



HMP & YOI SWINFEN HALL

ANNUAL REPORT

MAY 2011 – APRIL 2012

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.

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3. DESCRIPTION OF THE PRISON

HMP and YOI Swinfen Hall has an operational capacity of 654 and operates as an integrated young adult male establishment for prisoners who are aged from 18 to 25. The reception criteria is YOIs and Category C Young Adults, (21-25), serving 4 years to life. There are nine residential units & the prison has been operating at 95%+ of operational capacity for most of the reporting period following an increase in capacity of about 30 places in March 2010. The current year has seen little change in the percentages of adult prisoners and young offenders with the role still currently comprising 59% adults and 41% young offenders. At the end of this reporting year around 30% of the population is from the Midlands region in comparison with 40% at the same time last year. The major factor that influences the placement of those from 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 and for the prisoners to engage in work during their sentence. 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 in order to meet the training and development needs of prisoners and to help 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 still 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 which in turn affects prisoner regimes and also increases the risk to safety and security against a background of a prisoner population close to maximum levels. Although the number of incidents logged during this reporting period has reduced, the incidents in themselves have been of a more violent nature. This concern is borne out by the fact that it is now a regular occurrence for at least half of the prisoners held in the CSU to be on Three Officer Unlock. Swinfen Hall has had an overall reduction of Staff in Post of just over 5% during the reporting period but of more concern is the staff reduction of 30% at senior level while during the same period there has been no reduction in prisoner numbers or the expectations of delivery against KPTs.

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 further eroded through lack of funding for an ongoing maintenance and upgrade programme. Once again, the Board draws attention to the remnants from the original 1960's construction that includes three Residential Units (A, B & C Wings), and part of the Care and Separation Unit (5.1.1). These locations still have barely acceptable accommodation that is substantially inferior to that provided elsewhere within the prison. It was recommended by HMCIP in June 2010 that A,B & C wings undergo a complete refurbishment but financial constraints have meant that we continue to see some cosmetic improvements actioned by the Estates team at Swinfen Hall but no major infrastructure improvements which would bring this accommodation up to the required standards.

4.1.3 For the last four years, the Board has voiced its concerns around the capacity at Swinfen Hall to provide the compulsory treatment programmes in a timely manner. 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 is being jeopardised by pressures on programme delivery. The key area of concern during this reporting period is the constraints imposed around the recruitment and retention of the Psychology Assistants, a role which is critical to the successful delivery of these programmes. The additional time spent by senior management in this repeated recruitment cycle results in them having less time than is optimal in progressing other, sometimes more critical, prisoner issues. (5.4.6)

4.2 Operational Issues for Prison Service Response

4.2.1 The Board notes a small improvement in the Education Department evidenced by a steady reduction in the numbers of hours lost because of cancelled classes, which in the past has been a major cause of concern. The improvement follows involvement from the prison with the Education providers to address shortcomings; however there is more work to be done for before an adequate level of service is delivered. The Board is concerned that the proposed change to yet another service provider and scheduled for August 2012, could have a negative impact on these improvements unless the changeover is tightly managed. (5.4.5)

4.2.2 Prisoners can be held in the Care and Separation Unit for long periods whilst awaiting investigation by the Police following an alleged incident. The Board accepts that the Governor has no alternative in the circumstances where the prisoner(s) concerned cannot be returned to wing accommodation. Nonetheless, it is wrong that a prisoner should be held on such 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 tardiness of their involvement or in some cases, the decision of the CPS not to proceed at all despite the apparent seriousness of an incident.

4.2.3 Although there are written procedures in place in relation to disability monitoring the Board is concerned that the DLO does not have sufficient time to be more involved with Disability matters and that as a result of operational commitments there are indeed no plans for the Disability Liaison Officer to commit to disability monitoring. In addition there are no future plans for additional prison staff to receive disability awareness training. (5.2.3, 5.2.4)

4.2.4 Only senior managers have currently had discrimination investigation training and there are no plans to widen the awareness training. In addition, it is a concern that there are no appropriate independent quality checks in place for scrutinising Discrimination Investigation Forms. (5.2.9)

4.2.5 There are currently no plans to hold sexual orientation forum groups and there is no regular involvement with voluntary support groups in support of this. This is concerning given that there was a specific recommendation from HMCIP at the last announced inspection that Swinfen Hall should introduce support groups for Transgender, gay & bisexual prisoners.

