



HMP & YOI SWINFEN HALL

ANNUAL REPORT

MAY 2010 – APRIL 2011

1. STATUTORY ROLE OF THE 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 adequacy of the programmes preparing them for release.
2. inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
3. **report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.**

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.

2. CONTENTS

Section	Sub Section	Description	Page No.
1		Statutory Role Of the IMB	2
2		Contents	3
3		Description of the Prison	4
4		Executive Summary	5
	4.1	Policy Issues for the Minister's Response	5
	4.2	Operational Issues for Prison Service Response	6
	4.3	Key Points of Excellence and Concern	7
	4.4	Overall Judgement	8
5		Mandatory Reporting Areas	9
	5.1	Care and Separation Unit	9
	5.2	Race Equality and Disability	10
	5.3	Healthcare and Mental Health	11
	5.4	Learning and Skills	12
	5.5	Safer Custody and Violence Reduction	12
6		Optional Reporting Areas	14
	6.1	Catering and Kitchens	14
	6.2	Drugs and Substance Misuse	14
	6.3	Lifer and IPP Sentence Prisoners	14
	6.4	Prisoner Complaints	15
	6.5	Reception	16
	6.6	Security	16
	6.7	Visitors and Visitor Centre	17
7		The Work of the Independent Monitoring Board	19
	7.1	Board Statistics	19
	7.2	Prisoner Applications	20
8		Glossary of Terms	21

3. DESCRIPTION OF THE PRISON

HMP & YOI Swinfen Hall holds male long-term young offenders and young category C adults serving from three and a half years through to life.

The establishment has an operational capacity of 654 prisoners of which over one third is young offenders and nearly two thirds are adults. Swinfen Hall operates as an integrated young adult establishment for prisoners who are aged from 18 to 25. There are nine residential units, each unit having a primary specialist focus reflecting the specialist circumstances or needs of different groups of prisoners, such as Reception/Induction, Programme Support and Lifer/IPP status. The prison has been operating just under operational capacity for most of the reporting period following an increase in capacity of about 30 places in March 2010. The current year continues to show a growth in adult prisoners and a reduction in young offenders; in early April 2011 the roll comprised 59% adults and 41% young offenders. Around 40% of the population is from the Midlands region; the major factor that influences the placement of those outside the locality is Swinfen Hall's designation as a national resource for offence specific interventions.

The work at Swinfen Hall continues to be at the heart of the Government's overall delivery plan for reducing re-offending. The philosophy is for individual needs to be identified early and addressed through an active and integrated regime of education, skills training and specialised accredited offending behaviour and substance abuse courses. The establishment works together with national corporations, local businesses, voluntary organisations, the Young People's Learning Agency, the Skills Funding Agency, and education providers to meet the training and development needs of prisoners and prepare them for a crime-free life on release.

4. EXECUTIVE SUMMARY

4.1 Policy Issues for the Minister's Response

4.1.1 The Board is pleased to recognise again the high standards and repeated good work carried out by the Governors and staff at Swinfen Hall. This reflects the teamwork and individual contributions of all involved with the prison. However, the Board remains concerned that the standard cannot be maintained indefinitely in a climate of continuous year on year budgetary cuts. Inevitably, this impacts on staffing numbers that affects prisoner regimes and also increases the risk to safety and security against a background of a prisoner population close to maximum levels.

4.1.2 Similarly the Board remains concerned that the high standards of facility afforded via the building programmes during the last ten years should not be eroded through lack of funding for an ongoing maintenance and upgrade programme. There continues to be a gap in the quality of the accommodation between old and new cells and the Board reported last year that the older cells are somewhat inferior with less available daylight and condensation continuing to be specific areas of concern.

4.1.3 For the last three years, the Board has voiced its concerns at the increase in the life sentenced and IPP prisoner population and questioned the capacity to provide the compulsory treatment programmes in a timely manner. This group continues to increase in number and at May 2011 comprises just over 37% of the operational capacity, which together with the elapsed time to fill some vacant posts, continues to place programme delivery under pressure. The key aims of rehabilitation and reform require that prisoners be given the opportunity to be in a position to persuade the Parole Board at the earliest opportunity that they no longer present a risk to the public and this can be jeopardised by pressures on programme delivery.

