



Ministry of JUSTICE

National Offender Management Service

RECEIVED
30 APR 2010
BY: _____



Mark Smallman
Smallman & Son Ltd
Park View
97 St Peters Street
Syston
Leicester LE7 1HL

Dear Mark

Re: Reception extension at HMP Leicester

I would like to thank you and your team for the professional approach and appreciation of the Prison environment that has been demonstrated during the recent project to extend the reception building. It is not easy to work within a prison environment with the added complications of keeping the site operational 24hrs a day particularly with the security and operational restrictions imposed. The site had very limited space and was located in a key operational area with adjacent passenger and vehicle traffic this was bound to make construction difficult. Garry Orton and you have always listened to our problems and requirements to produce a workable design and endeavoured to deliver this to overcome any difficulties. I would particularly like to mention Graham Wood who has managed the daily operations at site and has been an excellent advert for your company. He has always been positive and responded with patience and commitment to produce an excellent standard no matter what problems arose.

I have appreciated the fact that you have listened to my questions and complaints and dealt with them professionally and appropriately this has resulted in an excellent working relationship, please thank all the team involved and pass on my appreciation.

Yours sincerely

Estates Group Manager