



Annual Report

HMP Send, Woking, Surrey

1 April 2013 to 31 March 2014

TABLE OF CONTENTS

1. Statutory role of the IMB
2. Diversity and Equality statement
3. Description of the prison
4. Executive Summary
5. Equality and Inclusion
6. Learning and Skills
7. Healthcare and Mental Health
8. Safer Custody
9. Segregation/Separation and Care Units
10. Purposeful activity
11. Resettlement
12. Residential Services
13. Offending Behaviour Programmes
14. Visits
15. Reception/First Days in Send
16. The Independent Monitoring Board at HMP Send
17. Board Statistics
18. Written applications to the Board
19. Abbreviations used in the report

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 the time of writing

Nationality	No. Offenders	%
British - White	183	69
British- Other	54	20
Foreign National	28	11
Total	265	100

Length of Sentence	No. Offenders	%
0 – 2 Years	8	3
2 + Years	181	68
Indeterminate Sentenced Prisoner (ISP)		
- Lifer	56	21
- Indeterminate Public Protection (IPP)	20	8
Total	265	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. 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 the Cheam GP practice and Harmony, provides healthcare services. Lloyds Pharmacy provides pharmacy 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). (From 1st April 2014 KCA/RAPt runs substance misuse services in a joint venture). 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 commends the majority of HMP Send staff for their commitment and concern for the welfare of prisoners. Members have observed and recorded many examples of good relations between staff and prisoners.
- The number of self-harm incidents reduced significantly during the year 2013 (Section 8)
- The prison is actively pursuing a policy of Zero Tolerance to anti-social behaviour and bullying. The Board believes that this has contributed to a reduction in these sorts of behaviour (Section 8).
- There has been continued improvement in the provision of Healthcare (Section 7) although staffing levels remain a concern.
- The new focus on “Sequencing” prisoners’ activities on their sentence plan, in order to maximise the benefit of those activities, is to be commended (Section 6)
- The Board is concerned that staff shortages are having a significant effect on prisoners:
 - Meetings have frequently been cancelled, including Equality and Reducing Reoffending. PIPE activities have had to be cancelled when staff are called away to other duties (Section 13). Reception has been unable to deal efficiently with backlogs because the prison could not detail other staff to help. IEP

boards, ROTL advice forums and Prisoner Consultative meetings have been cancelled or postponed. Induction interviews are frequently delayed (Section 15) (See also Visits, Section 14) The Virtual Campus cannot be used in the evenings or at weekends; the Beauty Academy has often been closed (Learning and Skills, Section 6); the Gym has had to close at short notice

- The prison has had great difficulty recruiting civilian staff for important roles. (Sections 6 and 12) The wages offered for these jobs are insufficient in this expensive area.
- The shortage of staff (particularly OSGs) is leading to undue pressure on current staff.
- New rules concerning the Facilities List (items that the prisoners are allowed to have in their possession) prevent prisoners from owning a hooded coat. Prisoners at HMP Send have to walk outside frequently: to get to work, the dining hall, and other activities. The Board supports the Governor's request that they should be allowed coats with hoods as a dispensation.
- The Board hopes that there will be better cross-departmental support and communication between Healthcare and the various Offending Behaviour programmes (Section 13)

4.2 Issues requiring a response from Ministers

- Rehabilitation efforts are being hampered by staff shortages and by the difficulty in recruiting civilian staff. The Board would urge Ministers to review salaries offered to staff in expensive areas of the country.

