



Annual Report
of the
Independent Monitoring Board
at

HMP Send

**for reporting Year
April 2017 – March 2018**

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) 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.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) 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 and every part of the prison, and to the prison's records.

Main judgements

HMP Send is a well-managed prison where prisoners are treated fairly:

- Disciplinary procedures are fair (section 7, page 10)
- The complaints system is effectively managed (section 5, page 8)
- Prisoners were well prepared and supported during the months leading up to the smoking ban (section 4, page 7)

Sometimes fairness is compromised:

- Communications can be poor, leading to confusion (section 7, page 10)
- Property is still not arriving with prisoners (section 7, page 10)
- Delays in distributing hand-ins cause anxiety and distress (section 7, page 10)
- Imprisonment for Public Protection (IPP) prisoners are still imprisoned past their tariff dates, as reported last year (section 11, page 14)

The prison is committed to ensuring that prisoners are treated humanely:

- Accommodation is decent, and food is of a good standard (section 7, page 10)
- Prisoners spend most of the day out of their cells, working and associating (section 10, page 13)
- Prisoners are supported and protected when they are in crisis (section 4, page 7; section 6, page 9)
- Visits are well managed (section 5, page 8)

However:

- Frequent incorrect roll checks may put prisoners at risk (section 7, page 10)
- The waiting list for the dentist is too long (section 8, page 11)

Prisoners are provided with many opportunities to prepare for their release:

- There is a choice of vocational courses leading to qualifications (section 10, page 13)
- Basic skills are developed through the Education department (section 9, page 15)
- Release on Temporary Licence (ROTL) and Home Detention Curfew (HDC) help accustom prisoners to life outside prison (section 10, page 13; section 11, page 14)
- A variety of organisations help prisoners prepare for release (section 9, page 15)

However:

- It is not possible to monitor whether prisoners have any, or only very short-term, accommodation on release (section 11, page 14)

Main Areas for Development

TO THE MINISTER

- IPP prisoners are still imprisoned years past their tariff dates (section 11, page 14)

TO THE PRISON SERVICE

- Measures must be taken to ensure that prisoners' property moves with them when they transfer to another establishment, as reported in annual reports 2014 to 2017 (section 7, page 10)

TO THE GOVERNOR

- It is imperative that roll checks are accurately carried out (section 7, page 10)
- The prison must ensure that prisoners receive responses to their applications (section 7, page 10)
- Prisoner information needs to be visible and accurate (section 7, page 10)
- Hand-ins should be distributed to prisoners more quickly (section 7, page 10)
- Prisoners on J Wing remain unable to make phone calls in private, as reported last year (section 7, page 10)
- Dental appointment waiting times remain unacceptably long (section 8, page 11)

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 Induction Wing 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 are a Preparation Psychologically Informed Planned Environment (PIPE) unit and Progression PIPE unit and the only Democratic Therapeutic Community (DTC) in the female estate.

In this reporting year, Central & Northwest London (CNWL) Foundation Trust provided primary healthcare services and Mental Health In-Reach (MHIR), and the Forward Trust 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 until January 2018 when Gov Facilities Services Ltd took over the service. 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. 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 safe custody of prisoners is taken very seriously at HMP Send, and the Board is pleased to report improvements in what was already a high standard of care and concern.

- The monthly Safer Custody meetings, which are attended by a member of the Board, have increased focus on the causes of prisoner self-harm, with analysis of weekly time periods when incidents are more common, and of the reasons for self-harm as expressed by the prisoner.
- The prison carries out surveys to determine how safe prisoners feel at Send. While most prisoners report feeling safe most of the time, they feel least safe when moving between the wings and the Dining Hall. In response to this, prison management decided to move the main meal of the day during the dark winter months from evening to lunchtime.
- Board members were approached by prisoners anxious about the forthcoming smoking ban, but the prison made commendable efforts to prepare women for the ban, with help to quit smoking, and information on the availability of vaping devices and nicotine patches. It is to the prison's credit that the ban did not lead to significant unrest.
- During the reporting period there have been six serious incidents, each involving one or two prisoners creating barricades or climbing onto rooftops. Each has been quickly resolved without injury to prisoners or staff. Board members who observed the incidents have been impressed with the care and concern shown for the welfare of the prisoners.
- The number of self-harm incidents in 2017 was 262, up from 208 in 2016. The prison considers that this is due to a small but significant number of particularly vulnerable women.
- The number of Violence Reduction referrals was also higher in 2017 than in 2016, with a notable increase in offence-related bullying.
- The Samaritans have had difficulty recruiting and training new Listeners and as a result no Listeners have been available for night call out, but the Samaritans have told the Board that prison staff have been helpful and proactive in seeking to increase the number of Listeners.
- The Board is concerned to hear that drugs are sometimes entering the establishment. The presence of drugs can lead to bullying, and the unpredictability of reactions to new psychoactive substances puts prisoners at risk.
- During the reporting year there were investigations into allegations of staff having inappropriate relationships with prisoners.

