



HMIPS SERVICE DELIVERY PERFORMANCE

Number of IPM visits (calls):	21	Statutory requirement met?	YES
Volunteer hours committed:	70.5	Requests Opened:	5
Comments: None			

MONITORING FINDINGS

MAIN AREAS MONITORED	FINDINGS
Reception	Reception was well managed with clear, well organised, thorough and effective procedures in place. Staff kept things as informal as possible, were knowledgeable and genuinely cared for those leaving and arriving.
Decency	A shower and an overnight / hygiene pack were offered to all on admission. All were seen by a nurse and supported by staff, particularly during and immediately after admission. IPMs heard that kitbags were cleaned daily, bedding weekly and quilts quarterly.
Remand	Those held on remand were located in Ross House, as Peebles is not authorised to house remand prisoners, and had a more restricted regime. IPMs acknowledged the reduced population, associated challenges and will keep a close eye on this.
Respect	Staff were knowledgeable and supportive when interacting with prisoners, taking account of their individuals needs and circumstances e. The women were comfortable speaking with staff, and user voice meetings were helpful to raise and resolve any issues. Generally, the houses were calm and orderly, however staff worked hard to manage occasional disruption and support those impacted.
Purposeful Activity	A wide variation of activities continued to be available, including a family picnic day, crafts, introduction of therapeutic dog visits, a recovery walk and bible studies. IPMs were pleased to hear different needs were accommodated for family visits and, at times, the prison was able to offer surplus calls or visits. Whilst overall positive, at times the Links Centre seemed quieter and IPMs will look into this.
Organisational effectiveness	IPMs continued to get a sense, and heard directly from some staff, of low morale. Mainly due to change and uncertainties such as the reducing population and impact of the CCUs opening, wider population management decisions taken across the women's estate, financial uncertainties and delays to HMP Stirling opening. The staff wellbeing day seemed well attended with a buoyant atmosphere and generally relationships remained positive.
Health and Wellbeing	The 'rapid run down' approach adopted in Ross House, highlighting areas of concern, mental and physical health needs, seems to have been positive. IPMs welcome that this approach has also to be adopted in Pebbles House, and will follow this up with women and staff, and that dental services had recently been extended.
Transportation	Negative feedback continued in relation to GEOAmeY, with repeated failures to attend and concerns about the wider impact this was having, including negative wellbeing for the women and staff. Information will be invaluable to the HMIPS Transport Thematic Review. Furthermore, IPM will take a closer look into the issues being raised. HMIPS continue to raise issues with the SPS and GEOAmeY.

AREAS TO BE MONITORED NEXT

Monitoring will focus on, but not be restricted to, ongoing transportation concerns and any consequential impacts of the lowering population. Additionally IPM will closely monitor the SRU.



This will be the last published quarterly report. HMIPS is moving to a new system of monthly reports, which will be discussed with senior management team within the prison but not published. We will publish an annual report of IPM findings for each prison based on the monthly reports, and provide some further feedback to prisoners half way through each year.

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 DIALING
112 AND CHOOSING OPTION
3: INDEPENDENT PRISON
MONITOR**



**IPMs VISIT THE PRISON
WEEKLY AND ARE
AVAILABLE TO SPEAK TO.**