



# **Annual Report of the Independent Monitoring Board at HMP Send**

**For reporting year  
1 April 2022 to 31 March 2023**

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## Introductory sections 1 – 3

### 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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required 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 authority has been delegated as it judges appropriate, 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 and every part of the prison, and also to the prison's records.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that States designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

### 2. Description of the establishment

HMP Send is a closed prison for adult women and transgender prisoners, with no remand prisoners or prisoners sent directly following sentencing. It had an operational capacity of 196 throughout the reporting year.<sup>1</sup> The prison had 182 prisoners at the beginning of the reporting year and 177 prisoners at the end, of whom 67 were indeterminate sentence prisoners and very few had sentences of less than one year. It is situated in the Surrey countryside with well-spaced residential wings. There is no public transport to the prison.

All wings in use during the reporting period have single cells, the majority with shower and toilet; ten single cells in one block share bathrooms. Two blocks that were condemned have been demolished and building work is in progress for two new wings.

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<sup>1</sup> Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

Send is the only women's prison to have a democratic therapeutic community (DTC). It also offers a preparation psychologically informed planned environment (pre-PIPE) unit and a progression PIPE unit.

### **3. Key points**

#### **3.1 Main findings**

##### **Safety**

- The Board considers Send to be a prison in which the management and staff make a great effort to try and ensure the safety of prisoners, including those who have complex needs (4).
- Self-harm remains worryingly high with a significant proportion of the incidents carried out by a small number of prisoners whose behaviour is defined as prolific (those who have self-harmed five or more times a month). The Board continues to believe that prison is not an appropriate place to rehabilitate traumatised individuals and that prisoners with severe mental health issues should be accommodated in secure mental health units (4.2).

##### **Fair and humane treatment**

- Work was completed on electric circuits in the wings just after the end of the reporting year. This will allow prisoners to use electric fans in hot weather (5.1).
- Wayout TV was installed during the reporting year; the potential benefits of this as a communication and educational tool have not yet been realised (5.1).
- The Board has observed positive relationships and work between staff and prisoners (5.3).
- There are shortcomings in the management of discrimination incident report forms (DIRFs) (5.4).
- Prisoners accessing release on temporary licence (ROTL) are disproportionately white. The same pattern is observed in categorisation for open conditions (5.4).
- The Board is pleased to note the improvement in prison response times to complaints (5.6).
- The Board is concerned about the length of time it takes to resolve property complaints relating to transfers between establishments (5.7).

##### **Health and wellbeing**

- The provision of healthcare services has been largely good, despite the challenges faced by persistent staff shortages across the different healthcare functions (6.1).
- Refurbishment of the dental surgery was completed. The waiting lists for routine dental treatment, however, deteriorated significantly during the year (6.1).
- Obesity among prisoners remains worryingly high (6.1).
- The Park Run on Saturday mornings continues to be popular. Participation is now limited to enhanced prisoners as an incentive for good behaviour (6.3).

## **Progression and resettlement**

- Class sizes in education are smaller than before Covid-19, but this is generally welcomed by prisoners. However, participation remains relatively low (7.1).
- The continued lack of digital in-cell technology remains a significant concern (7.1).
- A review is made of those prisoners who have been in jobs for more than 21 months, with a view to job rotation (7.3).
- The new Employment Hub and a Jobs Fair were positive developments. However, the number of prisoners accessing ROTL has continued to be disappointingly low (7.4).
- It is unjust that there are two indeterminate sentence for public protection (IPP) prisoners, held well beyond their tariff (7.4).
- Staff shortages within the Offender Management Unit (OMU), have impacted services to prisoners (7.4).
- In the last quarter of the year, the number of social visits was exceeded by the number of social video calls (7.5).
- The implementation of the Offender Management in Custody (OMiC) model was not working as planned due to staffing issues (5.3).

## **3.2 Main areas for development**

### ***TO THE MINISTER***

- The Board continues to believe that prison is not an appropriate place to rehabilitate traumatised individuals and that prisoners with severe mental health issues should be accommodated in secure mental health units (4.2).
- The Board noted the Justice Committee recommendation, of September 2022, that a re-sentencing exercise is the only way to address the injustice of IPP sentences and found the response of the Government in rejecting this recommendation in February 2023 disappointing (7.4).