4.2.6 The Board is concerned that there have been two incidents during this reporting period of incorrect dosages of medication being given to prisoners by Healthcare staff. (5.3.1)

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 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.

4.3.4 The Board is happy that measures taken by the Governor to mitigate risk and reduce the influx of prohibited items are showing good results. The Board acknowledges the good work done by the Security Department staff in reducing the illegal use of mobile 'phones within the prison

4.3.5 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.

4.3.6 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 yet 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 CSU does 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 were approved during the last reporting period along with a constant observation gated cell, however, this reporting year has not seen any progress with this being actioned. There are fifteen cells available in the unit and this has generally been proven to be sufficient to accommodate the demand. However, despite recent maintenance work in some cells there continues to be a gap in the quality of the accommodation between old and new cells and, as the Board has reported for the past two years, the older cells are somewhat inferior with less available daylight and condensation continuing to be a specific area of concern. In addition, the state of the shower facilities within the unit is poor and is still progress on the required refurbishment. On a positive note, radios are now provided for selected prisoners residing in the Unit.

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 mechanical restraint and visits by the Governor, Healthcare and the Chaplain have been met during this reporting period. However, as reported last year, following an HMIP inspection during 2010 which commented generally on the use of unfurnished cells, there is no longer an unfurnished cell available within the CSU at Swinfen Hall but instead we have recently seen the two unfurnished cells merged into a single cell with usage deemed more relevant to today's needs. A potential consequence of following HMIP advice and relinquishing unfurnished cells is the possibility of damage to the fabric of furnished cells in the CSU by prisoners determined to misbehave. Should extensive damage and the resulting repairs to these cells happen again in the future, this would obviously once more 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. As reported last year, 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 During the induction period new prisoners have the opportunity to be assessed and are given the Way of Working questionnaire to complete. The information gathered from the questionnaire helps to identify prisoners who have learning difficulties and for Education to establish an individual learning plan. Where appropriate, a Hidden Disability Questionnaire is also used as part of the assessment to draw attention to specific needs. The information obtained is passed on to the DLO.

5.2.2 At present there are 8 adapted cells that could accommodate wheelchairs and this is considered to be adequate for present needs. No new facilities or cell alterations are planned.

5.2.3 There is an emergency evacuation plan in place and appointed 'buddies' would assist the staff in an emergency. The disability action plan was updated in 2011 although individual prisoner care plans are not yet available. There are no future plans for prison staff to receive disability awareness training and there is currently no involvement with appropriate voluntary support groups in this arena.

5.2.4 Due to operational commitments the DLO has not been able to regularly meet with the disabled prisoners during the reporting year and there are no plans to increase the time allowed for the DLO to commit to disability monitoring. Although there are written procedures in place the IMB is concerned that the DLO does not have sufficient time to be more involved with disability matters.

5.2.5 Foreign National meetings are held quarterly and are chaired by the Foreign National Coordinator. Wing officer representatives attend and are invited to give feedback on issues and concerns that have been raised. During this reporting period there has been a reduction in prisoners held on IS91 and Swinfen Hall facilitate UKBA surgeries for Foreign Nationals in order to help clarify specifics around deportation.

5.2.6 Equality Committee Meetings are chaired by the Quality Manager and attended by prisoner representatives and staff from a range of departments; the IMB regularly observe. The prisoner representatives are encouraged to take an active part in raising and discussing

appropriate issues. Monthly meetings are no longer mandatory and have been changed to bi-monthly and some of these meetings have been cancelled throughout the reporting year. There continues to be regular feedback on Smart data monitoring, Diversity issues and Racial Incident complaints and action taken to resolve them. Although Disability is on the agenda there is often no report or feedback relating to disability matters. There are 9 trained Diversity prisoner reps across the establishment and Prisoner group meetings continue to be held monthly. The Chaplaincy maintains contact with all religious groups.

