



Ministry
of Justice

Sam Gyimah MP
Parliamentary Under-Secretary
of State for Justice

Mr Alex Sutherland
Chair, Independent Monitoring Board
HMP Whitemoor
Longhill Road
March, Cambridgeshire
PE15 0PR

2nd October 2017

Dear Alex,

**HMP WHITEMOOR: INDEPENDENT MONITORING BOARD ANNUAL REPORT
FOR 1 JUNE 2016 – 31 MAY 2017**

Thank you for your Board's report for the year ending 31 May 2017. I am grateful to you and your colleagues for all the hard work that has been put into capturing your helpful observations, particularly as you have been short of Board members during the reporting year.

I understand your concern that the facilities management service provision provided by Carillion continues to be inadequate and negatively impacts on prisoners. HM Prison Service (HMPPS) continues to work closely with Carillion as it has been recognised that the required level of performance at HMP Whitemoor has not been achieved. Further collaborative work has taken place with the Carillion commercial team to ensure they are better able to respond to issues more effectively and expedite urgent repairs at site level; this includes catering equipment within the wing kitchens, such as the replacement of hobs and ovens. Carillion is also actively participating in the national re-set project which will facilitate improvements in contract delivery going forward.

Carillion continues to proactively work with prisoner painting parties to carry out reactive repairs to shower rooms. In addition, works have been undertaken to the plumbing infrastructure which had contributed to the problems experienced with the performance of the showers. The Governor at HMP Whitemoor continues to meet weekly with the local Carillion managers to monitor their work and encourage and support them in improving. Meetings with Carillion regional managers also take place regularly to highlight concerns and seek assurance that improvements in delivery can be expected in the future.

I am sorry to hear of the problems you are experiencing recruiting new members and appreciate the impact that this has had on existing Board members. Your concerns have been forwarded to the IMB Secretariat who will respond to you directly.

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.

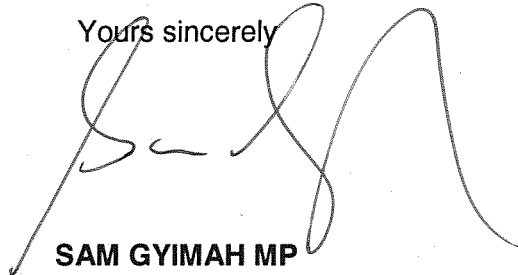
It was reassuring to receive your comments that HMP Whitemoor has been relatively settled during the reporting period and that staff have responded well to the challenge of managing the diverse range of religions and nationalities. It is pleasing to note the provision of staff training has increased and that there has been a series of improvements to healthcare staffing and services.

I was also encouraged to read that there has been a significant improvement in educational achievement and there is a good range of programmes to support progression.

HM Prison and Probation Service (HMPPS) comments in response to other issues raised in your report are set out in the attached annex.

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 Whitemoor.

Yours sincerely

A handwritten signature in black ink, appearing to be 'S. Gyimah', written over the typed name 'SAM GYIMAH MP'.

SAM GYIMAH MP

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FOR 1 JUNE 2016 – 31 MAY 2017**

HMPPS comments on matters raised in the report

Prisoner Supplies

Public Sector Prison Industries (PSPI) acknowledges there was a period during which some T-shirt sizes were out of stock due to supply issues. This has now been addressed, with production in prison workshops increased accordingly and the most regular sizes are now freely available from Branston stores. There had also been issues with establishments placing orders for a range of jogging bottoms that are no longer in production, having been replaced with an updated product. This was not initially picked up by some establishments, but better communication has addressed this and supplies are now more readily available.

The PSPI Senior Management Team are presented with supply performance data on a monthly basis and decisions are made on production or purchase according to stock demands and stock levels. PSPI continue to monitor supply levels on an ongoing basis and are better prepared to respond to demands from across the estate and are able to provide the majority of orders placed.

It is also acknowledged that there were some issues in October 2016 with HMP Whitemoor receiving cleaning and hygiene orders, in particular toilet rolls and cleaning products. However, these issues were quickly and effectively resolved by the Operational Contract Manager. Further issues were encountered across the estate during December 2016 when the Ministry of Justice and its Agencies moved onto a new Finance and Procurement platform which caused some back-order issues, as no new orders could be processed from 22 December 2016 until 31 January 2017. These issues have also now been resolved.

Wing managers at HMP Whitemoor will monitor supplies to ensure there are adequate stock levels of essential items at all times.