



Annual Report

HMP Send, Woking, Surrey

1 April 2010 to 31 March 2011

HMP SEND IMB ANNUAL REPORT 2010/11

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1 STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD (IMB)

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre (IRC) to be monitored by an independent Board appointed by the Justice Secretary from members of the community in which the prison or centre is situated. The Board is specifically charged to:

- satisfy itself as to the humane and just treatment of those held in custody within its prison, and the range and adequacy of the programmes preparing them for release
- inform the Secretary of State, or any official to whom he has delegated authority, where it judges appropriate, of any concern it has
- report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively its members have right of access to every offender, every part of the prison and also to prison records.

2 DIVERSITY AND EQUALITY STATEMENT

The Independent Monitoring Board of HMP Send is committed to treating all with whom we interact with respect and fairness regardless of such factors as race, colour, ethnicity, religion, belief, national origin, gender, age, marital status, sexual orientation or disability.

3 DESCRIPTION OF THE PRISON

3.1 HMP Send is a closed training and resettlement prison for women. It has an operational capacity of 282 and is currently twinned for operational purposes with HMP Downview (although these arrangements will be de-linked with effect from 15 June 2011). The following tables show offender demographics at 31 March 2011:

Ethnicity	No. Offenders	%
British - White	171	62
British – Other	73	27
Foreign National	31	11
Total	275	100

Length of Sentence	No. Offenders	%
0 – 2 Years	7	3
2 + Years	177	64
Indeterminate Sentenced Prisoner (ISP)		
- Lifer	54	20
- Indeterminate Public Protection (IPP)	37	13
Total	275	100

□

3.2 All offenders (with the exception of those in the Addiction Treatment Unit, which has 10 dual occupancy cells) are housed in individual cells with en-suite showers and toilets. The majority of these are in the main block (including a dedicated unit for a Therapeutic Community [TC]). The remaining cells are located in a newer purpose-built wing and the Resettlement Unit. The latter enables offenders to develop skills needed for their successful reintegration into society and provides opportunities for both paid and unpaid work placements in many local businesses and organisations.

3.3 The prison has a variety of additional facilities which include a daytime healthcare centre, kitchen and dining room, gymnasium and sports hall, an education block, a multi-faith centre, library and a large working garden area. Several of these facilities provide opportunities for learning, work and recreation.

3.4 The Offender Management Unit provides supervision and sentence planning support for offenders. Healthcare services are provided by Surrey Patient Care Trust (PCT), supported by Thamesdoc. The Surrey and Borders Trust provide the Mental Health In-Reach Services and the Addiction Treatment Unit is run by the Rehabilitation for Addicted Prisoners Trust (RAPt). Education services are provided by The Manchester College (TMC).

3.5 In addition, offenders are supported by more than 50 voluntary organisations covering a diverse range of issues from family support (Salvation Army / Send Family Link / Prisoner Advice Service / SWS Domestic Abuse / Samaritans) to drug, alcohol, health and related issues (Alcoholics Anonymous / Surrey Harm Reduction Outreach / Cruse Bereavement Counselling / Guildford College Counsellors).

4 EXECUTIVE SUMMARY

4.1 Overall Judgement

- The Board is satisfied that HMP Send treats its prisoners humanely and justly.
- Our view is that all areas of HMP Send have performed well, particularly against

the challenging background of budget cuts and staffing difficulties.

- During the year there have been improvements in the general provision of **healthcare**, with significant improvement in the **dentistry** area (5.3.1)
- After detailing concerns about the viability of the **Therapeutic Community** in its last four annual reports, this year the Board commends the staff for increasing the number of participants to 24 from last year's average of 18-19 (6.2.1)
- Following the Board's criticism in last year's report that cost-saving measures had brought about a reduction in **Family Visits**, it is encouraged that plans for 2011 provide for nine Family Visit days, including one day assigned to visits by prisoners' grandchildren (6.4)
- The provision of **worthwhile activities** for prisoners at Send is to be commended, with over 98% of eligible prisoners in employment (5.2.1)
- All prisoners have access to **education** and The Manchester College are to be commended for the range of traditional and new courses on offer (5.2.3)
- The **Pimlico Opera** production of 'Sugar' in February/March 2011 was a highlight of the prison year (6.5)

4.2 Issues requiring a response from Ministers

- There is a **lack of a permanent psychology resource** on site for ISPs requiring one-to-one therapy, which can cause difficulties in cases where the Parole Board has indicated that a psychologist's report should be obtained. This results in holding women in prison for longer than is appropriate or beneficial. (6.1.1)
- Whilst few major issues have been identified in this report, the Board must draw attention to the fact that all the positive observations must be seen against a background of tight budget control with no indication of easing. Any **further reductions in funding** would undoubtedly impact on the quality of service

provided, to the detriment of prisoners.