### ***TO THE PRISON SERVICE***

- The continuing failure to roll out digital technology to Send is unacceptable and amounts to unfair treatment for prisoners at Send (7.1).
- The shortage of probation officers, both at Send – where four of the six full-time equivalent probation officer posts are currently vacant – and in the community, has had a damaging effect on prisoners' progression and prospects for successful reintegration into society (7.4).
- The OMiC model cannot be implemented successfully with current staffing issues (5.3).
- The delays and losses of property on transfer from one prison to another need coordinated action by the whole female prison estate and the contracted transfer service providers (4.1) (5.7).
- Some prisoners identify plaiting/braiding as an important part of racial identity, yet this hairdressing module is not offered under the current education curriculum (5.4).

## ***TO THE GOVERNOR***

- The Board would like to see an improvement in the number and timeliness of use of force (UoF) debriefs (4.4).
- The Board is concerned about the impact of prison staffing issues on delivering regular keywork as intended in the OMiC model (5.3).
- The overall impression of the Board is that the management of discrimination incident report forms (DIRFs) is disorganised. Furthermore, there is no longer an independent scrutiny of DIRFs (5.4).
- The Board would like to see an increase in the number and diversity of prisoners accessing ROTL (5.4) (7.4).
- Hair and beauty/skincare have been raised in applications by black, Asian and minority ethnic prisoners who complain that there is inadequate provision of suitable products for them on canteen (5.4).
- The Board would like to see more prisoners engaged in education (7.1).
- The Board would like to see the teaching of beauty resumed (7.1).

### 3.3 Response to last report

Issue raised	Response given	Progress
<p><b>Minister</b></p> <p>1.The Board remains concerned that the government plan for 500 new prison places for women contradicts the female offender strategy (June 2018) which sets out the vision that custody should be made a last resort, reserved for the most serious offences.</p> <p>2.Provision should be made in appropriate secure specialist mental health facilities for the small number of very challenging women with highly complex mental health needs. These are often a result of traumatic lives and manifest as prolific self-harm. Prison is a totally inadequate ‘revolving door’ for these prisoners.</p> <p>3.The Board continues to have concerns about the unjust detention of one IPP prisoner, who is 11 years past her original short tariff date.</p> <p>4.The Board is concerned that there is a lack of appropriate resettlement accommodation.</p>	<p><b>Full details of responses in letter from MoJ dated 27 October 2022</b></p> <p>1.The proposed new places reflect a projected increase in demand. The Justice Select Committee’s recent report on women in prison noted that the additional facilities had the potential to improve custodial conditions, as well as going some way towards achieving the strategy’s aim of making the female estate more trauma informed.</p> <p>2.The Mental Health Bill of June 2022 seeks to improve the support for people with acute mental health needs, including those who come into contact with the criminal justice system. The Bill includes the provision to introduce a statutory limit of 28 days for transfers to hospital. The Bill also includes reforms to end the use of prison as a place of safety.</p> <p>3.At HMP Send the Women’s Estate Psychology Service (WEPS) works closely with OMU and others to provide a proactive risk assessment in response to the parole process for IPP women.The IPP prisoner mentioned in the annual report has now progressed from HMP Send to an open prison.</p> <p>4.The Prisons Strategy White Paper set out plans for supporting women with accommodation needs on release. These included the expansion of the temporary accommodation service as well as Strategic Housing Specialists who will support prisons to reduce homelessness.</p>	<p>1.The Justice Select Committee report warned that limited progress had been made in developing alternatives to custodial sentences for women and found that more must be done to address addiction, mental health and trauma issues facing women who enter the custodial system. Despite a fall in the female prison population over the past five years the MoJ is still predicting an increase in female numbers without any evidence of modelling carried out to determine the 500 extra prison places to be built.</p> <p>2.See above.</p> <p>3.At the end of the reporting year there were two IPP prisoners at Send, one of whom was 13 years past her original tariff date (7.4).</p> <p>4.Appropriate resettlement accommodation remains in short supply, but the Board acknowledges the efforts of the prison to ensure that prisoners released had accommodation to go to.</p>
<p><b>Prison Service</b></p>	<p><b>Full details of responses in letter from MoJ dated 27 October 2022</b></p>	

