



Annual Report
of the
Independent Monitoring Board
at
HMP Send

For the reporting year to

31 March 2017

Published

July 2017



Monitoring fairness and respect for people in custody

TABLE OF CONTENTS

<u>Introduction</u>		<u>Page</u>
1.	Statutory Role	3
2.	Executive Summary	4
3.	Description of the Prison	7
<u>Evidence</u>		
4.	Safety	8
5.	Equality and Fairness	9
6.	Segregation/Care and Separation Unit	10
7.	Accommodation (including communication)	11
8.	Healthcare (including mental health and social care)	13
9.	Education and Other Activities	14
10.	Work, Vocational Training and Employment	15
11.	Resettlement Preparation	16
<u>The IMB</u>		
12.	The Work of the Board	18
13.	Applications to the IMB	19

1 STATUTORY ROLE OF THE IMB

The Prisons Act 1952 requires every prison 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 centre is situated.

The Board is specifically charged to:

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

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

2 EXECUTIVE SUMMARY

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

Main Judgements

The prison takes positive steps to ensure that prisoners are treated fairly, as evidenced by the introduction of hand-ins of clothing which have enabled many prisoners, who would be otherwise unable, to obtain appropriate clothing (Section 5, page 9).

Prisoners at HMP Send are treated humanely. They are provided with a safe and supported environment in which they can benefit from a variety of educational, work, vocational and offending behaviour programmes. It is regrettable that the frequently poor repair and maintenance service provided by Carillion plc continues to compromise the required standard of humane treatment (Section 7, page 11).

Overall, prisoners at HMP Send have many opportunities to prepare for their release. However, the stricter guidelines on Release on Temporary License (ROTL) deny some prisoners access to valuable work experience at the end of their sentence (Section 11, page 16). Of those prisoners held on Imprisonment for Public Protection (IPP) sentences many make slow or no progress towards release (Section 11, page 16).

Main Areas for Development

To the Minister

- Will the Minister take action to find a solution for those IPP prisoners who seem unlikely ever to be able to meet the requirements of a parole board (Section 11, page 16)?
- Will the Minister review the criteria for accessing ROTL to enable more women to gain experience of working in the community in preparation for release (Section 11, page 16)?
- Will the Minister take action regarding the poor service provided by Carillion plc (Section 7, page 11)?

To the Prison Service

- Will the Prison Service implement procedures to ensure that prisoners' property is correctly recorded and transferred with prisoners without loss or delay? The Board has reported on this matter in 2016, 2015, and 2014 (Section 7, page 11)?

To the Governor

- Will the Governor continue to explore ways of providing an environment where prisoners on J Wing can make phone calls in private (Section 7, page 11)?

Improvements relating to previous year's concerns

- **London CRC:** The service offered to prisoners by London CRC has improved (Section 11, Page 16).
- **Delays in transfer of prisoners' money from private prisons:** All prisoners arriving at HMP Send from private prisons now receive their money within 48 hours (Section 7, page 12).
- **Access to affordable clothing:** Prisoners are being allowed two hand-ins of clothing per year in order to make it easier for them to acquire affordable and appropriate clothing (Section 5, page 9).

3 DESCRIPTION OF THE PRISON

- HMP Send is a closed prison for adult women. It has an operational capacity of 282.
- All prisoners (with the exception of those in the Substance Misuse Unit which has 10 dual-occupancy cells) are housed in individual cells with ensuite showers and toilets.
- 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, a hair and beauty salon, second hand clothes shop and a large horticultural area.
- There is a Progression Psychologically Informed Planned Environment (PIPE) unit and the only Democratic Therapeutic Community (DTC) in the female estate.
- In this reporting year Virgin Care, supported by the Cheam GP practice, provided primary healthcare services. Lloyds Pharmacy provided pharmacy services. Central & Northwest London (CNWL) Foundation Trust provided the Mental Health In-Reach (MHIR) and the Rehabilitation for Addicted Prisoners Trust (RAPt) and Addaction in partnership provided an integrated substance misuse service. Surrey County Council provided services required by the Care Act. NOVUS provided education services. Carillion plc provided facilities management services. London Community Rehabilitation Company (London CRC) provided pre and post-release support for prisoners released into the London area. Kent Surrey and Sussex Community Rehabilitation Company (KSSCRC) provided pre and post- release support for prisoners released into Kent, Surrey and Sussex. Any prisoners released into other areas of the country were supported by London CRC.
- 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 SAFETY

