



Annual Report

HMP Send, Woking, Surrey

1 April 2015 to 31 March 2016

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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 prison for adult women. It has an operational capacity of 282.

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, provides primary healthcare services. Lloyds Pharmacy provides pharmacy services. Central & Northwest London (CNWL) Foundation Trust provide the Mental Health In-Reach (MHIR) and the Rehabilitation for Addicted Prisoners Trust (RAPt) and Addaction in partnership provide an integrated substance misuse service. Surrey County Council provide services required by the Care Act. NOVUS provides education services. Carillion plc provide facilities management services. London Community Rehabilitation Company (London CRC) provide pre and post-release support for prisoners released into the London area. Kent Surrey and Sussex Community Rehabilitation Company (KSSCRC) provide pre and post release support for prisoners released into Kent, Surrey and Sussex. Any prisoners released into other areas of the country are supported by London CRC.

3.5 A large number of 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 Board continues to appreciate the cooperation and support provided by the Governor and staff and acknowledges their readiness to follow up, and act on where necessary, matters raised.

4.1 Overall Judgement

The Board is satisfied that HMP Send is a well-run prison that treats its prisoners justly and humanely.

The great majority of staff at HMP Send are hardworking, professional and committed in their dealings with prisoners.

The Board believes that a prisoner at HMP Send, if she has long enough on her sentence and is willing to engage with the system, has the opportunity to improve her education and skills, earn a vocational qualification and address health and welfare issues. This will increase the likelihood of her successful rehabilitation on release.

4.2 Issues requiring a response from Ministers

Carillion plc – unacceptable service

The commencement of the contract with Carillion plc on 1st June 2015 has led to an unacceptable deterioration in repairs and maintenance of the fabric and equipment of the prison (see Section 12).

London CRC – lack of support

The Board has been very concerned that London CRC, the Community Rehabilitation Company (CRC) dealing with offenders being released in the London area, has largely failed to meet its commitment to these offenders (see Section 11).

Release On Temporary Licence (ROTL) – Reduced numbers

The Board is concerned that the number of women deemed suitable for ROTL has remained low (see Section 11).

4.3 Issues Requiring a Response from the Prison Service

Property – inter prison

The Board, as reported in previous years, continues to be concerned at the prison service's inability to ensure that prisons, and those contracted to transfer prisoners, correctly record and transfer prisoners' property without loss or delay (see Sections 4.5 and 12).

Prisoners' money – delays on transfer from Private Prisons

The Board is concerned that prisoners arriving at HMP Send from private prisons continue to report delays of two to three weeks in the transfer of their money (see Section 12)

Staffing – inability to recruit

The Board continues to be concerned that the persistent problems experienced by the prison in recruiting and retaining staff is resulting in the indefinite delay of initiatives that would greatly benefit prisoners (see Sections 6, 8.2, 11 and 14).

4.4 Issues Requiring a Response from the Prison

Clothing – access to affordable clothing

The Board remains concerned that prisoners still have difficulty accessing affordable clothing (see Section 12).

Prisoners' complaints – confidence in the system

The Board is concerned that prisoners claim not to trust the prisons complaints system (see Section 12).

RAPt – appropriate use of D Wing

The Board is concerned about the continued inability to run the RAPt programme at full capacity (Section 14).

4.5 Previous year's concerns (update)

Parcel ban/ Catalogue system

The Board welcomes the Governors agreement that prisoners may be sent bras but it is regrettable that prisoners continue to experience difficulties sourcing affordable clothing (see Section 12).

Property on transfer

As in previous years the Board is concerned with the number of prisoners arriving at HMP Send, from other prisons, without their property (see Section 12).

Multi skills workshop

The continued inability of NOVUS to recruit staff for the Multi Skills Workshop has denied prisoners the opportunity to gain useful and relevant skills (see Section 6).

Virtual Campus

The Board is disappointed that this continues to be an underused resource due to staffing constraints (see Section 6).

Refurbishment of D Wing bathrooms

The Board continues to be concerned with the poor state of the communal bathrooms of D Wing (see Section 11).

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 2015 was 24 compared to 13 in 2014. This may be due to increased awareness of the process following a relaunch by the prison. There has been no discernible change in the reasons that DIRFs have been submitted and a review showed that all reports had been rigorously investigated and the appropriate action taken.
- The number and frequency of focus groups for minorities (Foreign Nationals, Over 50s, BME, Transgender and Travellers) has increased significantly. Although attendance levels vary from group to group they do provide a valuable forum for minority concerns.
- The Board has noted that wing staff are not always familiar with the particular needs of disabled prisoners on their wing. This has been illustrated in the case of evacuation of prisoners during fire drills.
- The Board has previously expressed concern that HMP Send has insufficient resources to meet the particular needs of foreign national prisoners. This was partly addressed by the transfer of some foreign national prisoners to HMP Peterborough, where more specialist resources are available. However, the number of foreign national prisoners remains at 11% of the population at HMP Send.

