

H M PRISON SWALESIDE



ANNUAL REPORT

**From: 1st May 2012
To: 30th April 2013**

Section 1

STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD (IMB)

The Prisons 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.

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 availability 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 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.

Section 2

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Section 3

DESCRIPTION OF THE PRISON

The Prison was opened in August 1988 and now forms part of a group with HMPs Stanford Hill and Elmley.

Sheppey prisons have separate Governors, but one overall Lead Governor. Some administrative services are shared such as Finance, Industries and Human Resources.

The establishment is primarily a Category B Lifer Main Centre training prison which accepts first and second stage lifers, section two automatics and IPP (Indeterminate Public Protection) prisoners. At this point there are 847 B category, 232 C category and 18 D category in the overall population. The numbers of category C and D prisoners have gone down since the last Annual Report. This is particularly creditable as some category C prisons have recently closed. Between 1st May 2012 and 30th April 2013 97 prisoners were released from Swaleside, of whom 10 were for deportation.

The normal criterion for acceptance of determinate prisoners is that they are serving more than four years with a minimum of eighteen months to their parole eligibility date.

The certified normal accommodation is 1112 in single cells over eight wings.

The Prison Regime has been restructured following the introduction on 1st April 2012 of Fair and Sustainable, a programme aimed at reducing the running costs across the Prison Service. This change of Regime has had a significant impact on all areas of the Prison.

Section 4

EXECUTIVE SUMMARY

During the reporting year Swaleside had a change in Governor and Senior Managers which led to a more effective Management Team. The improvement is reflected in the continued good standard of care of prisoners despite budget cuts.

The continued budget cuts have led to changes in the regime which mean longer time in cells for prisoners. Any further budget cuts are likely to make the situation worse and are not conducive to a stable environment.

The Board has observed that there has been a variable acceptance of change in working practices. Some staff have embraced the change while others have found it difficult. Consequently morale of staff has been low with high sickness leave figures - the resulting low staffing levels have put further pressure on the work the officers have to do, leading to possible frustrations for prisoners.

It is sad to report that there has been one death in custody which would appear to be self-inflicted. There are still several outstanding Coroners inquests, some as much as four years old. This situation is not satisfactory for the relatives of the deceased or the prison staff involved.

Swaleside continues to experience considerable difficulty progressing Category B and C prisoners through the system.

The Kitchen has had a reduction in budget. The Board is concerned that with the increasing cost of foods this may result in the quality and quantity of food suffering. The Board will monitor this closely in the coming year.

At the time of the reporting period, the Rolls Inn (the staff mess) continued to be a great asset to the establishment and staff; the quality of the service and food being excellent. Sadly, since the end of the reporting period this provision has been closed due to the expansion of the kitchen and it being not financially self-sustaining. This has led to a further lowering of staff morale.

The Board is concerned to report an increased number of weapons, hooch and mobile phones being found and that the level of violence has continued to be unacceptably high. The trade in Tramadol remains a concern.

The number of gym staff has been reduced due to Budget constraints. The Gym has been a Centre of Excellence for its work skills. It is sad that the high level courses have been threatened.

4.1 Particular Issues Requiring a Response from the Minister

- 4.1.1 The Board is concerned with the effect that the reduction in Budget will have on changes in staffing levels and regime. Also lowering the budget for food, in a time of increasing food prices, is unacceptable. (*Section 5.7.1 Accommodation, 5.7.3 Kitchen, 6.6 Gymnasium, 6.7 Industries, 6.15 Works*)
- 4.1.2 Violence on staff and prisoner to prisoner and availability of contraband is of great concern to the Board. (*Section 5.7.1 Accommodation, 6.1 Adjudications, 6.14 Security*)

- 4.1.3 The Board is concerned as to the cost to the Prison of trashed cells. (*Section 5.6 Segregation*)
- 4.1.4 The Board is aware of insufficient employment at Swaleside. Resources are necessary to provide full time purposeful activity. (*Section 6.7 Industries*)
- 4.1.5 Many IPP prisoners are over tariff. (*Section 6.9 OMU*)

Particular Issues Requiring a Response from IC24 Integrated Health

- 4.1.6 The Board is concerned with the high level of prescribing Tramadol. (*Section 5.4 Healthcare & Mental Health*)

