



**HER MAJESTY'S PRISON**  
**SWANSEA**

**ANNUAL REPORT**  
**2012 – 2013**

**COMPILED BY:** MRS KAREN ANDREW (Chairman)

**DATE:** Submitted August 2013. (Covering period end May 2012 – end May 2013)

## **SECTION 1 The statutory role of the IMB**

### 1.1

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every Prison and Immigration Removal Centre (IRC) to be monitored by an Independent Board appointed by the Secretary Of State for Prisons 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 the right of Access to every prisoner and every part of the Prison and also to see prisoner's records.

## SECTION 2

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### **SECTION 3 Description of the Prison**

3.1 Her Majesty's Prison Swansea is a Category B local Prison, holding adult males and young adults. Adult Prisoners have either been remanded into custody from the courts while they await trial, or are convicted prisoners generally serving less than two years. The young adults are all remand prisoners.

3.2 H.M.P. Swansea was built in 1861 and the residential block is structurally unchanged although modernisation and upgrading has taken place. Swansea was designed to hold 219 prisoners but due to the ever increasing prison population, Swansea has a current operational capacity of 435.

3.3 This year has seen the introduction of a Drug Recovery Wing and a Drug Free Wing and the Induction Wing has been relocated as a consequence. A new family area for visitors has opened

3.4 Respect for individuals is paramount at H.M.P. Swansea whereby relationships between staff and prisoners is central to the well being of the prison. The staff play a vital role in maintaining a stable and above all, safe environment. The aim for the prison, through the varied and positive programmes and activities available, is to enable prisoners to address and thus reduce their reoffending and to assist with resettlement. This is achieved through effective partnerships with a wide range of statutory, private and voluntary organisations.

## **EXECUTIVE SUMMARY**

### **EQUALITY AND INCLUSION**

4.1.1 The WAG [Welsh Assembly Government] is committed to bilingualism and so the introduction of badges making Welsh speaking officers identifiable is an important measure.

4.1.2 Increasing numbers of prisoners being identified with very specific learning difficulties has highlighted the need for staff training.

4.1.3 The increasing number of elderly prisoners [50+] and the involvement of Age Cymru proved very informative and led to some small but significant changes being made to support these prisoners.

### **EDUCATION, LEARNING AND SKILLS**

4.2.1 A successful Estyn report in 2012 showed the improvements made in the department since the last inspection.

4.2.2 Unfortunately the Virtual Campus System has been a failure to date because of technical faults. It was hoped it would support learning and provide online job opportunities, both vital in reducing reoffending.

4.2.3 Reorganisation of the workshops has begun in order to maximise prisoner activity.

### **HEALTHCARE AND MENTAL HEALTH**

4.3 The Board have some concerns about access to optician and dental services. Waiting lists can be unacceptably long and visits from these health professionals can appear to be infrequent

### **PURPOSEFUL ACTIVITY**

4.4.1 The excellent Recycling Project is providing a small group of prisoners with a skill and a qualification which they will be able to use on release.

4.4.2 The Board is disappointed that due to budgetary constraints all the workshops are not operational. All the workshops need to be utilised in a purposeful way to maximise prisoner activity and to provide prisoners with a skill which may enable them to find work on release.

## RESETTLEMENT

4.5 Strong links with a range of agencies along with targeted programmes help prepare prisoners for release. The strong link with the Community Chaplaincy team is to be commended.

## SAFER CUSTODY

4.6.1 Following the three tragic deaths at Swansea, the Board is pleased to note the self harm monitoring refresher training being undertaken.

4.6.2 There is, however, concern that no venue can be found for the short weekly induction courses informing prisoners and their families about the work undertaken by the Samaritans/Listeners.

4.6.3 The Board is pleased to note that a number of new Listeners have been trained. The invaluable work done by these prisoners in supporting their fellow prisoners must be commended.

## SEGREGATION

4.7.1 The Board is pleased to note the positive outcome of the recent audits into both Segregation and Use of Force.

4.7.2 The Board has some concerns however, that despite being informed about segregation reviews and every effort being made by members to attend, these are often rescheduled at very short notice.

4.7.3 There has been a significant rise in the number of adjudications and as a result a considerable rise in the number of prisoners being segregated.