<p>1.The Board urges HMPPS to speed up the plans to roll out digital in-cell technology to HMP Send.</p> <p>2.The Board would like to see provision of training to address the specific needs of female prisoners such as trauma-informed care, de-escalation and distraction techniques.</p> <p>3.Recruitment issues continue to impact on all areas of prison life including operational staff, healthcare and catering.</p> <p>4.The Board thinks it is important that there is association time for prisoners as well as purposeful activity.</p>	<p>1.The prioritisation of prisons is being carefully considered balancing available funds and greatest need. It is also recognised that there have been delays in mobilising IT for prisoners to use due to security concerns and alternatives are being trialled.</p> <p>2.Training has now recommenced across the prison which includes Becoming Trauma Informed training.</p> <p>3.Recruitment marketing campaigns are being used on a variety of channels to attract candidates.</p> <p>4.The level of restrictions that prison regimes have experienced during Covid mean there is a need to increase access to purposeful activity and the time prisoners are unlocked to support well-being, rehabilitation and sentence progression. HMP Send has been operating a full regime since April 2022 .</p>	<p>1.There is no progress to report on the roll out of in-cell technology (7.1).</p> <p>2. Training has recommenced.</p> <p>3.Staff shortages continue to affect the working of the prison. Long term shortages of probation officers limit prisoners' progression in sentence plans and resettlement planning (7.4).</p> <p>4. Association time and activities such as book club have resumed.</p>
<p><b>Governor</b></p> <p>1.The Board would like to see the strategy for education and training at Send drive a culture of learning and become a key focus.</p> <p>2.Despite staff efforts to alleviate the impact on the health and wellbeing of</p>	<p>1. Education was seen as a priority.</p> <p>2.Work to be carried out to upgrade electrical circuits to allow the use of plug-in fans in all cells.</p>	<p>1.The Governor has emphasised the importance of education and there have been positive developments, but there remains a low level of participation (7.1).</p> <p>2.Electric circuit work was completed a few days</p>



<p>prisoners during hot summer days, ventilation is still inadequate in cells.</p> <p>3.The Board has concerns about ownership of complaint issues and lack of outcomes.</p> <p>4.There has been a persistent problem with the availability of healthcare complaint forms on wings.</p> <p>5.The Board is concerned that the new social visits visiting time of 9am on Saturdays is affecting families' ability to visit and has a negative impact on family ties.</p> <p>6.The Board would like to see a clear outline for enhanced living on C wing, clearly communicated to prisoners.</p> <p>7.The Board would like to make sure discrimination incident reporting forms (DIRFs) are independently scrutinised by an external specialist organisation and action is taken on any themes emerging from them.</p>	<p>3.The Governor acknowledged the shortcomings in the handling of complaints. The Deputy Governor carries out a monthly review.</p> <p>4.The lack of healthcare complaints forms was acknowledged, and steps taken to ensure availability.</p> <p>5.The new visiting time of 9.00am on a Saturday was identified by the prison as potentially restricting the number of social visits.</p> <p>6.The Board is unaware that any such communication took place.</p> <p>7.This has not taken place during the reporting year</p>	<p>after the reporting year ended (5.1).</p> <p>3.Recent checks by the IMB of complaints have identified a significant improvement in the prison's handling of the process (5.6).</p> <p>4.Availability of healthcare complaint forms is checked periodically during rota visits. No shortages have recently been identified.</p> <p>5.Early in the reporting year, the Saturday visiting time was moved back to 2.00pm (7.5).</p> <p>6.There has been little progress in developing C wing for enhanced living (5.1).</p> <p>7. No progress and DIRFs remain a concern for the Board (5.4).</p>
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## **Evidence sections 4 – 7**

### **4. Safety**

The Board considers Send to be a prison in which the management and staff make a great effort to try and ensure the safety of prisoners, including those who have complex needs.

Safety data are presented and discussed at the monthly Safer Custody meeting and an action plan is monitored. In addition, the weekly Safety Intervention and High Risk meetings focus on individuals who require a high level of support.

#### **4.1 Reception and induction**

88 prisoners arrived during the reporting period and all were transferred in from other prisons, mainly from HMP Bronzefield. New arrivals say that they have access to good support, including an Early Days in Custody screening which assists them in feeling safe. The work done by the Induction Orderly has been commended by newly arrived prisoners.

A significant issue for new prisoners on arrival is the loss of property during transfer (5.7).