4.3 Issues Requiring a Response from the Prison Service

- Alcohol abuse is a common contributory factor in many offences and an on-going problem for many prisoners. The Board is therefore concerned about the **failure to include alcohol in the strategy for substance abuse** (6.2.3).
- The **quality of the diced meat** is invariably unacceptable and diced lamb was removed from the menu at HMP Send in March 2011 (6.3.3).

4.4 Issues Requiring a Response from the Prison

- Whilst this report identifies a small number of areas where improvements are required e.g. the number of women engaged in 'wing cleaning' jobs (5.2.10) and the limited support for learners following higher level educational courses (5.2.4), there are no major issues for the prison.

Throughout the year members have had free access across the prison. The co-operation and support provided by the Governor, and by the Head of Send Prison and his staff have been much appreciated.

5 AREAS OF THE PRISON THAT MUST BE REPORTED ON

5.1 Diversity

5.1.1 Diversity is taken seriously at HMP Send with regular meetings attended by senior prison staff (including Healthcare) and prisoner representatives. This sends a positive message about the importance of diversity. Issues of race are continually monitored using the guidelines in the Race Equality Action Policy, Plan and Log. A variety of cultural and religious needs continue to be recognised with appropriate events being organised to celebrate selected occasions and festivals.

5.1.2 There were 35 Race Incident Report Forms (RIRF) raised in 2010-2011 (compared with 29 in 2009-2010) although a number of these were not racial issues. The Southside Partnership (an independent body whose services include support for people with mental health and learning issues, and prison resettlement) conducts the required audit. The Healthcare Department is actively involved in updating the Older Offenders Policy issued last year to reflect the different healthcare needs of the Over 50s prisoners.

5.2 Learning and Skills

5.2.1 Overall, the provision of worthwhile activities for prisoners at Send is commended with over 98% of eligible prisoners in employment.

5.2.2 The Board is satisfied that all prisoners are assessed in relation to their learning and skills within the first week of arrival.

5.2.3 All prisoners have access to education and The Manchester College are to be commended for the range of traditional and new courses on offer. The number of weekly sessions, (each with up to eight students), has increased by over 21% compared with 2009/10. Nearly 300 contact hours are provided each week. In addition to the existing Non Vocational Qualifications (NVQs), a City and Guilds qualification in Horticulture has been introduced and the Board is pleased to note that Qualifications and Credit Framework (QCF) in Hospitality and Catering, and Customer Service are to be made available, together with the reintroduction of a course in Family Relationships with a national Open College Network (OCN) accreditation.

5.2.4 HMP Send provides many educational opportunities that help make the women more employable when they leave the prison. It is of some concern that learners who are following higher education level three and above QCF are only formally supported one half day a week (although ongoing informal support is still available).

5.2.5 The prison is to be commended for its Business Administration Unit and Card Workshop which provide stimulating training for the women, in addition to generating fee income for the prison.

5.2.6 The Gymnasium is a popular facility used by 40% of the population and open seven days a week. There is a wide programme of activities and courses (including Level 2 NVQ). The well-equipped hairdressing salon continues to flourish with numerous prisoner and staff clients.

5.2.7 With continued funding from *The CarPhone Warehouse* the call centre, managed by the St Giles Trust, has developed well, providing work for prisoners and offering support on issues such as housing and benefits via a direct secure phone line, to women at HMP Downview. It is hoped that this service will be available to female prisoners nationwide.

5.2.8 The Horticultural Department employs about forty women to maintain the establishment grounds and manage the prison's recycling. Garden produce is supplied to the kitchen, the staff mess, and the cookery classes.

5.2.9 Approximately 40 prisoners work in the local community each day, in a variety of unpaid and salaried positions. Further posts are available for suitable candidates subject to the necessary risk assessments.