## RESIDENTIAL SERVICES

4.8.1 The Board again raise concerns about overcrowding. Swansea is still one of the most overcrowded prisons in the country. The prison was designed to hold 219 prisoners and it currently holds 435. This means few single cells with prisoners doubling up in cells designed for single use. It is wholly unacceptable and unhygienic for prisoners to have to eat their meals in close proximity to the cell toilet.

4.8.2 The new Drug Recovery Wing and Drug Free Wing seem to be having a positive impact on prisoners although as yet it is too early to fully assess their long term effect.

4.8.3 The Catering Manager and his staff can be justifiably proud of retaining their five star hygiene rating. Issues around budgetary cuts which impacted on the amount of food served particularly at lunchtime appear to have been resolved.

## DEATH IN CUSTODY

4.9 It is very disappointing and saddening to have to report that yet again there has been a death in custody. It is also worth noting, that again, it occurred on the Induction Wing.

Induction procedures and wing facilities were reviewed thoroughly only last year, yet despite this, we have another tragic death.

As the Coroner has not yet reported on this incident it would be inappropriate to comment further on this matter.

The Board accepts that if someone is absolutely determined to commit suicide it is almost impossible to stop them but feel many attempts are, in one form or another, a “cry for help” during early days in custody. It is hoped that the introduction of a Drug Recovery Wing will help considerably since these situations can be exacerbated because of issues around substance abuse. The Prison Service and thereby the Minister has a duty of care to all serving prisoners. The death in custody record at Swansea is not acceptable.

## **SECTION 5- The Report**

### EQUALITY AND INCLUSION

5.1.1 There has been a change of lead personnel during the reporting period however this has not impacted negatively on the team. The relevant policies are in place. There are monthly action team meetings however these are not always well attended. There are also prisoner forum meetings for all prisoners who come into the following categories: disabled, foreign nationals, older prisoners [50+], British minority ethnic, gay/transgender.

5.1.2 Prisoner representatives are located on most of the wings. The acquired language solutions programme is available for foreign nationals and non English speakers. Welsh speaking staff members wear badges which make them easily identifiable. The ESOL programme is also available.

5.1.3 There has been an issue around the menus for prisoners who are not English speakers. This matter is currently being addressed and it is hoped a menu format can be devised which will resolve this.

5.1.4 Care plans are written for those prisoners with specific disabilities and as a result of one such plan, a greater range of audio books and large print books were made available.

5.1.5 In January Age Cymru visited the prison and made a number of recommendations, some of which have been adopted. They also provided coats and hats for older prisoners to wear during the winter months.

5.1.6 As a result of increasing numbers of prisoners arriving having been identified with specific learning difficulties and disabilities, the team recognise there is a need to develop the staff's understanding of these so they are best able to support the prisoners whilst they are at H.M.P. Swansea.

### EDUCATION, LEARNING AND SKILLS

5.2.1 A follow up visit by ESTYN in December 2012 and the subsequent report evidenced good progress in the learning and skills department. Overall the inspector was very pleased that the most of the recommendations that ESTYN had made previously had been improved upon. The end of year report in April reported that all 16 targets set by the Welsh Government have been achieved and in some cases exceeded.

5.2.2 From April the required changes from the Fair and Sustainable national re-structure have taken place. In the department this has meant that the Deputy Manager moves across to a teaching role and the current Head of Learning and Skills is now responsible for both the strategic management and the day to day operational running of the department.

5.2.3 The Virtual Campus system which was implemented over 12 months ago to support learning and give access to 'on line' job opportunities has not been used effectively because of ongoing technical faults. A new server has been ordered and it is hoped that this will solve some of those problems. There is also an upgrade due in all Welsh prisons towards the end of 2013.

5.2.4 The benchmarking team have made recommendations in order to reduce costs and introduce the 'New Ways of Working' in all establishments. More activity places in all workshops will be introduced. The role of Workshop 1 from the Learning and Skills induction programme and a BICs training area has been dismantled and will be an assembly shop for the Opella external contract. Shop 2 and shop 4 will also have a change of use in order to maximise prisoner activity places.

5.2.5 Interviews have been held recently for a full time teaching vacancy. It is hoped to have someone in post by July 2013. A full time teacher has left in May having taken voluntary redundancy. Two part time teachers are taking voluntary redundancy and are due to leave at the end of May.