4.1.4 The levels of mobile 'phones believed to be within the prison continue at an unacceptable level despite the efforts of the Governor and staff to combat the problem using the tools and technology available (6.6.3). It continues to be the Board's view that the risk to security that this issue presents across the prison estate is such that a National initiative to provide a technological solution to prevent the use of mobile 'phones by prisoners is required.

4.1.5 Again the Board brings to your attention that there have been occasions where a prisoner's apparent mental state has been of concern to the Board such that, in its view, a secure place outside of the prison environment would be more appropriate (5.3.6). The Board remains convinced that prison is not a suitable place for those displaying unusual mental health behaviour and they remain in prison because there appears to be inadequate provision of suitable secure places for these individuals outside of the prison estate.

4.2 Operational Issues for Prison Service Response

4.2.1 Prison Service complaints and applications to the Board contain about 20% of property related matters. Of these, a proportion relates to property claimed to be lost during transfer from another establishment. The Board asks again that the Prison Service reviews its procedures for inter-prison property transfer to avoid such occurrences, the investigation of which is time consuming and wasteful of resources.

4.2.2 The Board note a consistent improvement in the Education Department evidenced by a steady reduction in the numbers of hours lost because of cancelled classes, which in the past had been a major cause of concern. The improvement follows involvement from the prison with the Education providers to address shortcomings (5.4.2). The Board feels that further improvement in levels of class cancellations can be achieved to support increased purposeful activity by prisoners.

4.2.3 The Board also believes that further engagement of prospective employers in the Learning and Skills process would provide an additional source of meaningful activity, build relations with the community and improve the chances of prisoners obtaining future employment - a major contributor to reducing the risk of re-offending (5.4.4).

4.2.4 Prisoners are sometimes held in the Care and Separation Unit for long periods whilst awaiting investigation by the Police following an incident. In many cases prisoners are returned to normal accommodation at the earliest opportunity, and the Board accepts that on occasions there are circumstances whereby this cannot happen. However the Board is concerned where a prisoner is held on a restricted regime for what can typically be several weeks (5.1.4). The Board is aware that the prison service has procedures in place to escalate where necessary but continues to be concerned at the apparent lack of agreement with the Police to remedy the problem.

4.2.5 The Board acknowledges the efforts made by the Governor to prevent the entry of mobile 'phones into the prison. The Board continues to note occasions where prisoners have been found to be in possession of mobile 'phones on arrival in Reception (6.6.3). This implies that either the security procedures in other establishments or those employed by the prisoner transport contractors have failed. The Board again looks to the Prison Service to ensure that effective security measures are employed at all stages of the prisoner transfer process.

4.2.6 The Board notes and welcomes the decision not to use unsuitable unfurnished accommodation, however we are concerned that without a suitable alternative provision there will be costly ongoing repairs whenever normal CSU accommodation is deliberately damaged by prisoners (5.1.2). The use of unfurnished cells will not stop determined attempts by prisoners to damage cells and commit dirty protests in the CSU if they are minded to do so. Unfurnished cells, by their nature, are a short term strategy to deal with a specific set of circumstances. A sustained period of poor behaviour and cell damage would not be appropriately resolved by a lengthy period in an unfurnished cell and the Board are happy that the Governor and his team would not see such a strategy as decent; rather they look to manage poor behaviour and minimise the potential for damage through other means.

4.3 Key Points of Excellence and Concern (not requiring a response)

The Board wishes to recognise the following as being examples of good practice. There are no points of particular concern that it wishes to raise at this level, other than those noted above.

4.3.1 For a large majority, positive relations and respectful behaviour continues between staff members and prisoners to provide the framework for all that is achieved at Swinfen Hall.

4.3.2 The involvement of prisoners in decision making and the existence of mutual help and support groups (Toe-By-Toe, Learning Mentors, Listeners, Insiders, Wing Representatives etc.) have maintained a culture of ownership and self help within the prisoner population.

4.3.3 The Care and Separation Unit is staffed with a dedicated specialist team that works with difficult prisoners and circumstances in a professional but caring way. The Board would wish to recognise the positive work carried out within the Unit to engage with the prisoners whilst they are held there, establish relationships and support their reintegration into normal prison regimes.