6 Learning and Skills

The Board considers that all prisoners at HMP Send have the opportunity to engage in a broad range of educational and vocational opportunities that are focused on enhancing their rehabilitation and employment opportunities on release.

- The prison has introduced compulsory education in Maths and English for all prisoners who have not attained Level 1.
- The Gym continues to promote vocational qualifications which has led to prisoners obtaining related work experience and ultimately employment on release. It has also become increasingly involved in working with healthcare to promote skills for a healthy lifestyle.
- The Beauty Academy is fully staffed and attended providing vocational qualifications in hairdressing and beauty.
- The Clink and the prison train prisoners for vocational qualifications in horticulture.
- The Business Administration department continues to provide useful skills, experience, training and qualifications.
- The Board regrets that owing to difficulties in recruiting staff the Multi-skills Workshop is still not operating and the popular and worthwhile British Institute of Cleaning Science (BICSc) training has been put on hold pending staff recruitment. The Board understands that this position has now been filled and that BICSc training will resume in May 2016.
- The Virtual Campus (controlled internet access enabling prisoners to obtain resettlement related information and degree material) is not still able to function adequately due to lack of dedicated staff and the poor speed of the internet connection.

7 Purposeful activity

The Board is pleased that all prisoners at HMP Send, with the exception of those who are retired or deemed medically unfit for work, are engaged in a combination of education and employment from Monday morning until Friday lunchtime.

Outside these times prisoners can engage in gym activities, use the libraries, access (when available) the virtual campus, attend craft club, book club, the WI and use the facilities of the association rooms.

Many prisoners also engage in supporting and mentoring others through schemes such as Listeners and Toe by Toe.

8 Healthcare and Mental Health

8.1 Healthcare

Healthcare staff have continued to provide good care to the prisoners at HMP Send despite the constant pressure of meeting staffing levels.

- The Board has witnessed good liaison between primary healthcare, the mental health team and the prison to promote healthy lifestyles through programmes for exercise, eating and oral health with improved access to screening for a wider range of conditions. Good communications between the different strands of healthcare provision help to facilitate the resolution of problems that straddle or fall between the disciplines.
- The Board considers that waiting times for medical appointments are within acceptable limits with the exception of podiatry, which has a six month waiting time. An application has been made to the Commissioner for additional podiatry sessions.
- In-prison pain and asthma clinics have been set up and have received positive prisoner feedback.
- Private prescriptions are now available and the Pharmacy has worked closely with the prison to extend the range of over-the-counter medications available to prisoners.
- In April 2015 Surrey County Council assumed responsibility for Social Care for HMP Send prisoners and to date has received 27 referrals across a range of needs. Progress has been made to resolve issues about the division of responsibility for delivery of the care.
- During the reporting period there were 26 applications to the IMB, 47 Complaints to the prison and 6 complaints to the Patient Advisory Liaison Service (PALS) about Healthcare. There are no discernible themes from these sources.

8.2 Mental Health

In May 2015 CNWL took over the provision of mental health care. However, recruitment for the necessary posts has still not been implemented, and inevitably prisoners have had to wait longer for appointments and have received less therapy than they would have had if the optimum staffing levels had been operational.

- The Board is concerned that there has been poor attendance by mental health specialists at Assessment, Care in Custody and Teamwork (ACCT) reviews because of insufficient staff provision.
- The Board believes that liaison between MHIR, Substance Misuse Service, the Therapeutic Community (TC) and the Psychologically Informed Planned Environment (PIPE) has been improved by the introduction of weekly multi-disciplinary meetings.
- The Board has been told that mental health awareness training for all prison staff is planned.

9 Safer Custody

The Board continues to be impressed with the prison's efforts to ensure the safety of prisoners at HMP Send and is satisfied that the Safer Custody team is focused on the needs of vulnerable prisoners.