5.2.7 During the reporting period, the Chaplaincy has established monthly meetings with the Gypsy and Traveller prisoners. A government funded representative from Pertemps Employment Agency also meets regularly with the Travellers and the agency gives advice on training requirements for future employment and driving licences. At present there is a designated Travellers' wing officer and one prisoner wing representative.

5.2.8 There are currently no plans to hold sexual orientation forum groups and there is no regular involvement with voluntary support groups in support of this.

5.2.9 Discrimination incident complaints are managed by wing Managers. Complaint forms are retained for 3 years. Only senior managers have had investigation training and there are no plans to widen the awareness training. There are no appropriate independent quality checks in place for scrutinising DIFS.

5.3 Healthcare and Mental Health

5.3.1 Healthcare at Swinfen Hall is provided by South Staffordshire and Stoke-on-Trent Primary Trust, and with commissioned services they provide clinical care and treatment, health promotion and advice. These services based on need are provided to a standard equivalent to the services available to the general public on the NHS. The care is provided in a professional manner, the prisoners treated with respect and it is an accessible friendly and confidential service. However, the Board is aware that there have been two incidents during this reporting period of incorrect dosages of medication being given to prisoners.

5.3.2 The monthly Healthcare operational meetings and quarterly Healthcare Governance Meetings are chaired by the Healthcare manager and are part of the management process, to which the IMB is invited and attends on a regular basis in an observational capacity. A bi-annual comprehensive Health Needs Analysis (HNA) is refreshed annually to assess the health needs of prisoners and ensure the care provided is appropriate and reflects the current needs of the prisoners. The Prison Health Performance and Quality Indicator (PHPQI) and Department of Health Guidelines structure the basis of the prison Health Delivery Plan, which remains under review.

5.3.3 A prisoners' forum is held twice a month during which senior Healthcare staff and prisoner representatives meet to discuss general healthcare issues. Notice boards on each wing provide feedback from the forum, and health promotion and waiting times for appointments (the issue of long waiting times for dental appointments has been addressed). Some prisoners have been trained as Health Champions and give prisoners advice on healthy

living and can signpost to appropriate services; and the annual health fair promotes the services at Swinfen Hall and also provide health education.

5.3.4 Multi-Agency Safer Health (MASH) meetings occur every 2 weeks to discuss vulnerable prisoners who have complex problems; e.g. those on an ACCT, self-harming, those who may have a learning disability or personality disorder. The In-Reach Team provides mental health services and Inside Health provides counselling and Cognitive Behaviour Therapy. There is also a Psychiatric consultant as part of the team, in addition to the GP, Optician, Physiotherapy and Urologist. A learning disability pathway is in place which is a specific package for those with learning disabilities. The Deputy Healthcare Manager, who is responsible for the mental health care at Swinfen Hall, meets with representatives for other prisons in order to ensure the provision of a consistent service between prisons and different PCTs'. Other developments include the Integrated Drug Treatment Programme which is now up and running and having the authority to provide Methadone for selected prisoners, and the Chronic Disease Action Plan, for those suffering with long term illnesses such as Asthma or Diabetes.

5.4 Learning and Skills

5.4.1 The workshop based activities at Swinfen have continued to perform well, offering a wide range of trades taught to NVQ Level 2, which then provides relevant vocational opportunities to prisoners upon their release. Courses in hospitality, customer service and catering are being considered if the closed Bistro is re-opened under the education department. The staff who are working in these workshops are enthusiastic and committed, imparting both practical and basic academic skills to their students.

5.4.2 The performance level of the education department has maintained some improvements in relation to the reduction in the number of hours lost by cancelled classes. There have, however, still been staffing issues, with vacancies not yet filled and a lack of tutors available to cover sickness. This has meant yet again that the performance is still not what is contracted and paid for.

5.4.3 This year academic achievements have included prisoners entered for GCSE's and A/S Level Exams, an ex-offender is employed in the Art Class, poetry performances at the Lichfield Mysteries and entries made to the Koestler Awards with submission for inclusion in the 50 year Anniversary Book. The prison commissioned artworks are also now displayed around the prison.