- The Board commends the prison for its continuing and effective efforts to keep women safe at HMP Send.
 - Members have witnessed many instances of distressed prisoners being treated with kindness and patience by officers.
 - In prisoner surveys, and in response to IMB members' questions, prisoners report that while there are areas of the prison where they feel less safe, the majority feel safe in most areas. Several have commented that Send is the safest jail they have been in.
 - The number of self-harm incidents in 2016 (208) is lower than the average over the last five years, as is the number of women self-harming each month. There were no self-harm incidents classed as serious incidents.
 - ACCT procedures are effectively and carefully managed, with good recording, timely observations and properly-attended case reviews noted by IMB members.
 - Violence remains at a low level in the prison. The violence reduction process is well managed as noted by both IMB members and prisoner representatives.
 - There was a shortage of trained Listeners from January 2017 until the end of March, with no Listeners on duty at night as a result. Prison staff and the Samaritans have taken steps to rectify this and have trained new Listeners.
- The Board is concerned that the frequent incorrect roll checks could result in a missing prisoner being undetected for longer than is necessary, which may in turn compromise the safety of the prisoner.

5 EQUALITY and FAIRNESS

- The Board commends the decision of the Governor to allow all prisoners one hand-in of clothing during 2016 and is pleased that this will be increased to two hand-ins (spring and autumn) during 2017. This has been of real benefit to prisoners, enabling many of them to obtain and replace clothing in the absence of available catalogues.
- Monitoring of prisoners' complaints by Board members revealed that for a period of three to four weeks the procedures for recording and actioning Confidential Access complaints broke down. One complaint is known to have been lost and another was temporarily mislaid. The Board understands that the prison now has improved procedures, which if adhered to, will ensure this does not occur again.
- Personal Emergency Evacuation Plans (PEEPs), recording the particular needs of disabled prisoners, have not always been kept up to date or easily accessible. This could place some prisoners at risk during an emergency. The prison has made changes to improve this situation.
- There has been a lack of continuity in some of the services intended to meet the needs and concerns of minority groups.
 - English as a Second Language (ESOL) courses did not run for at least six months.
 - There has been a lack of reliable translation software throughout the year.
 - The scheduling of minority focus group meetings has been sporadic with none between mid-December and mid-March.

6 SEGREGATION/CARE and SEPARATION UNIT

- HMP Send does not have a Segregation Unit.
- Cellular Confinement is used for disciplinary issues for periods not exceeding 21 days. The two Crisis Intervention Cells are used for short periods for a prisoner's own safety.
- A Board member visits all prisoners in these cells within 24 hours. Prisoners in the supervision cells are visited daily thereafter while prisoners on Cellular Confinement are subsequently visited weekly. The Board is satisfied that the correct procedures are followed.

7 ACCOMMODATION (including communication)

- The Board remains concerned about the ability of Carillion plc to carry out both urgent and routine maintenance on a timely basis. There have been instances during the year when standards of maintenance in certain areas have been unacceptable.
 - Board members responding to prisoners' complaints, and those monitoring accommodation, were again very concerned that prisoners on E Wing had to live on two occasions for over a week with the strong smell of sewage due to delays in mending a broken pipe.
 - Prisoners have had to wait for seven months for a broken washing machine on a residential wing to be replaced and there have been several periods of over a week when only 50% of available machines have been in operation.
 - It has taken three months for the dangerously hot water supply to the shared bathrooms on D wing to be regulated.
 - Members have been informed on numerous occasions by both kitchen staff and prisoners working in the kitchens that various pieces of equipment have been out of use for extended periods. A deep fat fryer, a mixing machine and a water boiler were all out of use for two months and an oven (which is still out of use) for at least five months.
- Beds ordered in August 2016, to replace worn out ones still in use, have still not been delivered.
- On J Wing prisoners are unable to make phone calls in private due to the location of the phones adjacent to the association area.
- The Board regrets that there are still frequent instances of newly-arrived prisoners' property being left behind at their former prison. 11% of applications to the IMB concerned this issue. This causes anxiety for the prisoners and extra work for staff.