## HEALTHCARE AND MENTAL HEALTH

5.3.1 Currently there is no immediate head of health care at HMP Swansea. It is understood that someone will be appointed in the near future. The day to day running of Healthcare is provided by the two Band 7 nurses.

Currently health care is provided by:

2 Band 7 Nurses

2 Band 6 Nurses

11 Band 5 Nurses

Two of these are part time

Two are on night duty

Agency nurses are not used

5.3.2 It must be noted that there is no inpatient facility at HMP Swansea. Should the need arise we have the use of two local hospitals and there is also an inpatient facility at HMP Cardiff.

5.3.3 There is a GP visiting daily. Although prisoners have access to dentists, podiatrists, opticians and psychiatric services, there can be very lengthy waiting periods for both the dentist and the optician. There are links to the Mental Health and Vulnerable Housed Persons Outreach Nurse, and to the High St Surgery where prisoners of NFA can attend on release.

5.3.4 There is also access to the GP out of hours service. There are regular visits from sexual health specialists. Waiting list times are similar to those in the community, but can vary depending on the referral speciality. Bearing in mind that there is not any inpatient treatment facility at HMP Swansea, health care issues are dealt with efficiently and effectively.

## PURPOSEFUL ACTIVITY

5.4.1 In addition to work available under the learning and skills initiatives, work is available in the kitchens, the Clothing Exchange, the laundry, as cleaners on the wings, painting and decorating, in the yards, as dishwashers, barbers and as letters clerks. There is also work available for housing and equalities representatives and equalities representatives when required. There is an excellent recycling project which provides work for eight prisoners and equips them with skills which may be useful on release.

5.4.2 There are four workshops, although only three are currently in use. The largest of these is the sewing shop which employs an average of thirty full time prisoners.

## RESETTLEMENT

5.5.1 The aim of the resettlement team is to ensure all prisoners are prepared appropriately for their release and in doing so reduce reoffending behaviour. They aim to ensure all prisoners have accommodation and they endeavour to find employment where possible. They also provide information about how to access a range of Benefits.

5.5.2 Anger management courses are provided for those prisoners who have been identified as having a need for such courses through sentence planning. An older prisoners group runs for prisoners who are over 50 along with a group specifically aimed at helping prisoners who are forces veterans. There are strong links with a range of agencies

5.5.3 Family visits are held prior to release and a course called Storybook Dads is run with one of the aims being the rebuilding and improving of relationships. A parenting skills course is also held.

5.5.4 The team liaise with the Community Chaplaincy team at Swansea who are also supporting prisoners who have specifically requested their involvement both before and post release. Members of the Community Chaplaincy also attend the Discharge Boards.

## SAFER CUSTODY

5.6.1 A short unannounced follow up HMCIP inspection took place in December 2012 which highlighted the need for self harm monitoring refresher training for staff because of the three tragic self inflicted deaths which have occurred since the last inspection in 2010. There will be a Safer Custody Audit, however no date has been set.

5.6.2 The Samaritans continue to visit the prison weekly and they attend the monthly Safer Custody meetings. Unfortunately the short weekly induction on how the Samaritans/Listeners can help prisoners and their families has been suspended since December 2012 because there is no suitable venue available. However the Samaritans continue to run training courses for new Listeners and at the last course held in May

2013 eleven new Listeners were trained. Currently at Swansea there are fourteen listeners and the Samaritans run a weekly debriefing session with them.

5.6.3 In December 2012 and in January 2013 plaques were presented at ceremonies to commemorate twenty one years of the Listener Scheme at H.M.P. Swansea. In March 2013, thirty two ACCT documents were opened, the highest number recorded since 2010. These statistics along with those detailing violent incidents continue to be discussed at the monthly Safer Custody meetings.

## SEGREGATION, SEPARATION AND CARE

5.7.1 Segregation is the part of the prison which is most frequently visited and monitored by Board members. The staff are very experienced and ensure Board members are able to see and speak to prisoners. Segregation paperwork and records are available and the rota member is promptly notified when a prisoner is relocated to the unit. The Board is informed about reviews and every effort is made to attend, however they are often rescheduled at very short notice without notification.

5.7.2 There has been a marked rise in the number of adjudications during the reporting period and consequently a significant rise in the number of prisoners being segregated.

5.7.3 A recent audit of Segregation and an audit of Use of Force raised only two action points both of which related to quarterly reports.