5 EQUALITY AND FAIRNESS

The Board does not have any significant concerns about discrimination. Under 1% of prisoner applications involved equality issues.

- Prison complaint forms are readily accessible to prisoners. The Board monitors complaints in detail and considers that responses are fair, well explained and usually within the required time frame.
- Complaints forwarded to other establishments often take weeks to be addressed despite reminders. The quality and timing of responses from HMP Bronzefield is particularly poor.
- During the year 20 Discrimination Incident Report Forms (DIRFs) were submitted by prisoners, six of which referred to the same incident.
- Very few prisoners are on Basic at any given time. Prisoners are encouraged to attain Enhanced status but there are not always adequate volunteering opportunities to facilitate this.
- Board members regularly ask visitors for their opinions of the visits procedure and receive positive responses. They say that booking visits is easy. The Visits Centre provides a comfortable area for visitors on arrival before they are taken through Security to the Visits Hall within the prison. Members have witnessed friendly and welcoming staff make efforts to facilitate rapid checks so that visit times can be maximized.
- During the reporting period there were 13 Family Days and Children's Days. Board members observed the continuing efforts made to provide entertainment in the Visits Hall and to make the Dining Hall welcoming.

6 SEGREGATION/CARE AND SEPARATION UNIT

HMP Send does not have a Segregation Unit. When prisoners are segregated for disciplinary reasons they are confined to their cells. Board members who visit them have been satisfied that they are being monitored by Senior Management.

There are two observation cells for very short-term use for prisoners who are considered to be at serious risk. These were used 24 times by 14 prisoners, totalling 33 days, during the reporting period.

7 ACCOMMODATION (including communication)

Accommodation is of a standard which maintains decency and privacy.

- The Board received only one application concerning food during the reporting period, and regular positive verbal comments from prisoners.
- Over the year Board members have observed adjudications. Judgements are fair and awards appropriate. Prisoners are given the opportunity to speak for themselves and are treated with kindness and empathy.
- Communications in the prison have been enhanced by a Prisoner Information Desk, whose workers distribute applications efficiently, support new arrivals, and answer prisoners' queries.
- However, communications in several areas have been poor and have led to confusion or anxiety for prisoners:
 - notices are not consistently displayed,
 - notices are frequently out of date or inaccurate,
 - prisoners do not always receive responses to their applications and the Prison does not yet have an adequate system for monitoring this. The Offender Management Unit (OMU) is particularly poor at responding to applications in a timely manner,
 - one prisoner had nine appointments with her Offender Supervisor cancelled over a period of five months before finally meeting her for the first time,
 - prisoners were not informed about the conversion of four cells to dual occupancy until after the event, giving rise to anxiety and rumour.
- In last year's report the Board expressed concern at frequent incorrect roll checks, which could put prisoners at risk. There has been no improvement in this situation: during the last three months of the reporting year there were 18 incorrect roll checks.
- Lengthy ongoing exchanges between Carillion, Gov Facilities Services Ltd, BT and the prison have not yet resolved the problem of lack of privacy for phone calls on J Wing, as stated in last year's report
- Prisoners are still arriving from other prisons without all their property. This causes distress for prisoners, with repeated investigations and frequent confusion. 22% of applications to the Board involved property, either on transfer or within Send.
- The Board regrets that four single cells on J Wing were converted to dual occupancy with bunk beds to increase the capacity of the prison as an emergency measure. This has resulted in cramped cells with little storage space and a less comfortable standard of accommodation for the occupants.
- Two hand-ins of clothes a year are now allowed to prisoners. While this is a welcome concession in the interest of decency, there have been long delays in these clothes being handed out to prisoners. Many hand-ins received at the prison in January had still not been distributed in March, causing prisoners to complain to the Board that they were without coats during very cold weather.
- The facilities management transition from Carillion to Gov Facilities Services Ltd did not have any noticeable adverse effect on prisoners.

8 HEALTHCARE (including mental health and social care)

The year has mostly been marked by improvements in healthcare provision.