4.3 Issues Requiring a Response from the Prison Service

- There has been an increase in the number of prisoners arriving at HMP Send without their property (Section 15). This leads to frustration and distress for the prisoner, and a lot of work for Reception staff trying to locate the missing items. HMP Bronzefield is most commonly the prison that fails to send property efficiently with prisoners transferring to HMP Send. The Board has asked senior management at Send to take this up with the Director at Bronzefield, but the problems persist, and we would ask the Prison Service to address this as a matter of urgency.
- The Board hopes that the prison service is considering allowing Lifer/IPP prisoners to go out to work from Send, given the planned closure of female open prisons (Section 11)

4.4 Issues Requiring a Response from the Prison

- The Board continues to press for an increased number of Family Days (see Section 14)
- The IMB continues to be concerned that prisoners are not automatically provided with the appropriate information to enable them to monitor movements into and out of their Spends Accounts. As errors have frequently arisen with the processing of wage payments, prisoners have to pay for a statement in an attempt to resolve errors that are not of their making. The statements received are not user-friendly and, as officers often lack the training or time to assist, prisoners find it very difficult to get the issue resolved. A fundamental requirement for the successful resettlement of a prisoner is the ability to manage his or her own finances. The Board is pleased that at the time of writing the Governor is considering allowing prisoners one free statement per month.
- The Board continues to be concerned that there are frequent errors in the payment of wages to prisoners

4.5 Previous year's concerns (update)

- The Board has increased concerns about staffing levels (see above)
- There has been some improvement in the support for Foreign National prisoners (Section 5)
- There has been a welcome increase in Visits numbers (Section 14)
- Both the Therapeutic Community and the PIPE unit (Psychologically Informed Planned Environment) are now at capacity and the TC is considering increasing its numbers (Section 13)
- Anger management courses have still not been accredited and are therefore no longer being held at HMP Send
- There is a renewed commitment to the worthwhile use of the Gardens (Section 10)

5 Equality and Inclusion

- The Board is concerned that Prisoner Representatives have frequently missed EAT meetings due to poor communication of meeting dates
- The newly appointed Equality Governor has recognised the need to recruit a more diverse prisoner team
- There has been an increase in the BME population from 35% to over 40% with no corresponding increase in Discrimination Incident Report Forms (DIRFs), which remain at a low level
- The Staff Equality Meeting has been reinstated after some time in abeyance
- An Over 50s group has been re-established and Over 50s Representatives have been appointed with several applicants for the posts □
- Training has been introduced for Prisoner Equality Representatives □
- Last year the Board expressed concern that the foreign nationals at HMP Send were not getting the support they need. This reporting year has seen some improvement in the management of foreign national prisoners (FNs), despite several changes of personnel and a sudden influx of FNs when HMP Downview closed. There are clinics with UKBA every two months, ESOL lessons to help those with poor English, and a generally accessible system for prisoners to seek advice on relevant matters, including deportation. The Board hopes that regular FN meetings will soon be resumed as an extra resource for these vulnerable women

6 Learning and Skills

Education and Training are central to the rehabilitation efforts at HMP Send.

Concerns:

- The Board regrets that the Beauty Academy, which provides training in useful skills, has often been closed because of staff shortages. A4e is currently recruiting a new instructor.
- The Virtual Campus, which has recently been set up at HMP Send and allows web-based learning for prisoners, cannot be used by prisoners in the evenings or at weekends because of staff shortages

Positive observations and developments:

- The Board is pleased to note the new focus on “Sequencing”, under which consideration is given to the most worthwhile order in which a prisoner should undertake activities (classes, work placements, therapeutic work, drug education etc.) as part of their sentence planning.
- The prison is preparing to deliver a multi-skills workshop, to be run by A4e (provider for educational services) This course will give prisoners the skills and confidence to tackle basic DIY tasks such as wallpapering, tiling, plumbing, etc.
- The prison is setting up a British Institute of Cleaning Science (BICS) cleaning course. This will mean that all wing cleaners will be trained and assessed in their work, and will obtain a qualification that they can use after release. An instructor for this course has yet to be recruited as there was no response when the post was advertised: the wages offered make it very difficult to recruit

- New opportunities in the Gardens (see Section 10) will enable prisoners to be trained and assessed for Level 2 City and Guilds in horticulture. There will also be the opportunity for some of them to train as assessors.

