



# **Annual Report**

**HMP Send, Woking, Surrey**

**1 April 2012 to 31 March 2013**

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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 Secretary of State for Justice from members of the community in which the prison or IRC is situated. The Board is specifically charged to:

- satisfy itself as to the humane and just treatment of those held in custody within that establishment, and as to the range and adequacy of the programmes preparing them for release
- inform the Secretary of State for Justice, 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 for Justice 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 members interact with respect and fairness, regardless of 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 adult women. It has an operational capacity of 282. The following tables show offender demographics at 31 March 2013

<b>Nationality</b>	<b>No. Offenders</b>	<b>%</b>
British - White	184	69
British- Other	55	21
Foreign National	28	10
<b>Total</b>	<b>267</b>	

<b>Length of Sentence</b>	<b>No. Offenders</b>	<b>%</b>
0 – 2 Years	12	4
2 + Years	170	64
Indeterminate Sentenced Prisoner (ISP)		
- Lifer	57	21
- Indeterminate Public Protection (IPP)	28	11
<b>Total</b>	<b>267</b>	

□

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. 138 of these are in the main block, 64 in a newer wing, and 80 in the Resettlement Unit. The Resettlement Unit enables offenders to develop skills needed for their successful reintegration into society, and provides opportunities for both paid and unpaid work placements in 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, two libraries, workshops and a large horticultural area.

3.4 The Offender Management Unit provides supervision and sentence planning support for offenders. Virgin Care, supported by Harmony, provides healthcare services. The Surrey and Borders NHS Trust provide the Mental Health In-Reach Services and the Addiction Treatment Unit is run by the Rehabilitation for Addicted Prisoners Trust (RAPt). A4e provides education services.

3.5 In addition, offenders are supported by more than 60 voluntary and community organisations covering a diverse range of issues: family, accommodation after release, drugs and alcohol, health, domestic violence, sex work, education, training and employment, finance, attitudes and behaviour.

## **4 EXECUTIVE SUMMARY**

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

### **4.1 Overall Judgement**

- The Board is satisfied that HMP Send treats its prisoners humanely and justly. Send is generally a well-run prison.
- The Board much appreciates the fact that the Governor and other members of senior management engage proactively with the IMB's comments and concerns, and investigate, follow up or take action when they agree that it is necessary.
- The prevailing ethos at Send is of professionalism and commitment to the welfare of the prisoners. However, there have been incidences when prisoners have had to resort to the IMB for help with simple problems that should have been speedily resolved by the relevant members of staff
- The Board has been pleased to record a more broad-ranging and thoughtful approach to the issue of Safer Custody, which may partly explain the reduction in the incidence of self-harm. There has been a particular focus on confronting and preventing bullying, an effort commended by prisoners and by the Board (Section 8)
- There has been continued improvement in the provision of Healthcare (Section 7)
- There has been progress in the range and availability of purposeful activities, with the expansion of the Textiles workshop, and the successful start up of the Hairdressing and Beauty Academy. There is a focus on activities and training that lead to useful qualifications and provide a realistic prospect of employment on release (Section 10)
- Education provision at Send is to be commended, with over 50% of the prison's

population registered as learners, significantly higher than the 40% Skills Funding Agency Benchmark (Section 6) The Board is pleased to note that the Toe by Toe reading scheme has been revitalised, and that a Parenting course has been introduced.

- The new “traffic light” system means that prisoners’ time is better organised, they are less likely to miss important sessions of work or Education, and therefore resources are not wasted by prisoners being absent (Section 10)
- The Board is pleased to record the marked improvement in the procedure for assessing and processing new prisoners, which is now routinely completed within two days, allowing new arrivals to start work almost immediately after arrival.