#### **4.2 Suicide and self-harm**

In common with the rest of the female estate, Send is a prison where most violence is directed at the self rather than at others.

Self-harm continues to be high. The total number of incidents was 867 compared with 837 in the previous reporting year and 543 incidents in 2019-20 when the population was 40% higher and was not locked down at any time during the year. The main triggers given for self-harm are 'low mood' and 'family issues'.

70-80% of self-harm incidents each month have been carried out by a small number of prisoners whose behaviour is defined as prolific (those who self-harm five or more times a month) which is similar to last year. The Board reiterates that the needs of these complex individuals with multiple mental health issues are not served well in prison. Their presence also consumes a great deal of staff time. The staff are to be commended for their compassionate care and support of these prisoners.

The number of assessment, care in custody and teamwork (ACCT) documents opened during the year was 174. For almost all the reporting year Send significantly exceeded its expected number of ACCTs when compared to the population size.

The Listeners performed a valuable role throughout the year operating usually from 8am-10pm. Outside these hours prisoners can call the Samaritans from their in-cell phones. 'Family', 'problems with other prisoners' and 'self-harm' were stated as the top issues for most of the year with 'sentencing/ sentence progression' becoming more common towards the end of the year. Monthly contacts with Listeners varied from 10 in April to 91 in October with an average of 42.

### 4.3 Violence and violence reduction

Send continues to be a prison where the levels of violence are low and the Board has observed a culture of respect between the majority of the staff and most prisoners. There were 32 assaults during the year: 13 on staff and 19 prisoner-on-prisoner. This was down from 19 prisoner-on-staff assaults last year but up from nine prisoner-on-prisoner assaults. The regime allowed more time out of cell and association between prisoners as Covid restrictions were lifted. This is likely to have contributed to the increase in prisoner-on-prisoner assaults.

The prison has increased its use of the Challenge, Support and Intervention Plan (CSIP) this year, the aim of which is to ensure that low level poor behaviour is dealt with before it becomes entrenched or escalates. There were 197 CSIP referrals during the reporting year and 36 CSIPs were opened. Bullying continues to be the main contributing factor in most of the referrals.

### 4.4 Use of force (UoF)

	2021-2022	2022-2023
Planned incidents	2	5
Spontaneous incidents	182	93
Incidents on body worn camera footage	88 (48%)	71 (72%)

Board members attend the UoF meeting regularly and review prisoner debriefs when available. From the evidence provided the Board considers that use of force was reasonable and proportionate but agrees with areas for improvement as identified by the UoF committee. The Board would like to see an improvement in the number and timeliness of debriefs.

Priority issues were proper protocols for incident handling including correct use of body worn cameras (BWCs), staff training in correct holds and the importance of the documentation trail with the appropriate level of detail. UoF training resumed in January 2023, and BWC usage increased.

Most incidents were to prevent self-harm, often attributable to a small number of prisoners whose behaviour is defined as prolific (those who self harm five or more times a month), two of whom were released early in the year which lowered incident levels, as did the increased use of BWCs, keywork (5.3) and ACCT management.

On 16 December 2022 a serious incident at height occurred and the national team attended. Two Board members monitored the incident and concluded that it was well handled, with a focus on the prisoner's safety and the safety and welfare of staff. The cold debrief was not held until 27 March.

### 4.5 Preventing illicit items

Illicit substances and the trading of prescribed medication continue to be major factors in prisoner bullying and at the root of debt issues. Mandatory random drug testing restarted during the reporting year after a hiatus of over two years during Covid-19. Of the 13 applications the Board received relating to discipline, three

concerned adjudications following drug testing. It is not until the adjudication that information comes from Healthcare indicating whether the quantity of the drug in the prisoner's system is consistent with the prescribed dose. This delay can leave the prisoner feeling anxious.

Photocopying of post has been in place for the whole of the reporting year with all original mail being passed through the Rapiscan machine to detect any illicit substances. There was one application to the IMB about the quality of photocopying this year; this had been a common complaint in previous years.

The presence of drug detection dogs has been occasional, rather than regular throughout the year.

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

Towards the end of the reporting year a building project commenced for temporary pods which will accommodate a further 64 prisoners.

Work was completed on electric circuits in the wings just after the end of the reporting year. This will allow prisoners to use electric fans in hot weather and regulate heat from radiators in the winter.

