



# **Annual Report**

**HMP Send, Woking, Surrey**

**1 April 2014 to 31 March 2015**

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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 the time of writing.

<u>Nationality</u>	<u>No. Prisoners</u>	<u>%</u>
British – White	190	69
British – Other	58	21
Foreign National	28	10
Total	276	100

<u>Length of Sentence</u>	<u>No. Offenders</u>	<u>%</u>
Determinate Sentence Prisoners	203	74
Indeterminate Sentence Prisoners		
• Lifer	58	21
• Indeterminate for Public Protection	15	5
Total	276	100

3.2 All prisoners (with the exception of those in the Addiction Treatment Unit, which has 10 dual-occupancy cells) are housed in individual cells with ensuite 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 prisoners. Virgin Care, supported by the Cheam GP practice and Care UK, provides healthcare services. Lloyds Pharmacy provides pharmacy services. The Surrey and Borders NHS Trust provide the Mental Health In-Reach Services and Rehabilitation

for Addicted Prisoners Trust (RAPt) and KCA in partnership provide an integrated substance misuse service. Manchester College provides education services.

**3.5** More than thirty voluntary and community organisations with a wide variety of experience provide a valuable contribution to the wellbeing of prisoners at HMP Send.

## **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 justly and humanely. It is a good and well-run prison where the great majority of staff are professional and committed in their management of prisoners.

The Board commends staff for maintaining the prison regime despite very tight staffing constraints.

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

The Board is concerned that the ban on prisoners receiving parcels, or items handed over during visits, has had a detrimental effect on the dignity and self-esteem of prisoners. Many women have been unable to purchase new underwear (particularly bras) or other clothes, either because they do not have enough money or because the prison shop and inefficient catalogue system have not been able to supply their needs (see Section 12).

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

In previous Annual Reports the Board has raised the issue of prisoners' property and the problems that frequently arise when they are moved from one establishment to another. Reception staff at HMP Send are frequently frustrated by the apparent inability of other prisons to record and transfer prisoners' property without items being frequently lost. This causes much distress for prisoners, a great deal of extra work for staff and resultant compensation claims.

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

- The Board hopes that renewed efforts will be made to staff Multi Skills Workshop so that these resources can benefit prisoners.
- It is hoped that the prison will ensure that better use can be made by prisoners of the Virtual Campus resource.
- The Board asks that senior management make all possible effort to ensure that the catalogue system operates in an efficient manner and so gives prisoners the opportunity to purchase items they need at an affordable price.
- The Board hopes senior management will give urgent consideration to refurbishment of the D Wing communal washrooms.

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

- The Board continues to be concerned that budget constraints and staff shortages are having a detrimental effect on prisoners (See Section 6).
- The ban on women owning hooded coats has been dealt with by allowing prisoners hats that must conform to stringent requirements.
- The Board continues to be concerned with the number of prisoners arriving at HMP Send from other prisons without their property (see Section 12).
- There has been no change in the ability of Lifer/IPP prisoners to go out to work on ROTL from HMP Send.
- Additional Family Day Visits for extended family have been introduced (see Section 11).
- The prison now allows prisoners a free monthly statement of their Spends Accounts and has introduced measures to reduce errors in the payment of wages.

## **5 Equality and Inclusion**

The Board considers that Equality Issues are taken seriously by Senior Management at HMP Send.

- The number of Discrimination Incident Report Forms (DIRFs) submitted in 2014 was 13 compared to 16 in 2013.
- There have been several long periods when a lift has been out of order and the Board has been concerned by the prison's inability to ensure that repairs are carried out promptly. This has made it very difficult for disabled prisoners to access facilities on the upper floors of the prison.
- The Board has expressed concern that HMP Send has insufficient resources to meet the particular needs of foreign national prisoners. The prison is seeking to address this problem by accelerating the transfer of foreign national prisoners to HMP Peterborough where more specialist resources are available. Despite the lack of resources the Board has been pleased to note that particular officers have made considerable efforts to support individual foreign national prisoners.
- For some time the prison has planned to re-establish focus groups for minority groups which in the past have been irregular and poorly attended. The Board is therefore pleased to note that, at the time of writing, attention is being given to the regular scheduling of such groups.