- The Board is concerned that, while walking to the dining room and taking meals in a communal area can be a positive experience and despite efforts to make it more welcoming, the dining hall remains an environment that some prisoners report to be intimidating.
- The Board regularly reviews ACCT documents and is satisfied that the most vulnerable prisoners are appropriately monitored and cared for.
- The prison has updated its Violence Reduction Strategy and continues to pursue a policy of zero tolerance to anti-social behaviour and bullying.
- Relationships and drugs continue to create problems that require intervention by the prison. Victims of bullying are supported and perpetrators challenged and monitored using the Working Against Violence Escalation (WAVE) process.
- Listeners (trained by the Samaritans) are active in the prison and take call-outs formally and 'on the hoof', in addition to wing-walking to increase awareness of the service they provide.
- Prisoner Representatives have commented that prisoners are appreciative of the work carried out by the Safer Custody team.
- The number of self-harm incidents decreased significantly during 2015.

Self-harm statistics

Calendar year	2010	2011	2012	2013	2014	2015
Total self-harm incidents	264	386	325	161	225	172
Number of women who self-harmed	117	180	114	109	129	115
Total women taken to hospital after self-harm	31	37	29	15	13	12
Total incidents classed as serious	6	4	2	2	1	1

10 Segregation/Separation and Care Units, Close Supervision

- HMP Send does not have a Segregation Unit. All prisoners who are segregated either in their own cells or in the observation cells are visited by a Board member and the Board is satisfied that the appropriate care procedures are followed.
- Cellular Confinement is used for disciplinary issues for periods of up to 21 days. This procedure was used on 23 occasions in 2015, compared with 21 in 2014.
- Prisoners can be held in a Care and Supervision cell for short periods if their safety is considered to be at risk. This cell was used on 24 occasions in 2015 compared with 21 in 2014.

11 Resettlement

- 2015 saw the introduction of the CRCs. The Board has been very concerned that London CRC, the CRC dealing with offenders being released in the London area, has largely failed to meet its commitment to these offenders.
 - Not one probation officer provided by London CRC for HMP Send has remained in post for more than a few weeks, resulting in a lack of continuity and support that has meant that very few prisoners have received any help at all from them before release.
 - The Board deeply regrets that HMP Send's own former system for preparing prisoners for release has had to be dismantled in favour of the CRC system which is failing in every respect. If it were not for the work of several charities, as well as the prison's own efforts, many prisoners would have been released with nowhere to go.
 - KSSCRC, the CRC dealing with the few prisoners being released in Kent, Surrey and Sussex, is meeting its obligations satisfactorily.
- The Board is concerned by the number of prisoners arriving at HMP Send with incomplete or expired Offender Assessment System (OASys) reports.
- In common with other prisons, HMP Send has seen the number of women available for external resettlement work remain at a low level. Following changes in prison rules, numbers have reduced from an average of 40 prisoners working outside on any one day to an average of 14. However, the Board is pleased to note that by encouraging eligible prisoners to apply for Release on Temporary Licence (ROTL) the prison is working to increase the numbers in external work.

12 Residential Services

- The Board has been extremely concerned by the failure of Carillion plc to carry out both urgent and routine maintenance at HMP Send since the commencement of its contract in June 2015.
 - The extraordinarily poor service has caused great inconvenience and distress for prisoners and staff. At times it has led to situations which have compromised basic decency, with toilets not working, bathroom door locks needing repair, and a considerable length of time when prisoners had to put up with a strong smell of sewage in their cells because a broken pipe was not repaired.
 - Items such as prisoners' washing machines and kitchen equipment have been left unusable or not replaced for lengthy periods.
 - Long delays have been experienced in urgent repairs to the fabric of the buildings.
 - The resolution of problems with heating and drainage have suffered lengthy delays.
- The Board continues to be concerned that the fabric of the Resettlement wings and D wing is in a poor condition, with regular reports of mould, leaks, mushroom growth and damp, all of which could be detrimental to prisoners' health.
- The Board continues to receive positive comments on the quality of food at HMP Send and is impressed that prisoners are encouraged to contribute recipe and menu suggestions.

- The Board is concerned that prisoners are still reporting difficulty in acquiring clothing since the ban on parcels and hand-ins. This is particularly demoralizing for female prisoners. The Board accept that prisoners can always obtain prison issue clothing.
 - Acquiring properly-fitting bras has been a particular problem and the Board welcomes the Governor's recent decision to allow two hand-ins or parcels of bras per year.
 - The prison second-hand clothes shop is a useful resource but unable to provide sufficient clothing for the population of the prison.
 - Catalogues are becoming increasingly hard to access, as shopping moves online, and their clothes are expensive.
 - Prisoners who only receive prison wages struggle to afford even second-hand clothes.

- The Board considers that the great majority of staff at HMP Send are hardworking and professional, with many showing an impressive level of commitment. However certain occurrences have given the Board cause for concern.
 - The Board has received occasional reports from prisoners of being sworn at by some officers. While the Board accepts that this is not normal behaviour for staff at HMP Send, it considers that any swearing at prisoners is unacceptable.
 - The Board has been concerned to witness, and prisoners have reported, instances of obstructive and unhelpful behaviour by some staff, particularly in the issuing of property.