4.3.4 The Healthcare team comprises professionals qualified to deal with both physical and mental health needs; they are well managed and demonstrate evidence of good practice. Prisoners have access to all facilities that are available to the general public via the NHS, in safety and with total confidentiality. The Board continues to observe good interaction between nurses and prisoners and attendees at clinics are always treated with respect and dealt with in a professional and caring manner.

4.3.5 The procedure for making complaints is well publicised at Swinfen Hall from the point of arrival. The Board is satisfied that the vast majority of prisoners are aware of what they need to do to make a complaint and have easy access to the appropriate forms. The majority of complaints made are resolved at the initial stage within the prescribed time allowed and without the prisoner choosing to escalate.

4.3.6 Diversity continues to be embraced, valued, promoted and respected at Swinfen Hall. Training is provided to staff and prisoners alike and a high profile is given to the topic in all facets of prison life.

4.3.7 The importance of maintaining family contact and involvement from first reception into Swinfen Hall is an integral part of the ultimate resettlement strategy. Prisoners' families are encouraged to maintain contact with frequent visits and participate in the personal development of their relatives whilst in custody. Special theme visits that are arranged include Lifer Days, Fathers Inside, and Post Induction, all designed to help maintain the family bond. Contact using other means such as letter exchange and prisoner telephone calls is readily available.

4.3.8 The Board is pleased to acknowledge the positive working relations that generally exist with the Governor and the staff. The importance of our role is recognised and our independence is respected. We are willingly afforded the information and assistance that we need to perform our duties.

4.4 Overall Judgement

4.4.1 Whilst finding it necessary to raise several points for attention, the Board is in no doubt that Swinfen Hall continues to set a high standard, providing a safe, respectful and structured environment in which all prisoners in its care are encouraged to address their offending behaviour. The prison has continued to deliver strongly against its KPT measures and the management and staff at Swinfen Hall are to be congratulated on their achievements during another difficult year of financial and resource constraints.

5. MANDATORY REPORTING AREAS

5.1 Care and Separation Unit

5.1.1 The CSU provides a clean and safe environment for those under punishment or held under Rule 45/49. The Unit is managed by a small and dedicated team who undertake their duties in a professional manner, building positive relationships with those in their care, often in difficult circumstances. The CSU do not have full constant observation facilities, however camera observations can be used in a number of cells enabling the staff to fully support any vulnerable prisoners or prisoners on an open ACCT. New safer cells have been approved for the CSU and a constant observation gated cell is planned to support those prisoners with needs. There are fifteen cells available in the unit and this has generally been proven to be sufficient to accommodate the demand. There continues to be a gap in the quality of the accommodation between old and new cells and, as the Board reported last year, the older cells are somewhat inferior with less available daylight and condensation continuing to be specific areas of concern.

5.1.2 The board is satisfied that the segregation of prisoners continues to be utilised for lawful purposes only and that prisoners have generally received their entitlements whilst held in the unit. Members of the Board have visited the prisoners held in the unit on a regular basis throughout the year, examining their files, care plans, authorisations and algorithms. These documents have been updated with evidence of regular senior management reviews. The Board is also satisfied that the statutory requirements and guidelines for use of the unfurnished cells, use of mechanical restraint and visits by the Governor, Healthcare and the Chaplain have been met during this reporting period. However, following an HMIP inspection during 2010 which commented generally on the use of unfurnished cells, they are no longer made available for their previous purpose and there are plans to convert these cells for usage more relevant to the needs at Swinfen Hall; we currently await the finalisation of these plans and the work required to move this initiative forward. A consequence of following HMIP advice and not using the existing unfurnished cells is the amount of damage caused to the fabric of furnished cells in the CSU by prisoners determined to misbehave. Although situations are well managed by the Governor and his staff, three cells were damaged and unusable for some months; repairs to these cells will be at a considerable cost to the public purse.

5.1.3 A standard timetable for Rule 45/49 reviews has meant that the Board has been in attendance for the majority of cases and when reviews have occasionally had to be held outside the agreed arrangement, every endeavour has been made to inform the relevant Board member. In addition, Board members have observed at prisoner adjudication hearings conducted both by Governors and the Independent Adjudicator. These have been conducted fairly and in accordance with the rules.