Particular Issues Requiring a Response from NOMS

- 4.1.7 Prisoners often have a problem with communication with Outside Probation. (*Section 6.10 Probation*)
- 4.1.8 Other prisons often take a long time to respond to RCFs or sometimes do not respond at all. (*Section 6.13 Requests and Complaints*)
- 4.1.9 There are many prisoners with incomplete OASys reports (*Section 6.9 OMU*)

Particular Issues Requiring a Response from Governor

- 4.1.10 The Segregation Unit requires a number of experienced staff to function effectively. (*Section 5.6 Segregation*)
- 4.1.11 ACCT documentation is not always correctly completed. (*Section 5.6 Segregation*)
- 4.1.12 There is a lack of Use of Force documentation. (*Section 5.6 Segregation*)
- 4.1.13 Health and Safety within the Workshops – incorrect procedures have been followed. The Board is also concerned that there is a situation for a potential loss of contracts. (*Section 6.7 Industries*)
- 4.1.14 Backlog in Reception work – Officers are routinely taken from Reception to cover for staff shortages. (*Section 6.12 Reception*)

4.2 Other issues of concern or excellence not requiring a response

- 4.2.1 The duties taken up by the Equalities Orderly have been a great asset to Swaleside. (*Section 5.1 Equality and Inclusion*)
- 4.2.2 Prison Vision has been a great success and it is to be hoped that the ethos of Prison Vision will be used as a template for other establishments. (*Section 5.8.1 Accommodation*)
- 4.2.3 Healthcare has been successful in obtaining permanent staff after an effective recruitment drive. (*Section 5.4 Healthcare and Mental Health*)
- 4.2.4 The Care Team continue to be a great support to Swaleside staff. (*Section 6.4 Care Team*)
- 4.2.5 Proactive intelligence led searching of cells has been successful. (*Section 6.14 Security*)

4.3 Overall judgement

Swaleside has maintained a safe and decent environment for prisoners despite the challenges of budget constraints. Staff morale has been low, however, the staff deal with the diverse problems of the population with care. Further limitation on resources will be a challenge for the new SMT. The Board is aware that lower staffing levels must lead to a change in working practices – any effects on prisoners will be closely monitored.

Section 5

SPECIFIC AREAS

5.1 Equality and Inclusion

There was a full time Equality Manager for the whole year, but since “Fair and Sustainable” was introduced, the Equality Manager combines duties with being Custodial Manager for the Segregation Unit. It is hoped that this amalgamation of duties will work satisfactorily but such a job share is considered by the Board to be impracticable.

All incidents of discrimination, harassment and victimisation are reported using the DIRF's (Discrimination Incident Reporting Form). The investigations are carried out thoroughly and a community representative examines 20% of these reports.

A new addition to the Equality team is a paid prisoner Equalities Orderly. He has many duties including coordinating the Equality representatives on each wing, he ensures that meetings are well advertised and the minutes of the EAT meetings are put on the notice boards of each wing. He visits disabled prisoners to check on their well-being. Until April 2013 he took photos of prisoners to send out to their families, but this practice has been stopped for security reasons. The Orderly put together a successful Black History Month which included two performances of a presentation by 17 prisoners to 80 prisoners at a time. The Black History month also included guest speakers, musical artists, poetry and a rap showcase. He also gives a talk on the induction course on G Wing. The Orderly interviewed the Governor with questions raised by prisoners on all wings concerning Equality. The answers were published around the prison.

Regular EAT meetings are held with representatives from each wing. Older peoples' forums are also regularly held with Healthcare attending. Interesting issues often arise from these meetings.

Prisoners with disabilities, including learning difficulties, are identified and assessed in Reception.

Travellers Day was held in November and the Traveller's Church is now part of the Sunday service once a month. Pagans also celebrate their own day. Swaleside has the largest Moslem population of any prison in the country and it has a mosque. As the population is so great, two Moslem services are held on Fridays. The Moslem festivals went well.

The Equalities Manager has been approached by prisoners for addresses of gay and transsexual support groups.

5.2 Education, Learning and Skills

There is concern among members of the Board that there are some prisoners who have not participated in basic skills courses. Whilst the Board has been unable to identify why this is, it is evidenced by the fact that the Board has received applications from prisoners.

However, when these cases are brought to the attention of the Education Department the needs of the prisoners are addressed.

Swaleside provides a range of courses – Functional Skills, Social Life Skills, Vocational Skills such as Art and Design as well as Employability Skills that prepare prisoners for business ventures.