Wayout TV was installed in the reporting year, although the Board understands that the full potential available from using this as a means of communication to prisoners has not yet been achieved.

Prisoners have requested a greater cultural diversity in the food menu in various forums. The prison responded with a food survey and menu focus groups in order to take this forward.

### **5.2 Segregation and constant supervision**

Send does not have a segregation wing. Prisoners who are segregated for disciplinary reasons are confined to their cells.

There are two constant supervision (CS) cells, plus a third holding cell which is used if both CS cells are occupied. Over the year, the CS cells were occupied by 35 individuals for a total of 170 nights which is a marked decrease on the previous year (254). This decline resulted from the departure of one prisoner whose self-harm behaviour was described as prolific.

The Board has been impressed by the sensitive and dedicated care given to prisoners on CS.

### **5.3 Staff-prisoner relationships, key workers**

The Board has observed a positive and supportive culture and welcomed the restarting of trauma informed training in January 2023.

On average a prisoner sees a keyworker fortnightly; the OMIC model recommends weekly keywork sessions. Issues that have prevented this are staff shortages and absences. The Board has received comments from a few prisoners that they were unaware of who their key worker was, or that they have not seen them for an extended period.

### **5.4 Equality and diversity**

The ratio of white to black, Asian and minority ethnic prisoners across the reporting year was approximately 70% to 30%.

The Board notes significant progress in the availability of statistics and quantitative trends during 2022-23. The year also has seen the reinstatement of focus groups. Board members who attended focus groups reported good engagement, a relaxed atmosphere and positive, thoughtfully informed discussion.

Over the course of the reporting year, 8 equality-related applications were submitted to the Board. This represents around 4.5% of total applications. Ethnicity remains the protected characteristic featuring most frequently in applications.

The Board's attempts to review 2022-23 DIRFs were, disappointingly, only partially successful, with less than 50% made available. Of the DIRFs reviewed, most cited multiple protected characteristics, with the most frequent being disability followed by race. The Board cannot make further comment because of the lack of available information.

In previous years, there had been an independent review of DIRFs by an external party. This is no longer happening.

The Equalities Action Team (EAT) has reviewed job allocations by ethnicity after prisoners expressed concern; no evidence of discrimination was found.

Prisoners accessing ROTL are disproportionately white, with only one black prisoner on ROTL during the reporting year. The same pattern is observed in categorisation for open conditions.

Hair and beauty/skincare have been raised in applications by black, Asian and minority ethnic prisoners who complain that there is inadequate provision of suitable products on canteen. Some prisoners identify plaiting/braiding as an important part of racial identity, however this is not included in the City & Guilds curriculum which the prison offers.

## **5.5 Faith and pastoral support**

Following the transition from Covid-19 regimes, chaplaincy is back to full operation of all faith services, faith festivals and non-faith related courses. A programme of special events has been run, with participation from community groups such as Ruach, a black Pentecostal church, an art workshop, poetry workshop, theatre performance, gospel choir, jazz choir visits, and several inspirational speakers who have experienced prison and turned their lives around.

New resources include an in-cell workbook called Money in Prison, which everyone is encouraged to complete on induction, with personalised one-to-one support for those who need it.

## **5.6 Complaints**

The Board is pleased to note the improvement in prison response times to complaints, with 74% of complaints answered on time. The Board carried out 9 complaints checks and found almost all of the responses to be courteous and appropriate. Regular quality assurance audits were conducted by the Deputy Governor or a member of the Senior Leadership Team; these did not highlight any areas of concern regarding the quality of staff responses.

## **5.7 Property**

Excluding the Confidential Access category, more complaints are submitted about property than any other aspect of prison life, averaging 16% of complaints each

month. The IMB received 18 applications relating to property within the prison and 17 about property during transfer. These figures each correspond to 10% of total applications received in the reporting year 2022-23.

The Board is particularly concerned about the length of time it takes to resolve property complaints relating to transfers between establishments, and the lack of consistent process in dealing with inter-prison property issues. Bronzefield is cited more than other prisons because most arrivals come from there. New arrivals have been refused property that they had been allowed elsewhere, such as black towels and china cups. Prisoners complain about a lack of clarity around volume limits when moving between prisons. There have also been several cases where the property left behind has not arrived at Send within four weeks as required by the Prisoners' Property Policy Framework section 4.47.