5.1.4 The Board keenly monitors the period for which a prisoner is segregated and that it should be no longer than is necessary given the circumstances. The Board is satisfied that the Governor has applied this principle at all times, however prisoners can be held in the Care and Separation Unit for long periods whilst awaiting investigation by the Police following an

incident. In many cases prisoners are returned to normal accommodation at the earliest opportunity, and the Board accepts that on occasions there are circumstances whereby this cannot happen. The Board is, however, concerned where a prisoner is held on a restricted regime for what can typically be several weeks. The Board is aware that the prison service has procedures in place to escalate these issues where necessary but continues to be concerned at the apparent lack of agreement with the Police to remedy the problem.

5.1.5 The Board has continued to review the statutory records and reports maintained by the unit and found them to be in good order. This has enabled the Board to monitor trends and be in a position to request explanations from the Governor where abnormal patterns occur. The Board has monitored the ethnic proportion of the segregated prisoners and has found no grounds for suspecting unfair treatment by virtue of ethnic group.

5.2 Race Equality and Disability

5.2.1 The Racial Equality Action Team (REAT) meetings at Swinfen Hall have changed from monthly to bi-monthly and are chaired by the Deputy Governor. The Equality Manager continues to hold discussions with staff and prisoner representatives between the REAT meetings. The purpose of the discussions is to encourage the prisoner representatives to identify any problems on the wings and to prepare for the main meeting. Although the PSI changes do not mandate the existence of a Race Equality Team or regular meetings, it is envisaged that the bi-monthly meetings at Swinfen will continue. The future content of the meetings is to conform to legal compliance and responsibilities required in accordance with PSI 32/2011. A designated member of the IMB will continue to regularly monitor the meetings.

5.2.2 Throughout the reporting year the IMB have observed that the REAT meetings have been consistent and well structured. There has been regular attendance from various areas of the establishment. All of the departmental representatives are given the opportunity to freely discuss specific information relevant to the meeting. Prisoner representatives are present and are also encouraged to contribute to the discussions.

5.2.3 There is regular feedback on the monitoring information for Race and Equality. This includes the systematic monitoring and analysis of the race template (SMART) data and action plan. A Racial Incidents Complaints log is presented detailing racial complaints and action taken. In future discrimination complaints will be managed by the wing Managers and complaints will be recorded on a Ministry of Justice Discrimination Incident Reporting Form. The system will continue to be monitored by the IMB.

5.2.4 Training strategies are highlighted and Training Awareness days and Workshops for staff and prisoners are undertaken. Staff training is ongoing for the mandatory 'Challenge it Change it' course. Forthcoming promotional information continues to be a regular item on the agenda and this includes cultural awareness theme days and events, community engagements and a variety of ideas to promote good relations.

5.2.5 The learning disability screening questionnaire continues to be used for new receptions. This information is passed to the Disability Liaison Officer who meets with all of the disabled prisoners.

5.2.6 A number of staff and learning mentors have received awareness training to assist with the HDQ (Hidden Disability Questionnaire) which is available to all prisoners. The aim is to draw attention to their specific needs or for further assessment by Health Care or Education. Once the needs are identified a support plan is implemented with the aid of a personal tutor.

5.2.7 The Disability Liaison Officer (DLO) is currently supported by the Wing Equality Officers, who bring to the attention of the DLO any relevant information.

5.2.8 The existing Disability Policy is under review and will be incorporated in to a new Equality Policy.

5.2.9 At present there is adequate special accommodation for the disabled on four of the residential wings. Other facilities include wet rooms which have arm rests and supports and there are also ramps and lifts in some areas. In the event of an emergency on a wing, under the supervision of the staff, appointed prison 'buddies' would help in looking after the disabled and those in need of extra assistance.

5.2.10 The Board is satisfied that Swinfen Hall has satisfactory procedures and policies in place and that all complaints in this area were properly investigated during the reporting year.

5.3 Healthcare and Mental Health

5.3.1 The appropriate level of health care continues to be maintained at Swinfen Hall with the prisoners continuing to have access to the same quality and breadth of services as are available to the general public.

