings to assist prisoners approaching liberation.

AREAS TO BE MONITORED NEXT

IPMs will continue to monitor provision for Short-term Prisoners and also access to pre-liberation support.



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.**