- The Board is pleased to report that the system for dealing with prisoners' monies on transfer from private prisons has been improved. Prisoners now receive their money within 48 hours of their arrival at HMP Send.

8 HEALTHCARE (including mental health and social care)

- The Board is pleased that throughout the year the Gym and Healthcare have worked closely together to offer a variety of health and well-being courses of benefit to prisoners, covering subjects such as healthy eating, emotional wellbeing, weight loss, pain management, bespoke exercise plans and mental health.
- The Board commends the prison for taking pro-active measures to minimise potential distress caused by the ban on smoking which will come into force in September 2017. Prisoners are being supported with smoking cessation courses and being given access to nicotine patches. Relevant information is being displayed on the wings and 18 staff and five prisoners have been trained as Smokefree Advocates.
- The Board is concerned about the unacceptably long waiting lists for the dentist. At the end of March there were 83 prisoners on the waiting list with a maximum wait time of 23 weeks.
- The optician and podiatrist waiting lists have also been unacceptably long: both 12 weeks at the end of March.
- Throughout the year the prison has struggled to recruit enough Healthcare Champions. The Board has on several occasions received applications and complaints from prisoners, some of them wheelchair bound, who had nobody to assist them in attending healthcare and other appointments.

9 EDUCATION and OTHER ACTIVITIES

- The Board is concerned by the absence of an English and ESOL tutor for at least six months, and the resulting waiting list that built up.
- The prison should be commended for their commitment to the Women's Institute group within the prison. This has provided many prisoners with the chance to learn new skills required for the organisation and running of such a group. They have welcomed members of local WIs to the prison. The high standard of items produced has been commented on by everyone who has visited the craft sale and the Board has observed the positive effect this has had on those prisoners involved, as evidenced by a sense of achievement and pride.
- The prison supports and encourages prisoners to enter a variety of activity-related competitions both locally and nationally. This has had obvious benefits in increasing the self-esteem and confidence of prisoners as well as providing a platform for interaction with a wider community. Validation of the high standard of submissions attained has been seen in the various prizes awarded, notably the Dorothy Walden Themed Award and the Best Neighbourhood Project in the Guildford in Bloom competition and first and second prize in The Women's Support Centre 'New Beginnings Awards' at The Lightbox Gallery. A large number of awards and commendations were also achieved at the Koestler Trust Awards.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- A wide range of work and vocational training has been accessible to prisoners throughout the year. Every prisoner, unless over the retirement age or deemed medically unfit, is expected to work or attend education and a survey on 29 January 2017 showed 95% attendance.

- An exception, however, has been the British Institute of Cleaning Science (BICSc) course and the Multi Skills Workshop.

Despite assurances that the BICSc training would recommence in May 2016, difficulties in recruiting have resulted in this popular rehabilitation resource remaining out of operation for half of the year. Training recommenced in the last week of February 2017.

For the third year of reporting the planned Multi Skills Workshop (providing training and qualifications in tiling, painting, wallpapering, basic electrics and plumbing) has remained unstaffed by the education provider NOVUS. At the reporting date it was intended that courses would start by the end of April 2017. The Board agrees with the Governor that the skills taught in this workshop should be useful to women after release and therefore regrets that the resource has been unused for the last three years.

- A particularly useful and popular new course has been the Barista training leading to a City and Guilds Level 2 qualification.
- The Board is disappointed with the closure of the textiles workshop, a popular and constructive occupation which provided prisoners with the chance to learn transferable skills that would support self-employment on release, and which, through supplying items for the Watts Gallery gift shop, provided a link with the local community in which they took pride.