## 6. Health and wellbeing

### 6.1 Primary healthcare

The Board received compliments by prisoners throughout the year about healthcare, as well as 21 applications, representing 12% (8% in 2021-22) of the total number of all applications for the reporting year. Applications concerning healthcare were for a variety of matters and no trend or long-term concern was identified. The Board believes the provision of services to prisoners has largely been good, despite the challenges faced by persistent staff shortages.

Compared to the two previous years, the management of Covid-19 has not been a dominant feature. At the end of the reporting year, there was a significant, albeit short-lived, outbreak amongst prisoners and staff, but the prison was quick to react to this situation in a controlled and prudent manner. The level of uptake by prisoners on the offer of the latest Covid-19 vaccinations has been lower than for those previously.

All other immunisations and screenings proceeded during the reporting year. This included a successful high intensity and treat (HITT) event for hepatitis C in early March, carried out through a partnership of HMPPS, The Forward Trust, the Hepatitis C Trust and the Royal Surrey NHS Trust. This event was incentivised with £5 of spends credit and a bar of chocolate. All 173 prisoners at Send attended, and 168 accepted the test. Of those tested, 14 were positive, of which 12 were already known.

A project completed in August confirmed that prison in the female estate is an obesogenic environment and revealed that 55% of the population at Send was obese. The study suggested that factors that contributed to this included: less active lifestyles, lack of exercise, no calorie information available on foods, drugs being replaced by food due to increased hunger, some medication prescribed for mental health leading to weight gain, and eating to soothe. A multidisciplinary initiative has been established by the Deputy Governor to address these issues.

During the reporting year, two prisoners were recruited as healthcare champions to support both primary care and mental health.

Managing the waiting list for dental treatment continued to be challenging with a significant deterioration for routine dental appointments during the year. The Board was pleased, however, that the refurbishment of the dental suite was completed.

Key waiting lists:

	June 2022	Sept 2022	Dec 2022	March 2023
	Weeks	Weeks	Weeks	Weeks
Routine dental	5	8	15	16
Follow up dental	25	17	20	17
Optician	N/A	8	16	1
Physiotherapist	6	7	8	11
Podiatrist	16	15	16	5



## **6.2 Mental healthcare**

The Mental Health Inreach (MHIR) team provides both primary and secondary care. This is managed by a team of 10 when fully staffed; however the team was running at 50% capacity at the end of the reporting period. All Covid-19 restrictions are now lifted enabling increased face-to-face contact and the running of group sessions.

Whilst prisoner access to group sessions is broadly available without delay, the waiting time for individual counselling or psychology services may run to several months. That said, emergency referrals are seen by a member of the team within four hours, urgent referrals on the same day and general referrals are seen within three to five days.

The caseload of the team stands at 57 women: roughly 30% of the prison population.

All Democratic Therapeutic Community (DTC) activities have now resumed following the removal of Covid-19 related restrictions. The community is now fully staffed. The community head is leading an internal education and information programme to broaden diversity and ethnicity across the participant group. Only 1 out of 16 participants in the reporting period was from a black, Asian or minority ethnic background.

The release of Covid-19 related restrictions has allowed all Psychologically Informed Planned Environment (PIPE) activities to resume, including the socially therapeutic work such as art classes and drama groups. Staffing levels are significantly improved on last year. At the end of the reporting year, seven prisoners were participating in pre-PIPE (capacity of 10) and nine in progression PIPE (capacity of 20).

## **6.3 Exercise, time out of cell, gym**

The provision for prisoners to spend time out of their cells improved over the year, by the end of the reporting year ca.90% of prisoners engaged in purposeful activity.

For much of the reporting year the gym only had two members of staff. This limited the provision of activities. The Park Run on Saturday mornings continues to be very popular; it is now open to enhanced prisoners only, as an incentive for good behaviour. A recent gym timetable has included an offer for an educational course which comprises 'boats not bars' (a charity) delivering a rowing programme and a Level 2 Food and Nutrition course running alongside.

## **6.4 Drug rehabilitation**

Drug rehabilitation is managed by The Forward Trust. The participation rate remains at around 50% of the Send population. The Incentivised Substance Free Living wing remains an important space for those women who want the additional structure in the way they handle their rehabilitation. All group activities have resumed.

