



Mrs Maggie Harris

Chair, Independent Monitoring Board
HMP Send, Ripley Road
Woking, Surrey
GU23 7LJ

12 September 2017

Dear Maggie,

**HMP SEND: INDEPENDENT MONITORING BOARD ANNUAL REPORT FOR 1 APRIL 2016 – 31
MARCH 2017**

Thank you for your Board's report for the year ending 31 March 2017. I am always grateful to you and your colleagues for your helpful observations and I want to assure you that we take these reports very seriously and are endeavouring to improve upon the action plans and timescales for improvements made.

I recognise the Board's concerns about access to release on temporary licence (ROTL). Ministry of Justice (MoJ) is currently reviewing the ROTL policy and practice in order to offer greater governor discretion over how ROTL operates and to improve access for those who can be trusted to take it and will benefit from it within a robust risk assessment framework. MoJ will continue to work with practitioners to ensure that the quality of the current risk assessment and suitability processes is maintained. MoJ and HMPPS are carefully considering how they can improve access to purposeful ROTL without undermining public safety and confidence. While this work is ongoing, staff at HMP Send will continue to encourage eligible prisoners to apply for ROTL.

I note your repeated concern about Carillion's performance, but wish to assure the Board that improvements in delivery are being made through regular meetings between the Governor and Carillion's new management team. Whilst there have been a couple of concerns mainly around sub-contractors, the facilities management (FM) team at HMP Send is considered to be one of the most capable and high achieving FM teams within the region. The Governor will continue to work with Carillion to ensure that service delivery at HMP Send is as effective as possible and ensures a safe and decent environment for prisoners and staff.

I note you have raised some local issues of concern in your report which the Governor will continue to keep you aware of as work continues. HMPPS comments in response to other issues raised in your report are set out in the attached annex.

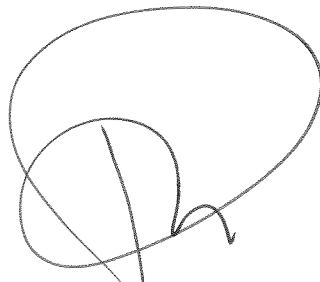
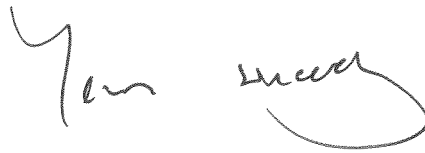
It was encouraging to receive your positive comments that prisoners are treated humanely and provided with a safe and supportive environment in which they can benefit from a variety of education, work and offending behaviour programmes. It was pleasing to read that a number of improvements have been achieved relating to your previous year's concerns, in particular improved services to the London

Community Rehabilitation Company, improved access to prisoner's money and affordable clothing. I was encouraged to read about initiatives such as the new Barista training course and the smoking cessation courses, and note the prison's commitment to the Women's Institute group which has provided many prisoners with the chance to learn new skills and has given a sense of achievement and pride.

I was pleased to read that those serving sentences for imprisonment for public protection (IPP) receive good support at HMP Send, but note your concerns about their progression, particularly those with mental health issues. I hope to reassure the Board that HMPPS recently completed a pilot on a new approach to casework, to augment and enhance existing case progression activity specifically for IPP prisoners. This has facilitated closer working with the Parole Board for the more complex cases, to ensure that parole hearings happen on time and with good quality, current risk assessments and reports. HMPPS is now embedding the lessons of the pilot into all its casework.

HMP Send has a range of services which are responsive to learning difficulties. Learning difficulty is not a barrier to engagement with the Democratic Therapeutic Community. Staff on the unit actively provide additional support and tailored intervention for women with learning needs to assist them in getting the most from their involvement. Psychologically Informed Planned Environments were set up to support women's needs and learning ability level. HMP Send will actively review the needs of its population to ensure programmes and interventions meet the needs of the prisoner group.

The Justice Secretary and I appreciate the valuable role played by members of Independent Monitoring Boards throughout the estate and we are very grateful for your continued hard work on behalf of HMP Send.



DR PHILLIP LEE MP

HMP SEND: INDEPENDENT MONITORING BOARD ANNUAL REPORT
FOR 1 APRIL 2016 – 31 MARCH 2017

HMPPS comments on matters raised in the report

Prisoners' Property

HMPPS understands the importance of property to prisoners and strives to ensure it is managed as effectively and efficiently as possible. It is in the interests of both prisoners and staff that property is dealt with promptly, fairly and with attention to detail. A review of the Prisoners' Property policy is currently taking place alongside a national project to reduce HMPPS annual litigation expenditure. A national cost reduction project began in early 2017, with work streams focusing on improving the handling of claims and preventing the causes of litigation. This work will feed into the prisoners' property review. HMPPS expect to issue a revised policy during 2017.

Accommodation

Community Rehabilitation Companies and the National Probation Service are required to provide support for all offenders when they are released from prison, including those sentenced to less than 12 months. This includes working together with local partners to help women find accommodation and supporting them to maintain their accommodation as part of a package of support tailored to meet their individual needs. All female offenders meet regularly with their offender manager after release and efforts are made to help find emergency accommodation where needed. Sometimes the reason why confirmation is not given to some prisoners until the day of their release is not always due to lack of availability, but because specialist accommodation in particular tends to run to near full occupancy. As part of a resettlement plan, the expectation is that there would be a contingency plan in case the preferred option is not available immediately on day of release. Providers work to the date the provision is required.

MoJ is developing a strategy for female offenders to improve outcomes for women in the community and custody, which they plan to set out later this year.