The Library is well used by prisoners but unfortunately some sessions have had to be cancelled due to prison staffing issues. The Library has completed its yearly six book challenge scheme which has led to 118 completed entries and they have won a Silver Medal from the Reading Agency. The Library staff are also assisting their orderlies as part of a pilot scheme to complete a NVQ Level 2 qualification in Customers Service Skills.

5.3 Attitude, Thinking and Behaviour Training (ATB).

This year has been a challenge with the on-going changes in the Prison Service. The department has had no staffing issues, which has helped it to achieve excellent results. It has surpassed its KPT by 31, giving a total of 225 completions. The team has managed to deliver over 100 completions of Victim Awareness, which is a non-accredited programme. Given the high demand for this course, the Board cannot understand why this has not yet been accredited. The new KPT for the department for the year ahead is challenging. The team has increased the number of high risk violence places in the CSCP (Cognitive Self Change Programme). It has introduced a medium risk domestic violence course, BBR (Building Better Relationships). The recently implemented Resolve programme is for prisoners with medium risk general aggression, emotive and instrumental violence. Thus, a wide range of moderate to high risk courses are now available at Sheppey prisons.

5.4 Healthcare and Mental Health (HC)

The primary healthcare service at Sheppey was taken over by South East Health on the 1st February 2013 - they now have a new title IC 24 Integrated Health. When they first took over a great many agency healthcare staff were employed. After a vigorous recruitment campaign, nursing staff have been employed and this campaign is continuing with excellent results. Approximately 70% are Healthcare Assistants. These staff are mobile - that is they may be moved between the three prisons. The introduction of new staff from the NHS has resulted in a change of attitudes - which has been very positive for the running of the unit. The Board is concerned at the lack of "jailcraft" training for these new nurses. There is also a lack of appreciation of prison procedures, eg ACCTs and the issue of adjudication papers. The Board feels that a proper induction course should be put in place.

This is the third full year of commissioning a GP practice, based on Sheppey to provide GP services. This is popular with prisoners as it provides a certain amount of choice as to who they see.

There is now only one uniformed member of staff on duty in Healthcare from Monday to Friday and he is based in the Inpatients Unit now known as the Recovery Unit. The Board is concerned as to the safety of the Healthcare staff at weekends and in Outpatients. The morale of the staff has been low but it has improved with the increasing number of permanent staff. The staff in the Recovery Unit have impressed the Board with the improvement in motivation of the patients and the happier atmosphere on the Unit. The senior nurse has provided varied activities for the patients and has produced care plans for each patient.

During the reporting period there have been a number of prisoners residing in Healthcare who the professionals deemed to have no appropriate medical reason for being there. This has been a long running issue which is now being addressed.

Patient Representative Meetings continue to take place -usually bi-monthly. These meetings have proved to be an asset to improved communication with the wings - improvements in working practices are discussed and implemented where possible. Also the Representatives from each wing can discuss particular medical problems any specific prisoner is experiencing that have not come to the attention of Healthcare. This is of course done with the patient's consent. A member of the Board attends these meetings.

Unfortunately, due to lack of staff, no specialised clinics for long term health problems have been held in the last year. This situation, however, will change soon. Specialist nurses from the Community are to be brought in to run these clinics - for example diabetes clinics. Also the doctors' sessions have changed - they have now included sessions for long term medical reviews.

IDTS takes place in Healthcare - at the time of writing this report there were 16 prisoners on Methadone, one prisoner on a reducing level but 15 on a stabilisation level. There were also five prisoners on Subuxone tablets. Healthcare has never been a suitable place to conduct IDTS and the Board is pleased to hear that IDTS is shortly to move to G Wing where there is a specialised area available.

The trading in Tramadol by the prisoners continues to be a concern to the Board. At the time of writing this report 120 prisoners are on Tramadol, 19 on Pregabalin, 48 on Mirtazapine and 57 on Gabapentin. This must continue to be carefully monitored.

Dentistry has improved greatly this year. Two dentists are employed and there is no waiting list. Every prisoner has an appointment if he wants one; although the appointment may be a long time ahead this is no different to dentistry in the community. Emergencies are seen quickly.

The Pharmacy is being reprofiled so that a registered nurse will be doing the medication allowing the pharmacist more time in an advising and teaching role.