## RESIDENTIAL SERVICES

5.8.1 The Board are for yet another year disappointed to report that Swansea is still one of the most overcrowded prisons in the country. The prison was designed to hold 219 prisoners and it currently holds 435. This means few single cells and it is unacceptable and unhygienic for prisoners to have to eat their meals in close proximity to the cell toilet.

5.8.2 In January H.M.P. Swansea had a visit from the Environmental Health Department and retained the 5 stars hygiene rating. The kitchen staff are justifiably proud of this.

5.8.3 During the year prisoners completed three surveys on food quality, choice and these results have been used constructively to review practice.

5.8.4 Prisoner consultation groups have been held over the last few months on a twice weekly basis to inform prisoners about recent cuts in the food budget, this has been helpful in communicating issues on both sides. Both the result of these meetings and the surveys have led to our new 4 weekly circle menu, which has had positive feedback.

5.8.5 Over the last twelve months the works department have been engaged in preparing for new building work and upgrading existing facilities within the prison. Some of the work includes repairs to the stone work on the front elevation of the prison.

5.8.6 New casement windows have been installed in A Wing, a new heat plate exchange system has been completed, new shower units in the gymnasium have been installed and the installation of new safety netting has been completed. Work has also been completed on a new visitors` reception room.

5.8.7 All Health and Safety checks are monitored throughout the prison by the appointed officers in compliance with the relevant legislation. New staff members receive a talk on Health and Safety and fire drill as soon as possible during their probationary period.

## **SECTION 6 OTHER AREAS OF THE PRISON**

### RECEPTION AND INDUCTION

6.1.1 The reception area is adequately staffed for current needs.

All prisoners arriving at the prison are seen by a member of the healthcare team prior to leaving the reception area. This quickly identifies those who enter the prison system with medical and or drug issues, thus enabling them to be dealt with appropriately and expeditiously. All prisoners are given ample opportunity to shower if they so wish.

6.1.2 For those prisoners to whom English or Welsh is not their native tongue there is a telephone translation service available. There are an array of posters and captions adorning the area to help prisoners understand the system. Listeners are available in the Reception area from 16.30 until the last prisoner has been received. The aforementioned listeners mingle with the new arrivals in an informal manner, unless otherwise requested. Any prisoners who arrive before this time would have to request the services of a listener and this request would be accommodated as far as is practicable. Staffing levels are adequate at this time it seems.

6.1.3 One of the concerns raised by this board in previous years has been the late arrival of prisoners from distant Courts, due in part to the inability of closer establishments to take them. Matters have improved and this is due to considerable work being undertaken with Prisoner Escort Contract Services. Timelines of prisoners arriving are checked daily and the significant number of staff who had to work late has been considerably reduced.

6.1.4 After leaving Reception, prisoners are initially located on the Induction Wing. Naturally, this is a very busy Wing and the staff are to be commended on the excellent working relationships that they quickly build up with their charges and the time that they have to spend with each new arrival until they are settled into prison life. It is noted that this Wing does not have its own dedicated showers contained within it but does have some close by.

6.1.5 The new Drug Reduction Wing has been operable for a little over a year and in the main is doing very well. It appears to be an exemplar of what can be achieved within a very tight budget and again, is to be commended. Swansea, as a City, has a national reputation for being an area of high drug use. This Wing could well be a beacon of hope for those who choose to engage with it.

### CHAPLAINCY

6.2.1 Due to retirement a new chaplain is in post. He is settling in to his demanding role. Although every effort is made to ensure all faiths are catered for, there have been significant difficulties arranging visits and input from an Imam. It is hoped this will be resolved in the near future. Links with a range of agencies offering support to prisoners while they are in custody and post release continue to be developed. Organizations such as Victory Outreach, respond to invitations to participate in

Sunday worship where they make prisoners aware of their existence. These visits enable them to forge links with individuals seeking specific support post release.

## COMMUNITY CHAPLAINCY

6.3.1 The Community Chaplaincy project continues to be very successful in tackling re-offending, adjusting always to cater for the needs of the prisoners it supports in an ever changing environment and that is the challenge. The initiative set up with H.M.P. Eastwood Park is proving to be very successful. Prisoners at this establishment must meet certain criteria and have defined links with prisoners at H.M.P. Swansea. All who engage with the team highly appreciate and value the support, guidance and practical help they receive. This project continues to change lives.