5.3.2 Nursing and other medical care and support are provided by a multi-disciplinary team who continue to act in a competent, professional manner whilst treating the prisoners with courtesy and respect, ensuring that they are given information about their health in a supportive and sensitive manner. The GP visits Swinfen Hall on a daily basis with continuity of care being delivered in an appropriate manner. Any prisoner deemed to require specialist care is promptly referred on.

5.3.3 Monthly meetings are held as part of the management process and are chaired by the Health Care Manager. A member of the IMB is always invited and attends on a regular basis

5.3.4 A member of the nursing staff is always in attendance at R49/R45 reviews held for prisoners residing in the CSU to ensure that any health concerns are raised and dealt with.

5.3.5 The Board are pleased to note that there is now an Inside Help counselling service available for the prisoner population at Swinfen Hall.

5.3.6 The Board retains concerns that occasionally a prisoner's apparent mental state is such that a secure place outside of the prison environment would be more appropriate. The Board remains convinced that prison is not a suitable place for those displaying unusual mental health behaviour and there should be better provision of suitable secure places for these individuals outside of the prison estate.

5.4 Learning and Skills

5.4.1 During the period covered by this report the Workshop based activities have continued to perform well. The workshops offer a wide range of trades taught up to NVQ level 2 and with the assistance of teachers and prison mentors impart basic academic skills to those on the courses. The content of the training courses offered was relevant to employment opportunities that will be available to prisoners on their release. Staff working in the workshops impress with their commitment to the work they do and level of interest they show in the prisoners that they teach.

5.4.2 From the poor performance level detailed in our previous report the Education Department has shown consistent improvement. There was a steady reduction in the numbers of hours lost because of cancelled classes, which in the past had been a major cause of concern. The improvement comes after a more proactive involvement from the prison in the performance of the Education Department and the education provider's efforts to address basic staffing issues mentioned in previous IMB reports.

5.4.3 The education provider took steps to integrate with the rest of the prison at all levels; they also reviewed their own performance and began to develop a plan to ensure continued improvement.

5.4.4 Our previous report drew attention to the lack of outside employers who come into the prison to offer opportunities for employment and training to prisoners upon their release. The prison has good links with Halfords Auto Centre and Viola Recycling but apart from these we did not see any improvement in this situation during the year and considering our comments on the good work done by the workshops in teaching practical skills it is a shame that other employers who could utilise the skills taught are not involved in the resettlement process.

5.5 Safer Custody and Violence Reduction

5.5.1 The Residential Safer Policy Group have continued their commitment over the last 12 months to constantly review and adjust policies and to ensure prisoners' safety at Swinfen Hall. Monthly meetings are attended by representatives from areas within the prison and also external organisations. Data collected from functional areas are examined, trends identified, specific and detailed adjustments made in order to obtain relevant data from which safer custody and violence reduction can be maintained and improved within the prison.

5.5.2 Recent initiatives include further training of Listeners, who are easily identified by special polo shirts and jumpers; dedicated Gymnasium sessions; additional support mechanisms for prisoners and their families after the closure of an ACCT document; a greater use of ISP's especially for victims of violence; use of OASYS to highlight potentially vulnerable prisoners; provision of a constant supervision facility with a gated cell; provision of CBT and counseling sessions; provision of safeguarding forms with email provision for families and provision of 'Get a Grip' booklets for prisoners demonstrating high levels of violence or bullying.

5.5.3 189 ACCT documents and 19 Individual Support Plans were opened during the reporting year (151 ACCT's in previous year) and 346 incidents of self harm were recorded compared to 148 in the previous year. Our investigations show that this apparent large increase is mainly due to a change in the recording mechanism; for example, when a prisoner self-harmed three times in a period of an hour or so, this was previously classified as one incident. These are now recognised as three separate incidents in order to better manage and prevent self-harm issues. There were 932 violent incidents reported, which is an increase over the 759 reported in the previous year. Again this growth may be mainly attributed to two changes: improved managing and reporting of violent incidents and to the increasing population at Swinfen Hall. The Board are happy to report that there were no deaths in custody during the year.

5.5.4 Following an in-house survey on how safe prisoners feel at Swinfen Hall and comments from HMIP in last year's report, work was instigated to validate the survey results and make any necessary environmental adjustments to ensure that Swinfen Hall continues to provide a safe and secure environment for its prisoners and staff.