The number of Healthcare complaints has gone down again this year. Future complaints will not go through the prison complaints system but directly to Healthcare. This will improve the audit trail and improve patient safety and communications between Healthcare staff and patients.

Mental Health continues to be a great concern. It often takes a very long time to get a patient into a special unit for treatment. Many patients with mental problems, including depression, are in the Recovery Unit. Swaleside is to have a Personality Disorder Unit, (PDU). It will be interesting to see how this develops and the effect it has on the Recovery Unit.

All areas of Healthcare are very clean and the staff are extremely helpful and cooperative when approached about an issue with a prisoner. The staff deal with some very difficult prisoners and they are to be applauded for their care and patience. The Manager of Healthcare during the reporting year is to be congratulated on the successful management of a difficult period of change.

5.5 Safer Custody

There has been one death in custody in the reporting year which appears to be self-inflicted. As the Board has observed in previous years, there are too many outstanding Coroner's inquests. The Safer Custody Officer at the moment is currently collating paperwork for the

Coroner's inquest of a prisoner who died in custody in January 2009. The time lapse between death in custody and the inquest is unacceptable. The delay puts an unacceptable strain on the families involved and any staff required to give evidence at the inquest. There are two trained Family Liaison Officers in Swaleside.

There have been 207 ACCTs opened in the reporting year compared with 166 the previous year. The Board has observed that some ACCT documentation has not been completed correctly and reviews are poorly attended when they should be multi-disciplinary. More ACCT assessors need to be trained in the establishment.

The Board is concerned that the Constant Watch cell has been needed so frequently during the year. In our last report the Board expressed concern that the Governor, who originally decided to place a prisoner on Constant Watch, did not attend the subsequent reviews. This has continued – any reviews are done by the Duty Governor – however, the new Safer Custody Officer tries to attend as an observer.

There has been a newly published system to train Violence Prevention Prisoner Representatives and Violence Reduction Liaison Officers. The new scheme will be working alongside the IEP system. This will bring more clarity to the effectiveness of VR Representatives and Liaison Officers.

The Safer Custody meetings are held regularly but they are poorly attended. The Safer Custody officer is looking at ways to improve this situation.

The Board is extremely concerned that the budget for counselling has been withdrawn.

5.6 Segregation, Care & Separation, Close Supervision Units

This has again been a difficult and challenging year. There has continued to be a determined effort by the Governors to reduce the number of prisoners segregated under Rule 45, Good Order and Discipline or for their Own Protection, who are using the unit as a means to get transferred. However, although the policy has been adhered to by Governors, the Segregation Unit has been full or nearly full most of the year. Not only has there been a large number of prisoners, but many of these have been very difficult and challenging. The latter have been demanding, violent, abusive and destructive. Seven cells in the Segregation Unit are out of commission at the time of writing this report. The Board is appalled at the cost of repair and maintenance caused by these prisoners. The Governors have put much time and effort into interviewing individual prisoners and producing a programme with set targets of behaviour which the prisoners can achieve in a certain time frame. The responsibility is put on the prisoner to improve his behaviour before he is considered for transfer. It is to be noted here that priority for transfer is given to prisoners on the wings. During this difficult year, the staff of the Segregation Unit must be applauded for their discipline, compassion, courtesy and fortitude in dealing with these difficult prisoners.

It is essential in such a demanding area of the prison that there are sufficient numbers of experienced staff on duty - this is not always the case.

Segregation Reviews are held twice weekly with IMB attending on most occasions. Targets are set for the prisoners to achieve. Healthcare has not always been represented at these reviews although it is a mandatory requirement - some of the prisoners have mental problems and it is not acceptable that Healthcare is not represented. The Board is, however, aware of the staff shortages in Healthcare during the reporting period.

Smoking is allowed in the Segregation Unit but smoking packs are not given out to prisoners

who have used their canteen tobacco within the week. Many prisoners become violent or abusive when they are refused smoking packs.

ACCT reviews in the Segregations Unit need to be completed in accordance with the prescribed procedures.

The log of Use of Force, C&R and Special Accommodation is incomplete for the month of April. Even so, figures for the eleven completed months show an increase over the whole of last year in Use of Force and use of Special Accommodation while use of C&R appears to have reduced. The Board has usually been advised promptly when Special Accommodation has been used. There is a large number of incomplete Use of Force Forms. The failure to maintain proper records for this serious intervention is unacceptable.