7 Healthcare and Mental Health

7.1 Healthcare

Concerns:

- The Board is concerned that for several weeks Healthcare has been unable to find a place in a prison offering 24 hour Healthcare for a prisoner who has been identified as requiring a greater level of care.
- Staffing levels have fluctuated and have dropped to worrying levels at times during the year. The Board has been concerned at delays within Virgincare in recruiting staff. Send's Healthcare staffing levels remain on the Virgin Care Risk Register.

Positive observations and developments:

- A new Head of Healthcare started work in August 2013. The transition was well managed and the Board did not detect any adverse impact on prisoners.
- In addition to a weekend drop-in clinic for general health, dedicated clinics have been set up for diabetes and Hepatitis C.
- Waiting Lists are monitored very regularly and are within prescribed limits. Waiting time for routine dentistry appointments has improved from 6 to 4 weeks maximum.
- Two prisoner healthcare champions provide a useful conduit of information between prisoners and Healthcare staff. A representative from the Patient Advice and Liaison Service visits the prison monthly. Information about raising issues or making complaints about Healthcare is displayed on wings and in the Healthcare Waiting Room.

- The Healthcare team is to be commended that prisoners do not report having been adversely affected by staff shortages.

7.2 Mental Health

The Mental Health In-Reach team (MHIR) provides specialist secondary mental health services to prisoners who experience moderate or severe mental illness. They deliver nursing, psychotherapy, counselling and psychological therapies

- Staffing is tight with little provision for sickness or absence. The impact on prisoners is reduced at the cost of increased pressure on staff.

8 Safer Custody

Safer Custody meetings are held every month and are attended and monitored by the IMB. Prisoner representatives attend the non-confidential part of the meeting.

- The Coroner's Inquest into the death in custody in August 2010 was held during 2013. The Coroner accepted the verdict of suicide. Some procedures at HMP Send had been criticised by the Ombudsman, but during the inquest it was noted that improvements had now been made in those areas
- HMP Send is actively pursuing a policy of Zero Tolerance to anti-social behaviour and bullying. This has had a positive reaction from prisoners and prison staff report that they have noticed a reduction in unacceptable behaviour.
- The prison has recently introduced a new process to monitor anti-social behaviour, known as Tackling Violence and Anti-Social behaviour (TVAS). This is intended to be a more interactive process between prisoner and staff.
- The number of self-harm incidents reduced significantly during the year 2013: down by 50% from the previous year. The prison believes that this is partly due

to some of the prolific self-harmers being transferred or released, but it is recognised that new initiatives and staff effort have made an important contribution.

- The Samaritans have seen a further reduction in the number of calls, which is considered positive. The Listener team has a full complement of trained Listeners. Efforts are being made to ensure that prisoners are more aware of Listener availability.

Self-harm statistics

Calendar year	2010	2011	2012	2013
Total self harm incidents	264	386	325	161
Number of women who self harmed	117	180	114	109
Total women taken to hospital after self harm	31	37	29	15
Total incidents classed as serious	6	4	2	2

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 put on Cellular Confinement (CC), in their own cell, for short periods for disciplinary reasons. This procedure was used on 6 occasions in 2013 (compared with 0 occasions in 2012).

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. CS was used on 15 occasions in 2013 (compared with 21 in 2012).

The prison also has 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 7 occasions in 2013 (compared with 5 in 2012).

10 Purposeful activity

The Board is pleased that, after several years of reporting on the underuse of the prison Gardens, much progress has been made in the last reporting period:

- The prison has entered into a joint venture with the charity The Clink, which runs restaurants at HMP Highdown and HMP Brixton: vegetables will be grown in the Gardens at HMP Send, and eggs will be provided from hens looked after by women on the Therapeutic Community. Nine new polythene covers are being erected. There will be six for the Clink and three for HMP Send's own catering needs.
- A cut flower project supported by the Monument Trust and Lady Caroline Egremont is now well established and hopes to be supplying local florists in the summer with a longer-term view of making this a self-sustaining project. This will give the women more diverse produce to grow and some insight into the running of a small business.