5.2.10 The Board has expressed concerns in the past year about the number of women engaged in 'wing cleaning' jobs. The Board is aware that it can be difficult to provide meaningful employment for some prisoners (especially in the context of risk assessment) so it is pleased to note that work to address this problem is now seen as a priority.

5.3 Healthcare and Mental Health

5.3.1 There has been a significant improvement in the provision of Healthcare services at HMP Send. This follows a number of years in which shortcomings in performance have been reported in our Annual Reports. We are particularly pleased to report that significant improvements have been made in the provision of dental services, with emergency cases seen within 24 hours and routine cases seen within four weeks. The Head of Healthcare, in particular, and his staff are to be congratulated on their hard work and achievements during a challenging year.

5.3.2 The number of complaints about healthcare submitted through the prison system has dropped significantly, from over 20 per month (August 2010) to around 10 per month (February 2011). The following factors have contributed to this reduction:

- Active recruitment to fill nursing vacancies - there are now no staff shortages;
- Healthcare staff working with the prisoners in specially-designed focus groups to identify issues and introduce improvements;
- The introduction of a significantly improved GP service in November 2010;
- Reduced dental waiting times – now matching those in the local community;
- Improved wing-based triaging - in some instances this has reduced the initial waiting time by as much as seven days;
- Improvements in the dispensing of routine medication from the Pharmacy;
- The introduction in November 2010 of an Integrated Drug Treatment System (IDTS) programme linking Carats (Counselling, Assessment Referral, Advice and Throughcare Services), RAPt and Healthcare with the objective of expanding the quantity and quality of treatment for drug-addicted prisoners.

5.3.3 Unfortunately there was a Death in Custody in August 2010, which highlighted the fact the Send does not have 24 hour Healthcare provision (there is limited cover during weekends and none on any night after 8pm). Whilst the Coroner's report is still awaited, communications between the hospital and the prison, especially during out-of-work hours, have been improved.

5.3.4 This report has deliberately focussed on the general healthcare provision provided by Surrey PCT (Primary Care Trust). However, comment must be included concerning the delivery of specialist Mental Health services by The Surrey and Borders Trust. Mental Health drop-in clinics have proved popular. Staff shortages are currently being addressed and a new Mental Health In-Reach Services Manager is expected to take up post later in 2011. During the year the Board received no applications relating directly to mental health, although it is recognised that a number of prisoners at Send have significant mental health problems. The Board is aware that at Send, as in other prisons, there are insufficient funds and staff to deal with these (see also section 6.1.1 re the lack of psychologists). In the next twelve months the Board will pay particular attention to the provision of such care.

5.4 Safer Custody

5.4.1 The Board commends the continuing efforts made by staff with regard to safer custody, with a year on year decrease in both the number of women self-harming and the number of self-harming incidents. Given these efforts, the death in custody (see Section 5.3.3) in August 2010 had a significant impact across all parts of the prison. Of particular concern was the procedure relating to the sharing of critical information when vulnerable prisoners are transferred between Send and the local hospital.

5.4.2 The Board is represented at the monthly Safer Custody Meetings, which are attended by senior staff from all departments as well as prisoners' representatives, Listeners and the Samaritans.

5.4.3 Results from the annual Safer Community Survey showed an increase in the percentage of women feeling safe from other prisoners (up to 82% from 76% in 2010) and a significant reduction in the number of women reporting bullying (down to 28% from 73% in 2010). Although these statistics demonstrate an improvement, the Board believes that there is still an underlying threat of bullying affecting a small group of prisoners, and will be keeping this area under review in the forthcoming year.

5.5 Segregation/Separation and Care Units

5.5.1 HMP Send does not have a Segregation unit, a policy viewed by the Board as commendable because it has a positive effect on the atmosphere within the prison.

5.5.2 Some women are segregated on Cellular Confinement (CC) for short periods for disciplinary reasons. This procedure was used on 12 occasions in 2010/11 (23 in 2009/10).

5.5.3 Any prisoner whose personal safety is held to be at serious risk is held in a special observation cell on Constant Supervision (CS), where an individual regime is prescribed, tailored to the woman's specific problems. CS was needed on 30 occasions in 2010/11 (compared with 15 in 2009/10). The additional use was due to a combination of circumstances, including an increase in the number of vulnerable women held at Send.