6 OPTIONAL REPORTING AREAS

6.1 Catering and Kitchens

6.1.1 Catering performed consistently well during the year. We received only a few applications from prisoners regarding food and comments we hear are often favourable. Some minor issues regarding the mix of food and quantity are addressed via the wing food comments books. The comment books show evidence of having been checked by the Catering Manager at regular intervals.

6.1.2 Our previous report noted problems with the maintenance of kitchen equipment; this has been addressed by the setting up of maintenance contracts which have resulted in a reduction in the number breakdowns.

6.2 Drugs and Substance Misuse

6.2.1 Overall another good reporting year within all areas of drug strategy and intervention with all targets having been met. All departments continue to liaise closely in order to ensure that a high level of service is achieved at Swinfen Hall and that policy formulation maintains an appropriate level of currency.

6.2.2 P-ASRO and CARAT have both performed to a high standard despite experiencing ongoing recruitment problems exacerbated by budgetary cuts. Nevertheless they continue to provide a quality service in line with the needs of the establishment and also maintain a flexibility of provision in order to ensure there are no service gaps left between where one team ends and another commences. A good example of this is when the COVAID course introduced at Swinfen Hall last year in order to address the ongoing issue of prisoners with alcohol related issues did not work out, the PASRO Team introduced and now deliver a new course to fulfil this requirement.

6.2.3 MDT targets were met for this reporting period. Swinfen Hall as a result of the Specification, Benchmarking and Costing protocol and in consultation with the Deputy Director of Custody reduced the routine search cycle from bi-annually to annually. As a result every cell is routinely searched once a year and in addition an intelligence led approach has been adopted and 654 intelligence led cell searches place every year as a result of Security intelligence received. Intelligence led searching allows for resources to be more effectively utilised.

6.2.4 IDTS was finally made available at Swinfen Hall following both staff training and structural work to ensure its safety and effectiveness. We currently await the first prisoner to utilise this facility and will hopefully be in a position to report positively in future on the effectiveness of this initiative.

6.3 Life and IPP Sentence Prisoners

6.3.1 Swinfen Hall takes prisoners with Life Sentences and also those sentenced by the courts to an indeterminate sentence with a minimum tariff for public protection (IPP). As at

May 2011 there were 237 prisoners in the Lifer/IPP category at Swinfen Hall, constituting just over 37% of the prisoner population. The majority of prisoners with life sentences are resident on specified wings and there is opportunity for them to be resident on wings specifically for prisoners with 'enhanced' status should their behaviour be appropriate. IPP prisoners are fully integrated within all wings dependent upon their age and IEP status.

6.3.2 Life sentenced prisoners have an annual review of their sentence plan and attendance at these reviews includes representation from Probation, Psychology, Offender Management, IMB and the relevant Lifer Manager. These reviews are carried out in a timely and professional manner with the clear objective of ensuring that the prisoner understands his tariff/sentence and the various key gateways to be negotiated during this period. In particular it is made clear when he should be applying for parole and what preparation he should be making. By the end of the review meeting there will be a clear updated sentence plan with both short and long term objectives which have been agreed by all parties.

6.3.3 Swinfen holds quarterly Lifer Forums with full representation from the prisoner population ensuring that they have an opportunity for input during their time at Swinfen Hall. There are also regular 'Lifer Days' held wherein the families of these prisoners are invited to Swinfen Hall in order to ensure that they also have a full understanding of how the sentence for their relative will work. There is a post Lifer Day review held with the prisoners in order to check the effectiveness of this initiative.

6.3.4 Swinfen Hall is now starting to see many more IPP prisoners progress to the Open Estate and this is causing problems with allocations as some Open establishments are quoting waiting lists of up to 9 months. This then has a knock-on effect on the prisoner's progress as their next reviews are usually set for 12 months hence. As a result, it is sometimes the case that compliance in Open conditions cannot be proved prior to attending the next parole review.

6.4 Prisoner Complaints

6.4.1 The formal complaint scheme has been operated in accordance with the established Prison Service regulations. The facility is secure, well publicised to the prisoners and offers confidential access to the Governing Governor, Deputy Director of Custody or IMB Chair for appropriate cases.