- An improved system for cancelling appointments means that Did Not Attends (DNAs) for healthcare appointments have reduced from 35% in August down to less than 10% in early 2018. This has resulted in shorter waiting lists.
- The healthcare waiting room has been adapted to provide a GP-style reception area (open door, receptionist, television) with the result that prisoners say the atmosphere is more pleasant and relaxed.
- Prisoners can now obtain 'in possession' medication directly from pharmacy staff. 72 prisoners currently benefit from this. The resulting reduction in the methadone queue has reduced the number of prisoners missing some of their work and education sessions.
- A nurse-led women's health clinic, covering sexual health, contraception and menopause has been well received by prisoners and reduces the need for GP appointments.
- Clinics for immunisation, over-50s' assessment, asthma, hepatitis C/gastroenterology, and diabetes have also commenced.
- An area of continued concern is the dentist waiting list, which reached a high of 18 weeks towards the end of the year (the target is six weeks, considered similar to the wait in the community). Emergency dental cases are dealt with within a few days.

9 EDUCATION AND OTHER ACTIVITIES

Overall the education provision at HMP Send has improved over the reporting period. There has been better availability of tutors than in the previous year and where there have been gaps they have been of a scale expected from normal staff turnover. There were pressures due to staff sickness and some problems with individual posts have continued, but on a smaller scale than previously.

- Basic maths and English classes are compulsory for all prisoners who do not meet Level 1 standard, enabling them to progress to other educational courses.
- Recurring problems with a boiler have had an impact on the delivery of classes and the attainment of higher level qualifications in Hairdressing and Beauty Treatments.
- The minority of prisoners who wish to follow higher level qualifications express some frustration at the amount of support available to them. There are currently two laptop computers available for distance learning.
- Computer equipment for a Virtual Campus for the education of prisoners, installed several years ago at significant cost, has been seriously underused.
- Prisoners express appreciation to the Board of the Gym, the two libraries and the prison branch of the Women's Institute, but frequently comment on the lack of anything to do at the week-ends.
- A significant proportion of prisoners are supported by Chaplaincy. About 80 volunteers in a variety of capacities provide a higher level of pastoral care for prisoners than could otherwise be provided by the prison.
- Six-week courses provided by Chaplaincy are available to prisoners whose sentences are too short to enable them to engage in longer programmes.
- The Board notes that the DTC, a national resource which provides a long-term offending behaviour intervention for prisoners who have a range of offending behaviour risk areas, does not run at its full capacity of 24.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

Every prisoner who is medically fit and below retirement age is engaged in education, work, or vocational training.

- Prisoners frequently express their satisfaction to Board members about achieving NVQ and City and Guilds qualifications, which include Hairdressing and Beauty, Horticulture, Barista, Business Administration, British Institute of Cleaning Science and Advice and Guidance.
- Prisoners who are eligible for ROTL are provided with paid and unpaid jobs, including some with local and national businesses and charities with whom the prison has established good relationships. There are more job opportunities available than there are prisoners eligible to fill them.
- Prisoners who are not required at work for any reason are locked in their cells, which leads to boredom and frustration. This happens most frequently with Gardens workers, Kitchen workers and cleaners.

11 RESETTLEMENT PREPARATION

- The Board, as reported in former annual reports, believes the continued detention of IPP prisoners who are past their tariff dates to be unjust. Despite commendable efforts by the prison to progress prisoners through parole hearings to open conditions or release:
 - at the time of writing there were 11 IPP prisoners at HMP Send, 10 of whom were past their tariff date,
 - seven of these were at least four years over tariff,
 - one was more than seven years over tariff,
 - two IPP prisoners were released during the reporting year,
 - three were recommended for open conditions.
- The Offender Management Unit (OMU) has focussed on increasing ROTL numbers with some success. A prisoner awareness campaign has resulted in all eligible prisoners applying for ROTL.
- Although all prisoners are contacted by a CRC 12 weeks before release, the Board is concerned London CRC is acting as a prisoner signposting service without adequately assisting prisoners in meeting their accommodation needs.
- The Board has not been able to monitor whether prisoners are leaving with adequate accommodation in place because London CRC have declined to share information with the Board. This is a cause for concern.

12 WORK OF THE BOARD

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	13
Total number of visits to the establishment	381

13 APPLICATIONS TO THE BOARD

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	19	15
B	Discipline including adjudications, IEP, sanctions	23	15
C	Equality	5	2
D	Purposeful Activity including education, work, training, library, regime, time out of cell	6	2
E 1	Letters, visits, phones, public protection restrictions	10	10
E 2	Finance including pay, private monies, spends	8	0 not specifically monitored
F	Food and kitchens	2	7
G	Health including physical, mental, social care	29	44
H 1	Property within this establishment	22	25
H 2	Property during transfer or in another establishment or location	26	30
H 3	Canteen, facility list, catalogue(s)	3	9
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	23	14
J	Staff/prisoner concerns including bullying	23	8
K	Transfers	2	8
L	Miscellaneous	14	19
	Total number of IMB applications	215	208