Other joint ventures providing worthwhile activity include:

- The partnership with the Watts Gallery in Compton, which has provided an artist in residence who visits on a weekly basis and works with groups of prisoners. Women at Send won 32 Koestler Awards for artwork, more than any other female prison.
- The London College of Fashion worked with prisoners on a project to produce another high quality magazine, which secured HMP Send and LCF a joint prize in December 2013 at the Times Higher Education Awards for their Widening Participation or Outreach Initiative

11 Resettlement

- The number of prisoners working outside the prison on ROTL placements continues to be high, reaching a record number of 50 outworkers at one point in this period.
- Lifer/ IPP prisoners are not allowed to work outside the prison on ROTL. Previously, these prisoners could only access outside work when they were transferred to open prisons. With the planned closure of both female open prisons the Board hopes that consideration will be given to the possibility of their being allowed to go out to work from Send.

12 Residential Services

- The standard of food at HMP Send is generally good. A new Catering Manager started work at the prison in September and there have been notable improvements both in the quality and variety of the food since his arrival. The new manager has reduced the amount of food waste from 24% of the food prepared in September 2013 to 11% in March 2014. This has contributed to a reduction in cost per prisoner per day from £2.20 in September to £1.99 in March.
- During the reporting period the national rules concerning prisoners' property were changed, and from December 2013 prisoners were no longer allowed to receive parcels, or property handed in by visitors. The resulting huge influx of parcels before the deadline caused great difficulty for Reception staff and frustration for prisoners who had to wait a long time to receive their property. The Board expressed concern that staff shortages did not allow for the detailing of extra staff

to work in Reception at this difficult time, or for staff to work in Reception at weekends, when prisoners who work outside the establishment during the week can have an appointment.

- New rules do not allow prisoners to have a coat with a hood. This has affected many women at HMP Send, who have had their hooded coat removed, and have suffered from the cold as they walk around the prison. They are able to apply for a prison issue fleece coat, but it is not very warm or waterproof. The Governor is hoping to get a dispensation allowing women at HMP Send to have a hooded coat in their possession.
- The Works department has been unable to recruit a carpenter or an electrician because the wages offered are insufficient. This has led to long delays to refurbishment and repair jobs within the prison.

13 Offending Behaviour Programmes

The Board commends the work done by staff in the RAPt (Rehabilitation of Addicted Prisoners) unit, PIPE (Psychologically Informed Planned Environment), the Therapeutic Community (TC) and the Chaplaincy.

- RAPt has continued to provide a good service, with 35 prisoners (out of a target of 39) completing the programme. The attrition rate was less than 15%. Staff have worked hard to ensure that spaces on the unit are filled, but better communication between prisons is required in order to make the best use of this resource. The IMB is pleased that under the new contractual arrangements, which commenced on 1 April 2014, the scope of the unit will be widened to include a greater number of prisoners.
- The TC unit is now up to capacity and is considering increasing its numbers. Staff shortages across the prison have affected the TC: staff are frequently cross-deployed to other functions, so there is less time for valuable interaction between staff and the prisoners they are supporting. Staff have expressed the

need for better cross-departmental support and communication (TC/Healthcare/Mental Health In-Reach and PIPE). Staff have expressed the need for better cross-departmental support and communication (TC/Healthcare/Mental Health In-Reach and PIPE). The Board is pleased to note that management is addressing this concern and positive steps will be taken as soon as possible.

- Prisoners on PIPE express confidence about the benefits of this type of intervention. However, staff shortages have reduced the level of service that can be delivered.
- The Chaplaincy has provided a wide range of support to prisoners. Pastoral support is often provided on a "one to one" basis, which is time consuming: staff and volunteers are commended for their commitment. Courses including "Forgiveness", "Living with loss" and "Victim Awareness/Sycamore Tree", as well as regular faith-based services, are provided throughout the year.