## **SECTION 7 Work of the IMB**

### **IMB AT SWANSEA**

7.1.1 The Chair, Vice Chair and Training Officer (BDO) took up their appointments in January 2013. This year the Board has carried out a recruitment campaign to ensure that it will be operating at full strength in 2014. This situation has arisen as a result of the implementation of the recent OCPA code of practise, pertaining to length of service on Public Bodies.

### **BOARD MEMBERS**

Chair	Mrs K Andrew JP
Vice Chair	Mr P Dwan JP
Board Development Officer	Mr M Beake
	Mr D Bentley Miller JP
	Mrs S Kanish
	Mr B Maskell JP
	Dr Y B Mathur
	Mrs J Michael
	Mrs J Osborne JP
	Mr P Owen JP
	Mr B Thompson
	Mr C Walters
Clerk to the Board	Mrs Lisa Jee/Mr Emeil Khalil

### **APPLICATIONS TO THE IMB**

7.1.2 Prisoners have a right to address grievances to the IMB and may request referral to the full Board. During the period of this report there have been no applications to the full Board. There have been 31 applications to the IMB, which is a fewer than last year but still extremely low and reflects the commitment of staff at Swansea to deal with most problems being raised by prisoners. In addition to written applications Board members deal with verbal applications on their rota visit or at any other time they are in the Prison. The Board has marked and locked IMB boxes on all wings and these are emptied daily during the working week.

Applications have been analysed by category

Category	07/08	08/09	09/10	10/11	11/12	12/13
Food	3	0	1	1	0	3
Property	4	0	4	0	4	1
Medical	14	6	13	4	8	8
Visits	0	5	4	4	6	3
Transfer	5	3	2	2	1	2
Adjudications	0	0	1	0	0	0
Mail	0	1	1	1	0	1
Cell Conditions	3	1		1	2	2
Sentence	5	5	4	0	1	0
Racial Abuse	3	0		0	1	
Bullying	1	3	2	0	4	1
Miscellaneous	18	17	11	9	6	10
<b>TOTAL</b>	<b>56</b>	<b>41</b>	<b>43</b>	<b>22</b>	<b>33</b>	<b>31</b>

Complaints received by the IMB through the internal complaints system.

Complaint Number	Issue	Type of Complaint
SWC/12.06/05	Prescription	Confidential
SWC/12.07/08	Work	Confidential
SWC/12.08/03	Drug charge	Confidential
SWC/12.09/03	Medical	Confidential
SWC/12.09/06	Staff	Confidential
SWB/12.09/12	Staff	Standard
SWC/12.10/05	Transfer	Confidential
SWC/12.11/01	IEP Warning	Confidential
SWC/12.11/02	D Cat	Confidential
SWC/12.12/05	Property	Confidential
SWC/13.02/04	D Cat	Confidential
SWC/13.02/05	Legal Advice	Confidential
SWC/13.03/04	Staff	Confidential
SWB/13.03/02	Medical	Confidential
SWC/13.04/04	Medication	Confidential
SWC/13.05/01	Work	Confidential
SWC/13.05/04	Dentist	Confidential
SWC/13.05/07	Medical	Confidential
SWC/13.05/10	Newspaper	Confidential
SWC/13.05/11	Medical	Confidential
SWC/13.05/13	Optician	Confidential
SWC/13.05/14	Work	Confidential
SWC/13.05/17	Canteen	Confidential
SWB/13.05/05	Medical	Standard

### 7.2.3 ATTENDANCE AT BOARD MEETING

All Board members attended the required number of monthly Board meetings throughout the year.

### 7.2.4. TALKS

Talks are given by Board members to various groups informing them of the work undertaken by Independent Monitoring Boards.

### 7.2.5. BOARD STATISTICS

Recommended compliment of Board Members	12
Number of members at start of reporting period	13
Number of Members at end of reporting period	12
Number of Members leaving within the reporting period	1
Total number of visits to the Prison (excl Monthly Meetings)	140
Total number of written applications received	31

Unfortunately after many years of committed service to the Board, Mrs Suman Kanish tendered her resignation. We would like to take this opportunity to formally thank Mrs Kanish for her excellent contribution to the work of the Board.