Prisoners who have completed the programme are eligible to apply for accommodation through the Vision Trust on release. This is an important step in maintaining recovery once released from prison.

## **6.5 Soft skills**

This year has seen the provision of murals painted by prisoners around the prison, including colourful jungle themes in the Visits Hall. Many prisoners use their in-cell time to make craft items and one prisoner won an art prize from the Prisoners' Education Trust for a piece of cross stitch. There were six entries from HMP Send in the Koestler Prison Arts Charity Awards, who share their artworks with the public, so that other people can witness this diverse range of voices, stories and talent.

## **7. Progression and resettlement**

### **7.1. Education**

Courses have fully resumed after the disruption of Covid-19. Class sizes are smaller than before Covid-19, but this is generally welcomed by prisoners. The Board has seen many excellent classes in progress, and prisoners' feedback has been overwhelmingly positive. Over the year, prisoners have achieved over 200 qualifications in 18 different accredited courses at Send, with a focus on level 1 Maths and English. Around 30 prisoners have engaged in distance learning on a range of subjects. Board members have seen prisoners' delight in achieving qualifications, some of them for the first time in their lives. However, participation remains relatively low and courses were not fully subscribed; across the year attendance was only a little more than half of capacity. To some extent this reflects the number of prisoners at Send and the existence of competing opportunities for prisoners' time. The Board would like to see more prisoners engaged in education.

The Board is also concerned that a decision has been made to discontinue the teaching of beauty. Such training may provide invaluable skills and work experience to prisoners for future application in the community.

For several years the Board has highlighted the lack of progress in the provision of IT at Send and our conclusion is that the prison is failing to prepare prisoners for life in a digital society. Government findings in 2019 stated that "digital skills are becoming near-universal requirements for employment". Good Things Foundation (a UK digital inclusion charity) and others have highlighted that digitally excluded people may experience negative impacts, including poorer health outcomes and social isolation. Last year we urged HMPPS to speed up the plans to roll out digital in-cell technology to HMP Send. The introduction of Wayout TV, though welcome, is no substitute for this, and little use is currently made of its educational content. The situation at Send contrasts starkly with other prisons.

### **7.2 Library**

For the latter part of the year, the library has not had use of a computer. This has denied prisoners the opportunity to learn necessary IT skills.

During the reporting year, 6,037 books were borrowed and 9,846 DVD/CD/Games with 4,643 visits to the library. This is down on pre-pandemic figures but could be due to there being fewer prisoners plus the distance of the library from one wing where the librarian provides a 'pop up' facility and delivers books direct to prisoners.

Since the pandemic, the book club has restarted with 12 regular attendees and the library is currently hosting a creative writing workshop run by volunteers from the National Trust.

### **7.3 Vocational training, work**

Arrangements for work have now returned to the norm that existed pre-Covid, with prisoners working one or two sessions a day. At the end of the reporting year, 103 prisoners were employed full-time and 60 part-time.

Prisoners have complained that the pay is less generous than in other prisons.

The prison has taken steps this year to limit the time that prisoners can spend in a job, reviewing those who have been in post for more than 21 months. This has been resented by some prisoners who were comfortable in established roles. The prison has also been tougher in issuing behaviour warnings for non-attendance at work: some prisoners have complained that this is unfair.

Work in the kitchens has been an area of contention. There have been problems attracting and retaining sufficient prisoners to do this work, and in balancing the benefits of using competent and willing workers with giving other prisoners the opportunity to acquire skills.

#### **7.4 Offender management, progression**

In our report last year, the Board highlighted its concern that Covid restrictions had made it difficult for some prisoners to complete their sentence plans and progress towards release. The residual impact of these restrictions, together with staff shortages, continued to limit progression this year.

There have been some positive developments, including a new Employment Hub, which opened in the last month of the year, and a Jobs Fair in January. However, despite the evident interest of local companies in employing prisoners both before release and longer term, the number of prisoners accessing ROTL has continued to be disappointingly low. During the reporting year, the total number of prisoners on temporary release was 15. At the end of the reporting year there were only six prisoners on ROTL.

There are two IPP prisoners at Send. One has served 13 years over the original tariff of two and a half years. The other has served three years over tariff. The Board continues to believe that the continued detention of these prisoners is unfair and inhumane. The Board noted the Justice Committee recommendation, of September 2022, that a re-sentencing exercise is the only way to address the injustice of IPP sentences and found the response of the Government in rejecting this recommendation in February disappointing.