- The Board has observed that as a result of the frequent movement of officers around the prison, it is not uncommon for officers to be running a wing where they are unfamiliar with the prisoners and their issues. This has led to a lack of ownership of problems that then remain unresolved.
- The Board regularly monitors prisoners' complaints to the prison. Analysis of these complaints shows a range of issues. The quality of written responses is generally satisfactory. However:
 - The Board is concerned that many prisoners express cynicism about the complaints system and claim they would not use it, because they believe that they might get into trouble or would not get a fair response.
 - The Board is concerned that at least two prisoners who submitted complaints to the Governor under the Confidential Access system did not receive replies. The Governor confirmed that the process had broken down on a number of occasions but that procedures have now been amended to ensure that this does not happen in future.
 - The Board believes that more attention should be given to responses being sent within the official time limits.
- The Board continues to be concerned that prisoners arriving from other prisons do not have all their property with them, and it can take several weeks for this to be rectified.
- Prisoners arriving at HMP Send from private prisons continue to report delays of two to three weeks in the transfer of their money, which causes them worry at an already stressful time.

13 Faith Centre

The Board commends the Chaplaincy which, with its multi-denominational team and diverse associated charities provides essential support throughout a prisoner's time at HMP Send.

14 Rehabilitation Services

RAPt run the abstinence-based drug and alcohol rehabilitation programme, the TC provides a psychologically and physically safe environment where social, psychological and behavioural change can occur and the Psychological Informed Planned Environment (PIPE) programme supports and enables women to put into practice the new skills they have learned on a rehabilitation or education programme. A Pre-PIPE programme is planned.

- The Board has heard anecdotal evidence from participants and graduates of RAPt suggesting that the programme can have significant benefits. However the unit has run at below capacity throughout the year. The presence of lodgers (prisoners not taking part in the programme) on the wing has had a detrimental effect on those on the unit leading to a lack of consistency in dealing with prisoners on the wing and frequent reports of the drug-free environment being compromised. The Board has been particularly concerned to find that new arrivals at HMP Send have, on occasion, been placed on the wing and assurance has been given that this will not happen again.

At the time of this report an independent review of the Women's Substance Dependency Treatment Programme has been completed and the prison is waiting for a response from RAPt.

- The Board is disappointed that, due to complex contractual arrangements, the prison has been unable to recruit the necessary clinical staff for the new pre-PIPE programme which has been planned for the last year.

15 The Independent Monitoring Board at HMP Send

15.1 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.

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

15.3 The Board received a total of 224 applications, compared with 195 in 2014/15. As in previous years, the highest number of applications by category relates to property issues, many referring to the frequent problem of property lost at previous prisons or on the transfer to HMP Send, or to the continuing difficulty in acquiring suitable clothing.

16 Board Statistics

	2014/15	2015/16
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	1
Number of members leaving within the reporting period	2	1
Total number of visits to the prison (including all meetings)	377	431
Total number of applications received	195	225

17 Written applications to the Board

	Subject	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
A	Accommodation	8	8	10	5	5	14
B	Adjudications	7	8	4	4	11	8
C	Diversity related	6	6	3	3	3	6
D	Education/employment/training	19	26	16	24	12	17
E	Family/visits	22	24	16	32	13	19
F	Food/kitchen related	4	10	6	12	4	7
G	Health related	36	23	18	27	27	26
H	Property	29	15	28	50	70	70
I	Sentence related	14	13	12	31	16	25
J	Staff/prisoner related	19	10	13	16	10	9
K	Transfers	6	2	2	2	6	2
L	Miscellaneous	15	14	18	18	18	22
	Total number of applications	185	159	146	224	195	225

18 List of abbreviations used in the report

ACCT	Assessment, Care in Custody & Teamwork
BICSc	British Institute of Cleaning Science
CRC	Community Rehabilitation Company
CNWL	Central and North West London
CS	Constant Supervision – for a prisoner’s own safety
DIRF	Discrimination Incident Report Form
IMB	Independent Monitoring Board
IRC	Immigration Removal Centre
KSSCRC	Kent Surrey Sussex Community Rehabilitation Company
MHIR	Mental Health In-Reach
OASys	Offender Assessment System
OMU	Offender Management Unit
PIPE	Psychologically Informed Planned Environment
RAPt	Rehabilitation for Addicted Prisoners trust
ROTL	Release on Temporary Licence
PALS	Patient Advisory Liaison Service
TC	Therapeutic Community