	Use of Force	C&R	Special Accommodation
2008/9	44	29	10
2009/10	29	49	32
2010/11	32	87	39
2011/12	36	81	26
2012/3	46+April	69+April	32+April

The body belt was used once in the year, the first occasion of its use for many years.

5.7 Residential Services (includes accommodation, food, catering and kitchens)

5.7.1 Accommodation

The continued budget cuts have led to changes in the regime which has meant longer time in cells for prisoners. Any further budget cuts are likely to make the situation worse and are not conducive to a stable environment. There has been a rolling programme of loss of evening association due to lack of staff. The Management has ensured that closures have been equitably shared between the wings.

There is a major concern at the incidence and persistent nature of production and possession of fermenting and distilled liquor. Over the reporting year staff have searched and had considerable success in finding and confiscating liquor and recovering substantial quantities of weapons and mobile phones.

Behaviour of prisoners on some wings has been variable leading to instability. There is some concern that this is gang related with attendant implications of coercion and violence. Staff are making every effort to deal with the issue - within available resources.

Historically, the presence of the Kainos community has conferred a degree of stability on B wing and the consistently low numbers of prisoners on Basic Regime tends to support that view. Lack of funding resulted in the loss of Kainos in Swaleside at the end of March 2013. At the end of the reporting period, the wing has returned to full occupancy with the housing of potential candidates for PDU.

There is still an issue with unreliable showers, poor ventilation and heating on some wings.

A problem arises with the induction wing being used as a 'dumping ground' for problem prisoners who cannot be sent to other wings. This can cause disruption on the wing and is potentially harmful when it places problem prisoners adjacent to those newly arrived.

During the past year, a new initiative, 'Prison Vision', started on G wing and has been expanded to include two other wings. This programme has been largely brought about through the inspired efforts of a young prisoner on the wing and is aimed to change attitudes and allow positive atmospheres to pervade the wing and prison. The initiative is beginning to produce results with small workshops led by facilitators, who are also prisoners. Staff on the wings are supportive and it is hoped that the programme will be able to expand and be accepted on an approved basis. The programme is beginning to suffer through lack of materials and ideally, need to win sponsorship support from one of the major prison charities.

The recent introduction of CCTV coverage for all common areas of one wing is proving worthwhile. In particular, officers are able to monitor problem times and with the use of the playback features, identify culprits involved in incidents such as those arising from prisoners entering another's cell.

5.7.2 Food Catering and Kitchen

Basic maintenance issues in the kitchen are still arising. When identified by the Board these matters are dealt with promptly.

The new regime has resulted in trolleys being returned late from the wings and in some cases they are not properly cleaned. This can result in difficulties in production and delivery of food for the following meals.

However, the kitchen produces a good standard of food, but the budgetary constraints have led to smaller portions which does cause complaints from prisoners. The Board continues to be concerned that further reductions in the food budget, at a time of rising prices, will lead to unacceptable compromises in the standard of meals.

The kitchen team always accommodates and caters for family days, religious festivals and ethnic celebrations.

At the time of the reporting period the Rolls Inn (the staff mess) continued to be a great asset to the establishment and staff; the quality of the service and food being excellent. Sadly since the end of the reporting period, this facility has been closed due to the expansion of the kitchen and budgetary constraints.

Section 6

OTHER AREAS OF THE PRISON REGIME:

6.1 Adjudications

Members of the Board continue to monitor adjudications on a regular basis. As the Board has commented in the Annual Report for several years, it remains concerned that there are regularly awards of 50% of earnings for prisoners earning only £2.50 a week rather than leaving their pay intact and increasing other sanctions.

The level of adjudications is slightly up on last year at just over 1,150 (1,130), including as follows:-

410 cases of possessing an unauthorised article (up 50),
50 for administering a controlled drug (down 100),
285 for refusal to obey a lawful order (up 40),
100 for threats to staff (down 15),
130 for violence (up 50),
35 for breaches of Health and Safety (down 10),
75 for damage to property (up 20).

100 adjudications were dismissed or did not proceed.

Adjudications laid for possession of mobile phones and chargers, etc at 105 were up by 65%. There was an increase of 30% to 125 in adjudications for possession of fermented liquid (hooch). There was again a significant increase in adjudications for possession of a weapon, particularly prior to December, since when the number has reduced. Adjudications for assaults, both prisoner on prisoner and prisoner on staff and fights between prisoners have all increased which, coupled with the increase in damage to property (eg wrecking cells), causes the Board increasing concern about the safety of prisoners and staff within the prison.