6 COMMENTS ON OTHER AREAS OF THE PRISON

6.1 Indeterminate Sentence Prisoners (ISPs)

6.1.1 The number of ISPs has continued to rise (to 91 women at 31st March 2011, the largest ISP population in the female estate). Although Send does not provide any interventions which are specifically targeted at ISPs, the TC has become the principal risk management intervention for ISPs at Send and currently all of the prisoners in the TC are ISPs. It is still a matter of concern that Send does not have a permanent psychology resource on site for ISPs requiring one-to-one therapy, which can cause difficulties in cases where the Parole Board has indicated that a psychologist's report should be obtained. Shared resources are available from the Regional Psychology Team, but are not always easy to access within a reasonable timescale. The Board is pleased to note that the prison is planning to offer a specific anger management intervention, which will mean that ISPs who require this to meet their sentence planning requirements will no longer have to move elsewhere.

6.1.2 The HMIP inspection in December 2010 highlighted the need for the prison to plan proactively for the requirements of ISPs. The Board is encouraged to note that the prison is now developing a strategy to make better educational and vocational provision for ISPs in order to address their needs and reduce their risk of reoffending, and is considering revising accommodation arrangements for Lifer prisoners so that those who want to can live together on the same wing.

6.2 Offending Behaviour Programmes

6.2.1 After detailing its concerns about the viability of the **Therapeutic Community** at Send in its last four annual reports, this year the Board commends staff for increasing the number of participants to 24 from last year's average of 18-19 and for demonstrating an improvement in the sense of community and in its relationships with other departments in the prison. Although the unit's capacity is 32, more staff would be required for this number of participants in order to preserve the principle of small group therapy.

6.2.2 The Board continues to be impressed by the **RAPt** rehabilitation programme (the only such one in the female estate), based on the 12 steps of Alcoholics and Narcotics

Anonymous and lasting for approximately 18 weeks. Two new programmes were successfully introduced during the past year: *Seeking Safety with Self* helps women joining RAPt to cope with the demands of the therapy, and *Relapse Prevention* aims to help women to stay drug free and sober on the wings when they leave RAPt. Of the 51 prisoners who started the RAPt programme during the last year, 35 successfully completed the course. In part the drop-out rate can be explained by the fact that all participants have to be drug free, whereas other interventions such as IDTS do not require this. (Many prisoners prefer taking Methadone or Subutex to total abstinence.)

6.2.3 The Board has expressed concern about the failure to include alcohol in the strategy for substance abuse, not least because alcohol abuse is a common factor for many prisoners. Candidates for the RAPt programme are not eligible if they have issues only with alcohol. This matter should be addressed as a matter of urgency.

6.3 Kitchens and Catering

6.3.1 As in previous years the Board is pleased to report that the catering at HMP Send is generally satisfactory and often good, despite budget constraints. These constraints have led to a reduction in choice and in the number of hot meals served in the week: Monday to Wednesday lunch now consists of a choice of sandwich or homemade soup with bread, and fruit. The Board is pleased to report that this change has been well received by many prisoners, and that the number of complaints is low given the natural resistance to change and reduction in choice.

6.3.2 In this reporting year the Board received only one written complaint about the standard of food, although prisoners do frequently express dissatisfaction orally to IMB members. Analysing these comments the Board has concluded that they are often the result of different tastes or culinary traditions.

6.3.3 The most frequent complaint about the food concerns the quality of the diced meat, which prisoners, staff and IMB members agree is invariably unacceptable. As a result, diced lamb was removed from the menu at HMP Send in March 2011. The Board does not believe that this has adversely affected prisoners, as there is still a wide choice and variety of hot meals. As the prison is obliged to buy all food items from 3663, the

catering team is prevented from sourcing the meat elsewhere. The issue has been acknowledged by HMPS Procurement but the issue remains unresolved.

6.4 Family Visits

It is recognised that Family Visits are very important for building and maintaining strong links and helping to reduce re-offending. The Board was critical in last year's report that cost-saving measures had brought about a reduction in Family Visits from six to four per annum. During the past twelve months the Board has monitored the situation closely and expressed its concern to the Governor, particularly when Family Visits were over-subscribed. However, the Board is encouraged that plans for 2011 provide for nine Family Visit days, including one day assigned to visits by prisoners' grandchildren

6.5 Pimlico Opera

One of the prison highlights of the past year was the Pimlico Opera production of 'Sugar'. A number of women had performing and backstage roles, and students from the hairdressing salon were heavily involved with makeup and hair styling. The performances were well attended and there were excellent reviews in the national and local press. Both prisoners and prison staff are to be commended for all the hard work that went into making the event so successful, particularly as the production disrupted the normal smooth running of the regime to a considerable degree.