## **6 Learning and Skills**

The Board commends the prison for its broad provision of educational and vocational opportunities for prisoners.

- The Board is pleased to note that the prison has introduced a BICSc (British Institute of Cleaning Science) training course and qualification.
- The Clink Project (providing fruit and vegetables to the Clink restaurants at HMP Highdown and HMP Brixton) has enabled more women to work towards qualifications in horticulture whilst experiencing the requirements of a commercial enterprise.
- The Board has been impressed by further improvements in the level and variety of qualifications offered by the PE (Physical Education) Department.
- The Board regrets that, despite considerable investment in facilities, the planned Multi Skills Workshop has not been able to start, due to problems in recruiting.
- The Virtual Campus remains an under-utilised resource due to staff shortages.

## **7 Healthcare and Mental Health**

### **7.1 Healthcare**

Despite considerable staffing pressures in Healthcare staff have succeeded in providing good quality healthcare services to prisoners.

- New clinics for asthma sufferers and medicine management have been started and Pharmacy have added extra smoking cessation clinics to the existing Healthcare ones. Additional dentistry, chiropody and optician clinics are provided on an ad hoc basis to avoid undue waiting times.
- Additional dispensing hours have significantly improved the speed and efficiency of the Pharmacy service for prisoners.
- Prisoners report that waiting times for appointments are reasonable.
- No discernible themes emerge from the complaints concerning Healthcare submitted to the IMB, to the prison and to the Patient Advisory Liaison Service (PALS).
- Healthcare monthly focus groups attended by prisoner representatives now have participation from a wider range of health providers and representatives and better enable prisoner representatives to discuss concerns with relevant individuals
- There has been better liaison between Healthcare and the Prison in supporting individual women in improving their lifestyles in terms of nutrition, exercise and mental health.

### **7.2 Mental Health**

Staff absences from Surrey & Borders Partnership caused considerable strain on the provision of the service but support from the Healthcare team resulted in limited impact on prisoners.

## 8 Safer Custody

- The Board commends the prison for continuing with its considerable effort to ensure that prisoners feel safe at HMP Send.
- The Board has been impressed by the focus of officers and the senior management team on the individual needs of vulnerable prisoners.
- HMP Send continues to pursue a policy of zero tolerance to anti-social behaviour and bullying and has upgraded its process for monitoring and managing such behaviour.
- The number of self-harm incidents increased during 2014. The Board does not believe that this reflects a lack of care by staff.
- The profile of the Listeners has been raised with Listeners regularly “wing walking” to increase their accessibility to prisoners.

### Self-harm statistics

Calendar year	2010	2011	2012	2013	2014
Total self-harm incidents	264	386	325	161	225
Number of women who self-harmed	117	180	114	109	129
Total women taken to hospital after self-harm	31	37	29	15	13
Total incidents classed as serious	6	4	2	2	1

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

- HMP Send does not have a Segregation unit.
- On occasions women are placed on Cellular Confinement (CC), for short periods for disciplinary reasons. This procedure was used on 9 occasions in 2014 (compared with 6 occasions in 2013).
- Any prisoner whose personal safety is considered to be at serious risk is held in a special observation cell on Constant Supervision (CS) and an individual regime is prescribed. CS was used on 21 occasions in 2014 (compared with 15 in 2013).
- The prison also has a reduced ligature cell. This facility is for the temporary accommodation of prisoners felt to be at risk of ligaturing themselves; it was used on 10 occasions in 2014 (compared with 7 in 2013).

## **10 Purposeful activity**

The prison is to be commended for maintaining a regime of purposeful activity for all prisoners in a climate of pressure on staffing levels and resources. All prisoners under retirement age are engaged in work, training or education for four and a half days each week during which they benefit from the availability of a wide range of worthwhile activities.