6.4.2 Records are maintained and have been examined by the Board. In the main, the responses to the complaints have addressed the issue raised and been courteous. The prescribed time scale for reply was achieved for all but a very small minority of cases.

6.4.3 During the period May 2010 - April 2011 there were 1752 complaints made representing a 4% increase on the previous year. 17% utilised the confidential access facility. A very large majority of the complaints were resolved at Stage 1 and 26% were upheld. There were five referrals to the Ombudsman. The total continues the recent trend of a year on year increase in the number of prisoner complaints, albeit a modest increase this year.

6.4.4 Complaints are comprehensively analysed by subject matter and complainant characteristics to assist in the identification of any trends. Finance, property and regimes

continue as the most frequent subjects for complaint with education and transfer requests also figuring strongly.

6.5 Reception

6.5.1 The prisoner roll at Swinfen Hall changes on almost a daily basis with new arrivals and discharges. Staff are well trained and regardless of whether it is a hospital appointment, court appearance, police production discharge or new arrival, there is always a welcoming atmosphere in Reception.

6.5.2 Reception is a safe environment particularly to those prisoners who are vulnerable or need additional help from staff. Often there is an IMB member there to observe the new arrival process. Health Care staff are always present in order to assess prisoners' physical and mental needs and to ensure the appropriate risk assessment is carried out effectively. In addition, the Reception Orderly is a trained Listener and is therefore an early point of contact to ensure new prisoners have an opportunity to raise any additional concerns. Listeners are trained by the Samaritans and are able to provide help and support at times of crisis in addition to their role in Reception.

6.5.3 Procedures are well documented and staff always ensure that each prisoner fully understands each step of the Reception process. Prisoners are treated with respect and dignity; compacts are completed and grocery packs and tobacco are offered along with a telephone call in order that they can let family and friends know where they are.

6.5.4 Induction staff will also interview the prisoners whilst they are in Reception and will complete a cell sharing risk assessment, explain the daily regime at Swinfen Hall and give them ample time to raise any queries in relation to this. Following this, new arrivals will be escorted to their assigned wing and introduced to both staff members on the wing and Insiders. The Insiders role is particularly important to new arrivals as it offers them a point of contact for vital information and reassurance for their first few days in a new environment.

6.6 Security

6.6.1 The Security Department is managed by a Security Governor and comprises an Operations Manager, Uniformed Officers and Support Staff. Board Members generally liaise with the Security Department at the start of each rota visit to be aware of any current incidents or issues within the prison.

6.6.2 The Security Committee/Tasking and Co-ordination Group is chaired by the Deputy Governor or in his absence the Security Governor and includes senior Security Department staff, other functional Governors, Residential Officers, a Police Liaison Officer and representatives from Health and Safety, Estates and the IMB. The monthly meeting reviews, updates where appropriate and signs off the security objectives of the prison, which are then forwarded to the Governing Governor for approval. The meeting receives a monthly security report compiled from feedback, investigations and other information gathering techniques. The Board are pleased to note that the report is professionally presented,

thorough, detailed and is the basis for reviewing and improving operational procedures where necessary.

6.6.3 Security risks to the prison are constantly reviewed and the last year continues to see a number of drugs issues and the presence of mobile 'phones within the prisoner population. Mobile 'phones have been discovered at Reception where a prisoner has arrived from another prison with a hidden device. The Board, however, is happy that measures taken by the Governor to mitigate risk and reduce the influx of prohibited items are progressing well. The Board feel obliged to comment yet again that further assistance from National level to prevent mobile 'phone signals within prisons could support a general reduction in crime.

6.6.4 The Board is satisfied that the security processes in place to review banned visitors and to monitor and review the use of closed visits are effective and well managed.

6.6.5 The Board observes at the Use of Force committee and is satisfied that correct Control and Restraint techniques are used and that Officers receive the appropriate update training to ensure safe and proportionate restraint methods are deployed.

6.6.6 Whilst it is accepted that removals from Wings to the Care and Separation Unit, sometimes under Control and Restraint and filmed, can be conducted at any time in response to an incident, the presence of a Board member can only be achieved if there is a member within the prison at the time. For planned removals, the processes in place demand the presence of Healthcare and also a member of the Board, again if one is within the prison at the time.