#### **4.2 Issues requiring a response from Ministers**

None

#### **4.3 Issues Requiring a Response from the Prison Service**

- Prisoners at Send spend 27.25 hours per week in purposeful activity, if they are not eligible for ROTL. The Board hopes that the Prison Service will focus on how the Core Day (the establishment’s set routine for the day) can be improved so that prisoners spend more time working or in training/Education, in order that their working week should be more comparable with a job on the outside.
- HMP Send has a PIPE unit (Psychologically Informed Planned Environment) that has necessitated considerable investment of time and money, and has been claimed as a success by participating prisoners and by staff (14.3) An increase in the number of women on the programme (currently 19, but planned to be as many as 40) has been discussed for six months, but with little sign of progress. The Board regrets that resources such as this (the same has often applied to the Therapeutic Community at Send, in which numbers remain well below capacity) do not seem to be publicised and promoted sufficiently by the prison service at national level

#### **4.4 Issues Requiring a Response from the Prison**

- During the reporting year the Board has been concerned that Foreign National prisoners are not getting the support they need. At the end of the period there has been some improvement, which the Board hopes will continue
- The Board hopes that the prison will continue to focus on the possible reasons for the fall in Visits numbers, given the importance of visits to prisoners' wellbeing and in reducing the risk of reoffending. Recent problems with the Visits Booking Line need to be fully resolved as a matter of priority (Section 15)

#### **4.5 Previous year's concerns (update)**

- Wages to prisoners have not increased, while prices have continued to rise, and the Board is still concerned that those women who have no other source of funds are able to buy very little for themselves
- Staffing levels are increasingly tight, but the Board is pleased to note that prisoners are generally well cared for, thanks to the efforts of staff and management.
- Some further anger management courses were run in 2012 but the programme is still not accredited, and therefore there is uncertainty about funding for further courses. The prison and the Board have been persuaded of the benefit of these courses to many prisoners, so it is hoped that funding will be secured in the future
- The application process for the TC has been improved to include input from the Healthcare department at Send (14.1)
- Efforts to make worthwhile plans for the Gardens have increased, but are yet to come to fruition and this resource is still underused (10)
- Visitor numbers continue to fall. The prison has made some efforts to investigate the reason for the decrease in numbers (15)

## **5 Equality and Inclusion**

Equality issues are taken seriously by prison management at HMP Send. Prisoner representatives are actively encouraged to engage with the Equality Action Team (EAT).

- During the period from April 2012 to March 2013 a total of 12 Diversity Incident Report Forms (DIRF) were submitted. Only 6 of these were race related and all have been dealt with.
- At the end of March 2013 there were 27 foreign nationals at HMP Send. The Board has expressed concern on several occasions that the Foreign National women are not getting the support they need. This situation seems to be improving at the end of the reporting period, but the Board will continue to monitor. Foreign Nationals who have particular language needs can be transferred to HMP Downview, which has been designated as a Foreign National prison. Some prisoners elect to remain at HMP Send.
- HMP Send has a very small Traveller population and the prison is considering the need for a specific Traveller policy. The Board is pleased that more effort is being made to engage Travellers in the Toe-by-Toe literacy scheme, and that wing staff have been told to look out particularly for issues relating to Travellers.
- The chaplaincy team continues to provide an excellent level of support to all women at Send. Although the prison has been without a Buddhist representative throughout the reporting period, weekly meditation and meetings for Buddhists have been facilitated by Chaplaincy.

## 6 Learning and Skills

- During the reporting year the provider for educational services has changed to A4e. The uncertainty that preceded the change was unsettling for staff but they accommodated the switchover smoothly. The new approach to course selection for prisoners, based on an individual annual budget, caused some initial problems but staff are now much more aware of these constraints and it is hoped that this will be managed in future with more forward planning.
- The number of Learners has remained constant at over 50% of the prison's population, significantly higher than the 40% Skills Funding Agency Benchmark.
- Education provision is no longer judged on learning hours but on learner achievements. As a result all courses now offer accredited qualifications.
- The induction process for new prisoners has been reviewed in order to focus on identifying education and training needs.
- The Toe by Toe Reading Scheme has been revitalised. Numbers of prisoner mentors and mentees have increased since last year.
- A new course on Parenting has started and is available to all prisoners.
- During the reporting year a Virtual Campus has been set up within the Business Administration Centre. This is available to all prisoners and provides job application support tools and access, with appropriate safeguards, to employment opportunities.
- A link with a major horticultural centre is being explored to provide training (with possible bursary support), work placements and expert input for the development of the prison's gardens.

