



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	22	Statutory requirement met?	Yes
Volunteer hours committed:	121.5	% of prisoner requests handled:	100

Comments: Statutory requirement of one (on-site) visit per week was met.

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Effective courteous and humane exercise of authority	IPMs observed the orderly room process and concluded that it was robust and fair. Prisoners were given an opportunity to speak for themselves, and punishments were appropriate and proportionate.
Effective courteous and humane exercise of authority	IPMs noted again this quarter some officers 'shouting down the halls', which is a concern for prisoners' privacy. A number of prisoners that IPMs spoke with stated they did not know who their personal officer was, or for remand prisoners, who their section officer was. IPMs suggest that officers holding these positions should proactively make themselves known to the relevant prisoners.
Lawful and transparent custody	IPMs observed the reception process for male and female prisoners, concluding that it was efficient. The process ensured the safety of prisoners (e.g. checking for healthcare issues and risk of self-harm). The process included contingencies for prisoners arriving later in the evening, and for prisoners with COVID-19, which IPMs felt were suitable. IPMs also observed the induction process and concluded that it was clear and provided lots of useful information to prisoners. While IPMs felt that it was a lot to take in over a relatively short period of time, the induction handbook that prisoners received was very useful.
Purposeful activity / Remand prisoners	IPMs noted that some remand prisoners in both male and female halls, had been allocated work, which is a positive step. IPMs were however concerned that average remand times had increased during the COVID-19 pandemic to around 12-18 months, and these prisoners had not had access to as full a regime as convicted prisoners. (IPMs recognise that the lengthy remand times are out-with the control of SPS).

AREAS TO BE MONITORED NEXT

IPMs will continue to focus on the impact the latest COVID-19 restrictions are having on prisoners, including access to basic human rights such as time in the fresh air, outdoor PT, healthcare and hygiene.

IPMs will also start to look at the easing of restrictions around the prison to ensure they happen in line with the easing of restrictions in the community.



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 features a dark purple background with white text. At the top, 'IPM' is written in large, bold letters, followed by 'Independent Prison Monitoring' in a smaller font. Below this, there are three main sections of text, each preceded by a small icon: a telephone handset for the first section, a mobile phone for the second, and two speech bubbles for the third. The text in each section is bold and provides contact information and details about the service.