6.6.7 A number of removals to the Unit have been observed during the year. The Board from its observations and from its presence on the Security Committee, which monitors Use of Force statistics, is satisfied that Use of Force is commensurate with both the population of Swinfen Hall and the ethnic breakdown of that population.

6.6.8 The Board again commends the professionalism and diligence of both the Security Department staff together with the Control and Restraint staff whom it has observed throughout the year.

6.7 Visitors and the Visitor Centre

6.7.1 In addition to normal visits to prisoners from family and friends, Swinfen Hall has continued to facilitate other types of visits:-

- Induction visits where prisoners' families are given an insight into the facilities and courses available at Swinfen Hall.
- 'Fathers Inside' visits where prisoners are able to see their young children in a 'family friendly' environment within the Visitors' Room.
- 'Lifer Days' where life-sentenced prisoners have the opportunity for a longer family visit and post-course review visits where families attend course completion and award ceremonies.
- Occasional Visitor Forums, where many interested parties including some prisoners and their families, are brought together for discussion and debate.

6.7.2 The Visitor Centre at Swinfen Hall is external to the secure area and visitors are processed and moved into the secure environment in manageable groups. Visitors are searched appropriately including the use of drug-detection dogs and moved through the biometrics check into the Visits Room. Board members regularly attend 'visits', often following the process from end-to-end. Some regime changes which were implemented last year continue to give an improved service to visitors whilst still enabling appropriate security considerations to be in place.

6.7.3 Throughout the year the use of the camera facilities by prison staff during visits was observed and found to be decent and professional. There were no occasions where a Board member felt that camera use was an intrusion to personal privacy.

6.7.4 It was pleasing to again note that Officers and Staff, especially Visitor Centre staff, are very helpful to visitors many of whom find initial visits stressful. The Board retains the view that staff who are involved with visits continue to act in a sensitive and caring manner.

7. THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 Board Statistics

BOARD STATISTICS	
Recommended Complement of Board Members	15
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	11
Number of new members joining within the reporting period	5
Number of members leaving within reporting period	4
Number of Board Meetings	12
Average number of members at Board Meetings	8.5
Number of attendances at meetings other than Board meetings	115
Total number of visits to the prison (including all meetings)	412
Total number of applications received	232
Total number of segregation reviews attended	123

7.2 Prisoner Applications

Code	Subject	2006/7	2007/8	2008/9	2009/10	2010/11
A	Accommodation	5	2	6	5	7
B	Adjudications	2	2	10	21	16
C	Diversity related	1	2	4	3	2
D	Education/employment/training	21	8	30	37	30
E	Family/visits	15	9	21	15	14
F	Food/kitchen related	5	1	6	9	4
G	Health related	11	10	4	12	6
H	Property	17	23	55	53	47
I	Sentence related	14	10	28	6	8
J	Staff/prisoner/detainee related	12	22	24	24	16
K	Transfers	34	18	26	22	51
L	Miscellaneous	17	22	16	39	31
	Total number of applications	150	129	230	246	232

8. GLOSSARY OF TERMS

ACCT	Assessment, Care in Custody and Teamwork
CARAT	Counselling, Assessment, Referral Advice and Throughcare
CBT	Cognitive Behavioural Therapy
CSU	Care and Separation Unit
DLO	Disability Liaison Officer
COVAID	Control of Violence for Angry Impulsive Drinkers
GP	General Practitioner
HMIP	HM Inspectorate of Prisons
HMP	Her Majesty's Prison
IDTS	Integrated Drug Treatment System
IEP	Incentives and Earned privilege
ISP	Individual Support Plan
IMB	Independent Monitoring Board
IPP	Indeterminate Sentence For Public Protection
KPT	Key Performance Target
MDT	Mandatory Drugs Testing
NHS	National Health Service
OASys	Offender Assessment System
P-NOMIS	Prison - National Offender Management Information System
P-ASRO	Prison – Addressing Substance Related Offending
PSI	Prison Service Instruction
PSO	Prison Service Order
REAT	Racial Equality Action Team
Rule 45/49	Prison & YOI rules on segregation
SMART	Systematic Measuring And Reporting Tool
YOI	Young Offender Institution