



### HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	13	Statutory requirement met?	Yes
Volunteer hours committed:	46	% of prisoner requests handled:	100

**Comments:** Statutory requirement met through on site visits by IPMs. Several monitors returned to on prison visiting this quarter after absence during coronavirus pandemic.

### MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Personal Safety	IPMs were advised of a COVID-19 outbreak in Kelvin Hall during this reporting period and all appropriate measures that were put in place as a result. Monitors were also informed of the continued prevalence of certain illicit substances within the prison and accompanying behaviour changes in some prisoners. Towards the end of the quarter, IPMs were informed of some concerns around the treatment of prisoners located in Kelvin Hall and met with senior management to escalate these.
Purposeful Activity / regime	Some purposeful activity was apparent for parts of this quarter with all essential work parties functioning. IPMs noted good opportunities for exercise across the establishment. The laundry, kitchen and gym were all visited by IPMs and found to be functioning well.
Lawful and Transparent Custody	IPMs observed activity in reception during this quarter with a number of admissions and noted the process to be very smooth and conducted professionally. IPMs would request an update on any measures taken to prepare for an increase in admissions in the next quarter.
Organisational Effectiveness	<p>IPMs noted that the population had remained relatively high during this period and the associated pressures this brought. IPMs reported on good signage in the residential areas relating to the visits timetable and noted the expansion of available slots. IPMs spoke with many officers who provided varying feedback on shift patterns and ongoing pressures within the establishment. Management noted Low Moss has returned to a shift based roster on 6<sup>th</sup> September. This has extended the day within the residential area and has allowed for more opportunity for visits, activity and recreation in the evening</p> <p>It is notable that prisoners and staff alike highlight drug use as an ongoing problem and cause of challenging behaviour. Management highlighted that, AA and Cocaine Anonymous have restarted in the prison on Monday nights. The Links Centre have also restated Smart Recovery and the Recovery Café is being facilitated for all groups. There are also diversion activities such as football run at night by Sports and Games Officers.</p>

### AREAS TO BE MONITORED NEXT

IPMs will focus on purposeful activity, healthcare provision and conditions and treatment of all prisoners in HMP Low Moss.



## 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.**