11 RESETTLEMENT PREPARATION

- Board members speaking to prisoners on the DTC and PIPE Units are regularly told by prisoners of the benefits they feel they have gained from engagement with these programmes.
- The Board is pleased to note an improvement in the service offered to prisoners by the London Community Rehabilitation Company (the CRC).
A survey of 19 prisoners within their twelve-week release window reported proactive engagement of the CRCs, with appointments and interviews being scheduled and maintained.
Some prisoners expressed concern that they would not have confirmation of their accommodation until the day of their release, owing to the lack of availability of hostel accommodation suitable for women with specific needs.
- The Board commends the prison for their proactive approach in encouraging eligible prisoners to apply for Release on Temporary License (ROTL). This has seen the number of prisoners on ROTL increase to an average of 19 per week from 14 per week in 2016.
- However the Board is still concerned that the stricter national guidelines on ROTL eligibility are depriving some women of the opportunity to prepare for their reintegration into society by working outside the prison for short periods towards the end of their sentences.
- The Substance Misuse Service provided by RAPt and Addaction has been revised to enable a greater range of programmes to be offered. As well as the abstinence course previously offered there are now interventions suitable for prisoners on shorter sentences and at different stages of detoxification.
- There are currently 14 IPP prisoners at HMP Send. Of these 12 are over tariff, the longest being more than six years. The majority of the IPP prisoners have original tariffs of less than four years. The Board has discussed these prisoners in detail with

case administrators in OMU, investigating in particular their ability to engage in offending behaviour work as directed by the Parole Board as well as any delays in Parole Board hearings.

The Board has concluded that they are offered satisfactory support by OMU and probation at HMP Send. However, while there are those who progress, albeit slowly, to release by meeting the requirements of the Parole Board, there are others who, owing to mental health issues, low IQ, personality disorders or chaotic and traumatic life experience, are unable or reluctant to engage in the necessary work required of them. These prisoners have little hope of ever progressing to release under the current system.

12 THE WORK OF THE BOARD

To enable the Board to monitor the humane and just treatment of those held in custody and the range and adequacy of the programmes preparing them for release it carries out a variety of activities. Each week the duty member will visit the prison to monitor specific areas by speaking to prisoners and staff and observing the operation of the prison. Members will at times carry out surveys of prisoners' opinions on particular issues. Written applications from prisoners, raising issues of concern to them, are dealt with on a weekly basis. Board members also attend the prison throughout the year to observe ACCT reviews, adjudication procedures, and a variety of prison and prisoner meetings. All prisoners on cellular confinement or on constant supervision are visited by a Board member to ensure correct procedures have been followed. Serious Incidents are monitored by the Board.

Members remain in contact throughout the month, updating each other on issues as they arise, and monthly Board Meetings are held to ensure continuity and consistency and to plan for future monitoring. The Governor (or her deputy) attends to update members on current topics and discuss issues raised by members.

The Board arranges regular in-house training and carries out an Annual Team Performance Review. Members also attend courses run by the Prison and national IMB trainers.

Board Statistics

Recommended Complement of Board Members	14
Number of Board Members at the start of the reporting period	12
Number of Board members at the end of the reporting period	12
Total Number of visits to the Establishment	409

13 APPLICATIONS TO THE IMB

Code	Subject	Current Year	Previous Year
A	Accommodation including laundry, clothing, ablutions	15	14
B	Discipline including adjudications, IEP, sanctions	15	8
C	Equality	2	6
D	Purposeful Activity including education, work, training, library, regime, time out of cell	2	17
E	Letters, visits, phones, public protection restrictions	10	19
F	Food and Kitchens	7	7
G	Health including physical, mental, social care	44	26
H	Property, canteen, facility list, catalogues	64	70
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	14	25
J	Staff/prisoner concerns including bullying	8	9
K	Transfers	8	2
L	Miscellaneous	19	22
	Total number of IMB Applications	208	225