## 11 Resettlement

- The Board particularly commends the OMU (Offender Management Unit) for their success with the rolling programme of updating prisoners' sentence plans. This enables prisoners to understand their goals, understand the expectations of their supervisors and work towards reducing the likelihood of reoffending.
- The introduction of "sequencing", which is currently unique to HMP Send, ensures that the rehabilitative programmes stipulated by a sentence plan are completed in a logical order. This is an admirable initiative by staff at HMP Send.
- The prison, together with the charity Send Family Link, have introduced additional Family Day Visits for extended family allowing prisoners to maintain better links with their wider family.
- The board regrets that since new legislation and changes in the women's estate, HMP Send, with years of expertise in establishing relationships with local employers, has a greatly reduced number of prisoners eligible for ROTL.

## 12 Residential Services

- The Board is pleased to note further improvements in the already good quality of catering in the prison. Prisoners frequently comment that the food at HMP Send is better than at other prisons. Prisoners' suggestions and requests are acted upon whenever possible. The Catering Department received an award for best vegan food provider in the prison service.
- The Board has been concerned that the prohibition on parcels and hand-ins has made it difficult for some prisoners to acquire adequate clothing.
  - The catalogue system has been unreliable, expensive and difficult to access.
  - There is a considerable problem sourcing correctly fitting bras.
  - The Board acknowledges that the prison shop sells second hand clothes and new underwear cheaply, but it is difficult for this facility to provide sufficiently for the population of the prison.
  - Prisoners who receive no money other than their prison wages find it hard to afford clothes even from the prison shop.
  - Lifers are particularly affected by the new rule.
- The Board is concerned that prisoners regularly arrive from other prisons without all of their property, which leads to distress and inconvenience for the prisoners and often time-consuming work for staff trying to recover the property.
- The fabric of the Rehabilitation wing is causing concern with damp and mildew in some cells reportedly having a negative impact on prisoners' health. There are frequent complaints about the communal washrooms which need significant refurbishment.

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

**13.1** 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 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.

**13.2** 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.

**13.3** The Board received a total of 195 applications, compared with 224 in 2013/14. The most significant are the 70 property related applications, many of which refer to the problems of property lost between prisons and the problem of acquiring suitable clothing (see Section 12).

**14 Board Statistics**

	2013/14	2014/15
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	0	2
Number of members leaving within the reporting period	0	2
Total number of visits to the prison (including all meetings)	403	377
Total number of applications received	224	195

## 15 Written applications to the Board

	<b>Subject</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
A	Accommodation	8	8	10	5	5
B	Adjudications	7	8	4	4	11
C	Diversity related	6	6	3	3	3
D	Education/employment/training	19	26	16	24	12
E	Family/visits	22	24	16	32	13
F	Food/kitchen related	4	10	6	12	4
G	Health related	36	23	18	27	27
H	Property	29	15	28	50	70
I	Sentence related	14	13	12	31	16
J	Staff/prisoner related	19	10	13	16	10
K	Transfers	6	2	2	2	6
L	Miscellaneous	15	14	18	18	18
	<b>Total number of applications</b>	185	159	146	224	195

## **16 List of abbreviations used in the report**

<b>BICSc</b>	British Institute of Cleaning Science
<b>CC</b>	Cellular Confinement – a punishment
<b>CS</b>	Constant Supervision – for a prisoner’s own safety
<b>DIRF</b>	Discrimination Incident Report Form
<b>IMB</b>	Independent Monitoring Board
<b>IRC</b>	Immigration Removal Centre
<b>OMU</b>	Offender Management Unit
<b>RAPt</b>	Rehabilitation for Addicted Prisoners trust
<b>ROTL</b>	Release on Temporary Licence
<b>PE</b>	Physical Education
<b>PALS</b>	Patient Advisory Liaison Service