14 Visits

- Last year the IMB had concerns about falling visitor numbers. In this reporting period visitor numbers have increased and most social visit sessions are now full or oversubscribed.
- Family Visit days are frequently oversubscribed and the Board has expressed concern that prisoners wanting to spend extended time with their children are limited in the number of Family Days they can apply for. The Board's concern that there are not enough Family Days was supported by HMIP after their recent visit. The Board is pleased to note that the prison is planning two extra Family Days for extended family members, and hopes that the number of days will be increased in 2015.
- Last year the Board expressed concern regarding the Visits Booking Line, which was not well manned. This situation has improved in the last year, despite the

fact that it has been manned by temporary staff. A permanent member of staff for this role has been recruited in April 2014.

15 Reception/First Days in Send

- Prisoners should be seen for an induction interview within 24 hours of arrival, to ensure that any urgent matters of concern are identified. However, there have been a number of occasions throughout the year when interviews have been delayed because the induction officers have been required to carry out other duties in the prison.
- An increasing number of prisoners are arriving at HMP Send without some or all of their property, particularly prisoners transferring from HMP Bronzefield. In some cases women have been without their belongings for several weeks. This is upsetting and stressful for prisoners and causes unnecessary additional work for officers in Reception in trying to trace the missing property. On at least one occasion officers from HMP Send have gone to HMP Bronzefield with a van to collect property left behind when prisoners were transferred.

16 The Independent Monitoring Board at HMP Send

16.1 The Board monitors 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, and as part of their duties members have attended a number of incident and case reviews. Regular in-house training days have been arranged, supplementing courses provided by the national IMB trainers and the prison service.

16.2 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.

16.3 The Board received a total of 224 applications, up significantly from 146 in 2012/13. The most significant increases are in the categories of Family/visits (see Section 14), Food/kitchen (many of these concern food for prisoners working outside on ROTL, an issue that the Board has taken up with management, and is being addressed), Property (see Section 4.3; most of these concern property missing after transfer) and Sentence related (most frequently referring to ROTL, after changes in the regulations)

17 Board statistics

	12/13	13/14
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	2	0
Number of members leaving within the reporting period	2	0
Total number of visits to the prison (including all meetings)	446	403
Total number of applications received	146	224

18 Written applications to the Board

Code	Subject	2010/11	2011/12	2012/13	2013/14
A	Accommodation	8	8	10	5
B	Adjudications	7	8	4	4
C	Diversity related	6	6	3	3
D	Education/employment/training	19	26	16	24
E	Family/visits	22	24	16	32
F	Food/kitchen related	4	10	6	12
G	Health related	36	23	18	27
H	Property	29	15	28	50
I	Sentence related	14	13	12	31
J	Staff/prisoner related	19	10	13	16
K	Transfers	6	2	2	2
L	Miscellaneous	15	14	18	18
	Total number of applications	185	159	146	224

19 LIST OF ABBREVIATIONS USED IN REPORT

BICS	British Institute of Cleaning Science
BME	Black and Minority Ethnic
CC	Cellular Confinement – a punishment
CS	Constant Supervision – for a prisoner’s own safety
DIRF	Discrimination Incident Report Form
EAT	Equality Action Team
ESOL	English as a Second or Other Language
FN	Foreign National prisoner
HMIP	Her Majesty’s Inspectorate of Prisons
IEP	Incentive and Earned Privileges, the system used to incentivize prisoners
IMB	Independent Monitoring Board
IPP	Indeterminate sentence for Public Protection
IRC	Immigration Removal Centre
ISP	Indeterminate Sentence Prisoners
MHIR	Mental Health In Reach
OMU	Offender Management Unit
OSG	Operational Support Grade
PIPE	Psychologically Informed Planned Environment
RAPt	Rehabilitation for Addicted Prisoners trust
ROTL	Release on Temporary Licence
TC	Therapeutic Community
TVAS	Tackling Violence and Anti-Social Behaviour
UKBA	United Kingdom Border Agency