## **7 Healthcare and Mental Health**

In last year's report the Board was pleased to record that the level of healthcare service to prisoners at Send had improved over that of previous years. This year can best be described as a year of consolidation and general refinement of initiatives introduced in previous years. These include:

- The continued development of wing-based healthcare, allowing Healthcare staff and prisoners to develop a closer working understanding, relationship and treatment.
- Good staffing levels throughout the year. Overall this has resulted in a more consistent level of Healthcare service to prisoners.
- An improved dentistry service,, where waiting times meet the required standard (urgent cases within 24 hours, routine dentistry at a maximum of 6 weeks).
- Smoking cessation support is provided weekly with a waiting time for new prisoners of 5 weeks.

The Board notes that during the reporting period it has received only 18 applications associated with Healthcare issues, compared with 23 received in the previous year. An analysis of these applications shows no common theme.

A memo of understanding has been agreed and implemented between HMP Send Healthcare and the Royal Surrey County Hospital, relating to the transfer of prisoners between the two locations. This should reduce the risks associated with lack of satisfactory communication.

On occasions prisoners have arrived at Send from other prisons without the required healthcare documentation and medication. The Board strongly encourages the development of better communication between prisons to ensure the delivery of satisfactory healthcare services to newly arrived prisoners.

The Board is concerned that a proposed initiative to introduce tele-appointments for prisoners has been put on hold.

## **Mental Health**

The Board is pleased to note the improved provision of support to prisoners with mental health issues. For example:

- The appointment of a Mental Health Senior Practitioner together with other key staff has led to a more focussed and creative approach to those in need.
- The development of improved links both within the prison (staff, officers and groups such as IDTS and PIPE) and with the appropriate health authorities when the prisoners complete their sentences.
- The introduction of an “on call” out-of-office-hour’s service, enabling staff to seek telephone advice from a specialist mental health worker.
- Routine weekly and monthly meetings to review prisoners at risk of self-harm.

## **8 Safer Custody**

The Board is represented at the monthly Safer Custody Meetings. These are attended by senior staff from all departments as well as prisoner representatives, Listeners and the Samaritans. The Board is pleased with the continuing efforts made by staff in this area

Our previous report referred to a death in custody in August 2010. The formal inquest took place after the date of this report and will be commented on next year.

The monthly numbers of both self-harming incidents and of women self-harming began to show a significant decline towards the end of the year. This is reflected in the following table.

<b>Calendar year</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
Total self harm incidents	313	264	386	325
Number of women who self harmed	154	117	180	114
Total women taken to hospital after self harm	47	31	37	29
Total incidents classed as serious	22	6	4	2

The Board is pleased to recognise the continuing efforts made by the prison in dealing with vulnerable prisoners. It is worth adding that some of the decline in self-harm could be due to the effect of a number of prolific self-harmers, who had a destabilizing effect on other vulnerable prisoners, being either released or transferred to other prisons.

The question of bullying continues to be addressed by the prison. The incidence of physical violence remains at a low level. However, there is concern that low level bullying continues to make life unpleasant for many prisoners. The prison has now appointed three Safer Community Representatives and three Equality Representatives, who are encouraging prisoners to talk about their experiences in this area. Staff are also being encouraged to interact more on the wings.

## **9 Segregation/Separation and Care Units, Close Supervision**

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.

Very occasionally women are segregated on Cellular Confinement (CC) for short periods for disciplinary reasons. This procedure was not used in 2012/13 (2 occasions in 2011/12).