Staff shortages within OMU have impacted on the service to prisoners. The Board received a significantly higher number of applications in the reporting year concerning sentence management: 20, representing 12% of the total, versus six in 2021-2022, representing 5% of the total. The shortage of probation officers, both at Send – where four of the six full-time equivalent probation officer posts are currently vacant – and in the community, has had a damaging effect on prisoners' progression and prospects for successful reintegration into society.

A positive development is the reinstated focus on lifers, who represent over a third of the prisoner population at Send. OMU organised a well-attended Lifers' Day in August, and lifers also attend the regular family days.

## **7.5 Family contact**

The number of prisoners receiving social visits during the last quarter of the reporting year was 246, which included visits from 133 children. This is less than the number of social video calls. We believe this could be a result of an increased popularity of social video calls which do not incur travelling costs and can be considered more convenient, with children not having to visit a prison establishment. There were reports from visitors of the inadequate service provided by the national booking line for social visits. This has largely been resolved but complaints still exist, especially about long telephone waiting times.

For part of the reporting year, the Saturday social visits session was moved to 9.00am. However, morning visits were unpopular with families who had difficulty in arriving at the prison on time and the Board welcomed the decision to return to Saturday afternoons.

Prison Advice and Care Trust (Pact) provide support to prisoners in maintaining or re-establishing communication between themselves and their family. They offer in-cell courses surrounding motherhood, self-esteem and relationships for prisoners. A three-year pilot project, Together a Chance, which places a Pact Social Worker in two women's prisons, completed its second year at HMP Send. An interim evaluation of year 2 of the project concluded that the Pact social workers played a significant role in managing self-harm and risk of suicide through the ACCT process and reported that all mothers were 'very satisfied' with their Pact Social Worker.

## **7.6 Resettlement planning**

71 prisoners were released from Send during the reporting year. It is estimated that 89% had accommodation on their first night.

The Board has attended OMU's monthly Inter-Departmental Risk Management meetings at which it plans for prisoners' release. We were impressed by the detailed consideration that was given to each prisoner, which now commences 6 or 8 months before release. It was evident, however, that the shortage of Community Offender Managers made it more difficult to plan for release and that prisoners who are considered low risk would get very little support after release.

## The work of the IMB

### Board statistics

Recommended complement of Board members	12
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	12
Total number of visits to the establishment	317

### Applications to the IMB (including those via the 0800 line)

Code	Subject	Previous reporting year	%	Current reporting year	%
A	Accommodation, including laundry, clothing, ablutions	9	7%	6	3%
B	Discipline, including adjudications, incentives scheme, sanctions	6	4%	13	7%
C	Equality	4	3%	8	4.5%
D	Purposeful activity, including education, work, training, time out of cell	17	13%	10	6%
E1	Letters, visits, telephones, public protection, restrictions	21	16%	24	14%
E2	Finance, including pay, private monies, spends	8	6%	1	1%
F	Food and kitchens	9	7%	8	4.5%
G	Health, including physical, mental, social care	11	8%	21	12%
H1	Property within the establishment	12	9%	18	10%
H2	Property during transfer or in another facility	8	6%	17	10%
H3	Canteen, facility list, catalogues	2	1%	1	1%
I	Sentence management, including HDC, ROTL, parole, release dates, re-categorisation	6	5%	20	12%
J	Staff/prisoner concerns, including bullying	12	9%	11	6%
K	Transfers	0	0%	5	3%
L	Miscellaneous	8	6%	10	6%
	<b>Total number of applications</b>	<b>133</b>		<b>173</b>	

# **Annex A**

## **List of service providers**

- Maintenance: Gov Facilities Services Limited (GFSL)
- Education: Weston College
- Escort contractor: Serco
- Healthcare and pharmacy: Central & Northwest London (CNWL) NHS Foundation Trust (with support by other providers for dental, optometry, physiotherapy, podiatry, and other services)
- Mental health: CNWL NHS Foundation Trust
- Substance misuse programme: The Forward Trust
- Social Care: Surrey County Council
- Visitors' centre: Prisoner Advice & Care Trust (PACT)
- Resettlement support: Probation Service



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