6.2 Access to Justice

A number of prisoners have asked for computers and downloading of documents and these facilities have not been made available. This has led to considerable frustration for those prisoners with justifiable needs. At the time of writing this report steps are being taken to correct this situation.

6.3 Canteen

DHL is the main employer of prisoners at HMP Swaleside with a pool of 120 prisoners available each day but with a general requirement of a minimum of 85. This is often not met due to requirement for workers to attend education, visits etc. DHL provides canteen services to 11 prisons in total, one down on last year with the closing of HMP Canterbury. In total canteen is supplied to 7,837 prisoners (down from 8,120 in 2012).

Although DHL workers are some of the highest paid, their pay has been reduced as has pay for all prisoners. There has been a rise in pilfering which is a serious problem and difficult to stop. Any prisoner caught stealing is sacked.

Plans to have DHL workers staying in the workshop over lunch have been shelved for the time being because there is no suitable rest/lunch area and the closing of HMP Canterbury has reduced some of the pressure on completing orders.

Having all the DHL workers living on a dedicated wing is working well and allows some flexibility with association etc if workers are late returning to the wing. Any workers who are sacked have to transfer to another wing.

The prisoners' canteen consultative representatives meet on a regular basis and changes to the canteen list can be made and any complaints about the canteen acted on where possible. Complaints to the Board about canteen errors are down.

6.4 The Care Team

The Care Team has a suite which has proved invaluable for talking to staff in a neutral area. Fair and Sustainable has caused staff many concerns and the Care Team have tried to discuss these concerns and allay their worries. Reassurance and understanding of situations is so important to the morale of staff.

Staff sickness levels have been high and the Care Team have spent a great deal of their time helping staff to return to work. They have also dealt with staff problems that may have prevented sick leave. They always answer every call for help or advice day or night. The Care Team continue to be invaluable to Swaleside staff and provide outstanding support to them including being available to staff who have given evidence at inquests which can be a highly stressful experience.

The Board is impressed with their work.

6.5 Chaplaincy

The Chaplaincy Team has continued to minister to the spiritual needs of prisoners. The replacement of the full time Anglican chaplain who retired at the end of January 2012 proved difficult. The new appointee commenced her duties in March 2013. The new arrangement has resulted in a 16 hours reduction in the Church of England chaplaincy.

In addition to 216 Church of England, 173 Roman Catholic and 326 Muslim prisoners other faiths are present and the department has visits from Pagan, Mormon, Quaker, Jehovah Witness, Buddhist, Sikh, Jewish, Hindu, Salvation Army, Free Church and Methodist chaplains.

New prisoners are seen by one of the Chaplains. During the last year the Chaplaincy department has liaised with prisoners families where there has been serious illness (64) and bereavement (91)

Major Religious Festivals have been recognised and special catering arranged where appropriate. One wedding has taken place and memorial services have been held in the prison for prisoners who died in custody for family and prisoners to attend.

6.6 Gymnasium

150,000 purposeful hours worked represents a reduction of 12% in PE activity. The number of gym staff has been reduced due to budget constraints. The Gym has been a Centre of Excellence for its work skills awards. The high level courses have been threatened as a result of the cuts. Nevertheless the Gym continues to provide a good service and support for

Healthcare and Education. The Gym is well used with 63% of prisoners attending which helps to provide stability within the prison.

6.7 Industries

The number of Industries operating in Swaleside has reduced slightly and the vacant space arising has been taken up by the expansion of other workshops. There is evidence that the correct procedures were not being followed when closing or changing the use of workshops. At the very least a new Health and Safety Assessment should be carried out.

Fair and Sustainable has led to a reduction in Prison Officers covering the Workshops. Workshop sessions are being lost due to inadequate cover for staff sickness and leave. Care needs to be taken as loss of sessions could lead to the non-fulfilment of contracts a consequent loss of business for the prison service.

Given the size and category of the Prison more workshop places are required to facilitate full employment of prisoners.

The Woodwork Workshop is now working at full capacity producing the new fire resistant doors for the Prison Service. It is hoped that a bulk buyer will be found for the briquettes generated from the recycling of the sawdust and shavings generated in the production of the doors. The Woodwork Workshop Manager who was qualified to train prisoners to attain NVQ's has moved to another role and it is hoped a replacement can be found shortly.