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 used on 17 occasions in 2012/13 (compared with 38 in 2011/12).

During the reporting year the prison commissioned an anti-ligature cell. This facility is for the temporary accommodation of prisoners felt to be at risk of ligaturing themselves; it was used on 3 occasions in 2012/13.

## **10 Purposeful activity**

- Prisoners at Send spend 27.25 hours per week in purposeful activity, if they are not eligible for ROTL. This is an increase of 2.25 hours per week over the previous year's figure, which the Board commends.
- A "Traffic Light System" governing prisoner time allocation was introduced in July 2012. This gives priority to Education and Training and reduces interruptions in the delivery of these provisions. It has improved attendance at work place, education, learning and skills activities.
- The Beauty and Hairdressing Training Academy is now fully functioning and provides valuable training and experience with realistic aspirations for post release work for an increased number of prisoners.
- The Textile and Card workshops are settled in new premises, providing a range of accredited training and work. The joint project with the Sue Ryder Foundation (recycling donated clothes) has provided worthwhile jobs both inside (in the Textiles workshop) and outside the prison.

- The Board regrets that, while the prison grounds are well maintained by prisoners, the prison gardens continue to be underused as a resource for worthwhile activities. However, there have been increased efforts to remedy this, and a link with a major horticultural centre is being explored to provide training (with possible bursary support), work placements and expert input for the development of the prison's gardens.

### **11 Resettlement**

- During the year, ROTL placements in over 20 establishments in the community have been arranged with about 40 prisoners each day working outside the prison. A new manager for Business in the Community continues to seek additional appropriate places.

### **12 Residential Services**

- Much of Send's accommodation is old and needs regular refurbishment. The Board notes that considerable efforts are made to improve and maintain the buildings, including refurbishing individual cells and redecorating
- Catering at Send continues to be of a high standard given the budget constraints. The Board receives few complaints about the food, and many prisoners comment on how much better it is than in other prisons. Catering staff are to be particularly commended in this period, as they have often had to cope with being very understaffed.

### **13 Indeterminate Sentence Prisoners (ISPs)**

Following a staffing reorganisation in the Offender Management Unit (OMU), the role of the Lifer Manager has been deleted from the establishment. In future ISPs will be managed in the same way as all other prisoners: by the Offender Supervisors / Offender Managers in OMU. The Board will be monitoring whether the loss of a dedicated manager has any adverse impact on ISPs.

### **14 Offending Behaviour Programmes**

#### 14.1 The Therapeutic Community

- HMP Send is the only women's prison in England to have a Therapeutic Community (TC), which has operated in the prison since 2004. It has a planned capacity of 24 in active therapy but at the end of the reporting year had only 14 members, with some women on the waiting list.
- Acceptance of women from other establishments is often delayed by lack of healthcare information from the sending prison. The Board is pleased to report that multidisciplinary management meetings have been established with OMU and Healthcare in order to provide more thorough assessments of potential new members.
- The Board hopes that more female officers will be recruited to work in the TC: there is currently one female officer, and the nature of the therapeutic work makes it more appropriate that the staff should be predominantly female.

#### 14.2 The Addiction Treatment Unit

- The Board continues to be impressed by the work of RAPt in the Addiction Treatment Unit, which has been at HMP Send for thirteen years, and is the only such unit in the female estate. Research has shown that a 5 month RAPt intervention can reduce re-offending by 29%. However, only 3% of the national prison population is currently offered a RAPt course.

#### 14.3 PIPE (Psychologically Informed Planned Environment)

- There has been a PIPE at Send since October 2011.
- PIPE aims to help women to consolidate what they have learned through other interventions, to involve them in decision-making and to prepare them for life outside prison.

- The PIPE at Send benefits from enthusiastic staff and has had a successful year. The number of participants has increased, with few early leavers, but the planned increase in overall numbers has not yet been implemented, despite funding being available and the plans having been in place for six months.