6.6 Sensation Boutique

The *Sensation Boutique* (selling secondhand clothing and new underwear) has continued to be a popular success, enabling many women to improve their self-image and to acquire a suitable wardrobe for important occasions such as job interviews.

7 THE INDEPENDENT MONITORING BOARD AT HMP SEND

7.1 The Work of the Board

7.1.1 The Board takes an active role in monitoring the prison to ensure that women in custody at HMP Send are treated fairly and humanely. At least three members of the Board visit the prison each week; one to investigate issues raised by those prisoners who have made a written application to the Board; another on rota to monitor specific areas of the prison such as the kitchens, healthcare, the observation cells and accommodation areas (other parts of the prison are also monitored on a regular basis); the third member supports where required (e.g. visiting prisoners on cellular confinement or on constant supervision), and observes prison meetings as part of the monitoring role. Each board member also has a special interest area. As part of their duties members have attended a number of incident and case reviews, and accompanied visits by various groups (including other IMBs and Magistrates). Regular in-house training days have been arranged, supplementing courses provided by the national IMB trainers and the prison service. Two members resigned due to personal and work commitments.

7.1.2 The monthly Board Meetings ensure good communication between members and a consistency of approach towards prisoners. The Governor, or the Head of Send Prison (or his deputy), attends to report on developments and to resolve any queries.

7.1.3 The Board received a total of 185 applications, up from 153 in 2009/10. There was a considerable increase in concerns about visits (up to 22 from 6 last year), especially relating to requests for inter prison visits and phone calls. The Board is pleased to note that officers have re-issued the rules with regard to these so that prisoners have more information about whether they qualify. The healthcare category had the highest number of applications (36) although this is the same figure as last year. More than a third of these were concerned with waiting times for appointments to see the GP and the dentist, particularly during the first half of the year. As mentioned elsewhere in this report, the introduction of a new GP service and more robust dental appointment procedure towards the end of 2010 has helped improve prisoners' satisfaction with healthcare. There were 29 applications about prisoners' property, although a third of these related to problems experienced at other female prisons.

7.2 Board statistics

	09/10	10/11
Recommended Complement of Board Members	14	14
Number of Board members at the start of the reporting period	11	14
Number of Board members at the end of the reporting period	14	12
Number of new members joining within the reporting period	5	0
Number of members leaving within the reporting period	2	2
Number of attendances at meetings other than Board meetings	139	142
Total number of visits to the prison (including all meetings)	393	455
Total number of applications received	153	185
Total number of segregation reviews held	0*	0*
Total number of segregation reviews attended	0*	0*

* HMP Send does not have a segregation unit.

7.3 Written applications to the Board

Code	Subject	2007/8	2008/9*	2009/10	2010/11
A	Accommodation	4	3	7	8
B	Adjudications	3	2	2	7
C	Diversity related	10	6	3	6
D	Education/employment/training	6	10	12	19
E	Family/visits	12	4	6	22
F	Food/kitchen related	7	5	9	4
G	Health related	17	26	36	36
H	Property	2	28	26	29
I	Sentence related	11	6	10	14
J	Staff/prisoner related	0	7	10	19
K	Transfers	0	4	10	6
L	Miscellaneous	24	28	22	15
	Total number of applications	96	129*	153	185

* Prisoner numbers increased from 218 to 282 after 1 April 2008

8 LIST OF ABBREVIATIONS USED IN REPORT

CARATS Counselling, Assessment, Referral, Advice and Throughcare Services
CC Cellular Confinement – a punishment
CS Constant Supervision – for a prisoner’s own safety
HMP Her Majesty’s Inspectorate of Prisons
IDTS Integrated Drug Treatment System
IMB Independent Monitoring Board
IPP Indeterminate sentence for Public Protection
IRC Immigration Removal Centre
ISP Indeterminate Sentence Prisoner
NVQs Non Vocational Qualifications
OCN Open College Network
PCT Primary Care Trust – National Health component responsible for healthcare
QCF Qualifications and Credit Framework
RAPt Rehabilitation for Addicted Prisoners trust
RIRF Race Incident Report Form
TC Therapeutic Community
TMC The Manchester College