One workshop is not fit for purpose and can only be described as a dangerous place to work. It was previously the 'Works' Department and has not been suitably adapted. At the very least internal walls need to be demolished to make prisoner monitoring easier or for the whole building to be demolished and a more suitable one to be built. With the budgetary cuts the latter is not likely.

6.8 MDT

Security took over responsibility for MDT (Mandatory Drug Treatment) when the dedicated testing team was disbanded.

KPTs until November were met but since then, with major staffing issues, the number of random tests completed has not met KPT targets. The total number of random MDT tests was 536 - the number of positive random MDT tests being 21 - percentage of positive tests being 3.91%.

6.9 Offender Management Unit (OMU)

In our last Annual Report, concern was raised about the staffing level of OMU being just 20 and whether this low staffing level would impact on the preparation of reports for the Parole Board and re-categorisation. Since the 2012 report, staffing has been further reduced to 16. At the time of writing there are an unacceptable 150 outstanding OASys (offender assessment system) reports to be completed. Prisoners who have completed required courses should be progressed through the system without delay ensuring prompt re-categorisation and release on tariff. OASys reports are used to identify risk factors and are one of the measures used by the Parole Board when deciding on re-categorisation and subsequent release.

At present there are 182 IPP prisoners at HMP Swaleside of whom 79 are over tariff.

The various wing OMU clinics on OASys, re-categorisation etc are still taking place but less frequently and are often cancelled as staff are being assigned to wings to cover for officer absentees.

6.10 Probation

There has been a change of Senior Probation Officer and with a reduced number of Probation Officers the department has had to cope with a reduced staffing level.

Communication with outside Probation Areas can be problematic. Prisoners complain of delays and inaccuracy in the reports prepared by outside probation officers and the difficulty in getting them corrected. This has a potential impact on prisoners' Parole proceedings and re-categorisation.

6.11 Psychology

Staffing of Psychology continues to be a concern to the Board, but it is recognised that recruitment is difficult.

6.12 Reception

The number of movements passing through Reception has been high and frequently exceeded the number for which the department is profiled. The problem has been exacerbated by the frequent delivery of prisoners towards the end of the day.

Applications relating to property issues which are dealt with by the Reception staff have also been very high as a result of which some delays occurred during the year. At the end of the year, there was a large pile of unprocessed catalogue items resulting in complaints from prisoners.

6.13 Requests and Complaints (RCF)

3,182 complaint forms were submitted during the year with 3,049 answered within the prescribed timescale. Responses to complaints to other prisons about property not received when prisoners are transferred to Swaleside continue to be late despite chasing by the RCF clerk. Prisoners understandably get frustrated.

6.14 Security

There has been a change of management of Security during the year. Proactive, intelligence led searching has proved to be very successful with a large number of mobile phones and SIM cards in particular being found. Drugs, "hooch", weapons and distilled liquor have also been regularly found - quantities indicated in the Adjudication statistics. However, more searches would have been made at short notice if there had been the staff available. The import and trafficking of the above continues to be a challenging problem for the Security staff. Security Meetings are held monthly and the minutes are forwarded to the Chair of the IMB.

A serious breach of security took place for which an officer was arrested in connection with selling information to the Press. He was suspended from duty pending further investigation by the police.

6.15 Works

Major capital schemes, including replacement roofs to workshops, installation of biometric key tracking system, and upgrades to CCTV and fire-fighting systems have proceeded. The biometric key tracking system is still not in operation, despite being promised for January 2013. Minor works are still subject to delay due to vacancies of trades. It seems unlikely that there will be any further recruitment to such posts, ahead of the likely contracting out of works functions in 2014 following market testing.

The inevitable consequences of constraints on budgets for routine maintenance and replacement are now becoming apparent. As an example, in 2011-12, a bid was made for funding for the renewal of the gas pressurisation system to the high temperature space heating circuit, as an item of preventative maintenance. This was not accepted for budgetary reasons. The plant has now begun to malfunction, and requires daily attention by maintenance staff.

Section 7

THE WORK OF THE INDEPENDENT MONITORING BOARD

Apart from the main duties of the Board, members have areas of special interest where they attend meetings as observers and report back to the Board.