## **15 Visits**

- The Board is concerned that the number of visitors to prisoners at Send has fallen by approximately 7% over the last year, the second year of a significant fall in numbers (last year saw a 10% fall). The Board has urged the prison to analyse the reason for this fall, and in response management issued a questionnaire to all prisoners covering many aspects of Visits. Despite this, management are not able to identify the reasons for the decrease, and the Board hopes that they will continue to focus on this issue, given the importance of maintaining family relationships for the prisoners' wellbeing and in reducing the risk of reoffending after release.
- Monitoring by the Board indicated that the system for visits was operating effectively and that prison staff treated visitors sensitively. The Board has been impressed by the quality of Family Visits Days, organised by the charity Send Family Link in cooperation with the prison.
- There has been a high number of complaints received by the prison and by Send Family Link about the Visits Booking Line, and the Board has expressed concern that it is no longer being well manned and hopes that this will soon be resolved.

## **16 Reception/First Days in Send**

- Last year the Board reported that a new arrival at HMP Send could wait up to 13 days to be allocated work. The Board is pleased to note that procedures are now in place to ensure that all prisoners arriving at HMP, who are deemed fit to work, are allocated work immediately.
- Concerns had been expressed that, following the appointment of a new transport contractor, there were incidents of prisoners arriving late and/or without their

property. Whilst on occasion prisoners do arrive late or without property prisoners have commented that Reception staff work hard to offer full support in these instances and procedures are now in place to assist prisoners to trace property that has not transferred with them from their previous prison

## **17 The Independent Monitoring Board at HMP Send**

17.1 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). Regular in-house training days have been arranged, supplementing courses provided by the national IMB trainers and the prison service.

17.2 The monthly Board Meetings ensure good communication between members, and a consistency of approach towards prisoners. The Governor (or his/her deputy) attends to report on developments and to discuss issues raised by members.

17.3 The Board received a total of 146 applications, down 13 from 159 in 2011/12. Of these by far the highest number (28) concerned property issues, reflecting an ongoing problem with the non-arrival of property from other prisons (see section 17 above). The number of Healthcare-related applications was down, in line with the Board's observation of improvements in this area. Other applications did not reveal any particular trend or issue of general concern.

## 18 Board statistics

	11/12	12/13
Recommended Complement of Board Members	14	14

Number of Board members at the start of the reporting period	12	12
Number of Board members at the end of the reporting period	12	12
Number of new members joining within the reporting period	1	2
Number of members leaving within the reporting period	1	2
Total number of visits to the prison (including all meetings)	413	446
Total number of applications received	159	146

**19 Written applications to the Board**

<b>Code</b>	<b>Subject</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
A	Accommodation	7	8	8	10
B	Adjudications	2	7	8	4
C	Diversity related	3	6	6	3
D	Education/employment/training	12	19	26	16
E	Family/visits	6	22	24	16
F	Food/kitchen related	9	4	10	6
G	Health related	36	36	23	18
H	Property	26	29	15	28
I	Sentence related	10	14	13	12
J	Staff/prisoner related	10	19	10	13
K	Transfers	10	6	2	2
L	Miscellaneous	22	15	14	18
	<b>Total number of applications</b>	153	185	159	146

## **20 LIST OF ABBREVIATIONS USED IN REPORT**

**CC** Cellular Confinement – a punishment  
**CS** Constant Supervision – for a prisoner’s own safety  
**DIRF** Diversity Incident Report Form  
**EAT** Equality Action Team  
**HMIP** 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 Prisoners  
**MQPL** Measuring the Quality of Prison Life  
**NOMS** National Offender Management Service  
**NVQs** Non Vocational Qualifications  
**OMU** Offender Management Unit  
**PIPE** Psychologically Informed Planned Environment  
**QCF** Qualifications and Credit Framework  
**RAPt** Rehabilitation for Addicted Prisoners trust  
**ROTL** Release on Temporary Licence  
**TC** Therapeutic Community