The IMB Chair attends quarterly meetings with the lead Governor of the Sheppey Group as well as quarterly meetings with the Area Manager, the latter being chaired by the IMB Area Representative, who at the time of writing this report, is a member of the Swaleside Board.

7.1 Membership

The Board comprises 12 members, four of whom are in training, against an establishment of 19. There are four women and eight men including three JPs. Only one member lives on the Isle of Sheppey.

7.2 Recruitment

The Board participates in the Kent Recruitment Cluster. Advertising for members is done jointly for the participating prisons in local newspapers, other publications and via the internet, thus reducing costs. During the year, five new members were appointed, one of whom has transferred to another Board.

All members of the Board are white and it has been almost impossible to recruit members of ethnic minorities.

7.3 Visits to the Prison

Members of the Board made 444 visits to the prison in the reporting year. Apart from Board meetings, one member was usually in the prison on each weekday. Compromises continue to be made as to which areas of the prison are monitored, though Members attempted to visit at least their areas of special interest as well as the Segregation Unit, Healthcare and the Kitchen and to attend segregation and self-harm reviews.

7.4 Training

The Annual Team Performance Review Questionnaire revealed overall satisfaction in all areas except admin support. There is concern at the limited availability of the Clerk due to the pressures of her other duties.

Two members completed their training during the year.

7.5 Applications

The Board received 909 applications during the reporting period compared to 997 last year. The number of applications regarding Segregation has increased threefold and is reflective of a number of very difficult prisoners who have been resident there during the year and also to the fact that the Unit was a no smoking area for much of the year. The level of applications about property remains a concern but there have been marked decreases in the numbers relating to Education/Employment and Healthcare.

Of the miscellaneous applications 76 (52 last year) were about late or non-answers to Request & Complaints Forms submitted. 389 (362) of the applications were taken 'on the hoof', the remainder being written applications. Details of all applications are fully recorded by the Board.

7.6 Confidential Access

We received 19 confidential access applications (16 last year). As last year, most were not worthy of the Confidential Access procedure and several appeared to be an attempt to bypass the normal system. These applications were returned to the sender with an appropriate message. All others were investigated and where appropriate were referred to the Governor.

7.7 BOARD STATISTICS	
Recommended Complement of Board Members	19
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	12
Number of new members joining within the reporting period	5*
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	444
Total number of segregation reviews held	Not available
Total number of segregation reviews attended	272
Date of Annual Team Performance Review	July 2013

**3 members appointed in April 2013*

Section 7 (continued).

Statistics on Applications

Code	Subject	2009/10	2010/11	2011/12	2012/13
A	Accommodation	35	34	109	38
B	Adjudications	38	36	36	33
C	Equality & Diversity (inc religion)	14	16	9	10
D	Education/employment/training inc IEP	46	100	79	75
E 1	Family/Visits inc mail & phone	59	59	75	52
E 2	Finance/pay				
F	Food/kitchen related	19	10	19	27
G	Health related	76	114	80	95
H 1	Property (within current establishment)	69	58	105	84
H 2	Property (during transfer/in another establishment)	56	101	60	61
H 3	Canteen, facilities, catalogue shopping, Argos	35	47	32	13
I	Sentence related (inc HDC, ROTL, parole, release dates, re-cat etc)	161	146	113	70
J	Staff/prisoner/detainee concerns inc bullying	28	32	31	28
K	Transfers	60	71	84	134
L	Miscellaneous	120	107	165	189
	Total number of applications	816	931	997	909
	Of total: number of IMB Confidential Access was	22	17	16	19

Section 8

GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

ACCT Assessment, Care in Custody & Teamwork (replacement for F2052SH)
C & R Control & Restraint
EAT Equalities Action Team
GPs General Practitioners
Gym Gymnasium
HC Healthcare
IDTS Integrated Drug Treatment System
IEP Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced
IMB Independent Monitoring Board
IPP Indeterminate sentence for Public Protection
KPT Key Performance Target
LSC Learning & Skills Council
MDT Mandatory Drugs Testing
OASys Offender Assessment System – computerised risk & needs assessment
OLASS Offender Learning and Skills Service (part of LSC)
OMU Offender Management Unit – work on sentence planning & progress
RAPt Rehabilitation for Addicted Prisoners Trust
RCF Requests and Complaints
SMT Senior Management Team
VR Violence Reduction