5.4.4 Our previous reports drew attention to the lack of outside employers who come into the prison to offer opportunities for employment and training to prisoners on release. However, the Board is pleased to report that Dr Barnardo's now run a textile workshop in the prison, and an employer event organised through NISP has resulted in 4 prisoners being given employment through Swinfen Hall's links with Veolia. In addition, ROTL placements have increased with employers such as Fitness First.

5.4.5 The Board notes that the education provider is to move from Manchester College to Milton Keynes in August 2012. With yet another change of provider it is important for us as a

board to continue to carefully observe this area in order to enable us to report accurately on any potential disruption this change could impose on such a critical facility.

5.5 Safer Custody and Violence Reduction

5.5.1 The Residential Safer Policy Group have continued their commitment over the reporting period to constantly review and adjust policies and to ensure prisoners' safety at Swinfen Hall. Data collected from functional areas continues to be examined, trends identified and adjustments made in order to ensure that safer custody and violence reduction can be maintained and improved within the prison. Monthly meetings take place which are attended by external organisations and representatives from areas within the prison.

5.5.2 Continuing initiatives include training of Listeners (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, better use of Individual Support Plans especially for victims of violence, use of OASys to highlight potentially vulnerable prisoners, improved constant supervision facility with additional gated cells and provision of CBT and counseling sessions. A new Safer Custody Information booklet is distributed to families of prisoners recently received into Swinfen Hall and an email address is published to families for direct contact with Safer Custody staff should they have any concerns. In addition, Prisoner 'Insiders' now work alongside staff to assist with the delivery of Induction on the first-night Reception wing.

5.5.3 233 ACCT documents and 64 Individual Support Plans were opened during the reporting year (189 ACCT's and 191 ISP's in previous year) and 436 incidents of self-harm were recorded compared to 346 in the previous year; some of this increase is due to repeated acts from persistent self-harmers which Officers and Health Care staff are working on to reduce self-harm incidents. There were 840 violent incidents reported, which is a decrease from the 932 reported in the previous year. The Board are pleased to report that there were no deaths in custody during the year.

5.5.4 A prisoner safety survey carried out in the final month of the reporting period (April 2012) has achieved a 42% response, far higher than previous years. Data is currently being logged, validated and analysed prior to publication to prisoners and staff.

6 OPTIONAL REPORTING AREAS

6.1 Catering and Kitchens

6.1.1 The work of the Catering department is obviously of paramount importance to the prisoners and the low number of applications received by the IMB is indicative of the success of this team at Swinfen Hall. Minor issues are dealt with on the wings and the Catering Manager checks the comment books on the wings at regular intervals and deals with any issues noted there. A recent initiative at Swinfen Hall is the pre-packing of cereal into individual portions by prisoners prior to distribution and financial savings have been made as a result of this. The process is being investigated further with a view to provisioning this service from Swinfen Hall into other prisons.

6.2 Life and IPP Sentence Prisoners

6.2.1 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 April 2012 there were 211 prisoners in the Lifer/IPP category at Swinfen Hall, constituting just over 33% of the prisoner population. The majority of prisoners with life sentences are resident on specified wings and there is also an 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.

6.2.2 Life sentenced prisoners have an annual review of their sentence plan and attendance at these reviews includes representation from Probation, Psychology, Offender Management, the relevant Lifer Manager and the IMB in an observational capacity. 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 his sentence. 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. Swinfen Hall now has an Offender Manager dedicated specifically to Life Sentenced prisoners and this has meant more opportunities for 1-2-1s with the prisoners and an improvement in achievement of targets set during sentence planning reviews.

6.2.3 Swinfen Hall holds regular forums for both Lifer & IPP prisoners with full representation from the prisoner population ensuring that they have an opportunity for input during their time at Swinfen Hall. In addition, these forums are enhanced by the attendance of outside speakers, specifically former prisoners when possible, who are willing to share their experiences and hopefully help prisoners to best succeed both when serving their sentence and also after release. It is a positive reflection on the work at Swinfen Hall that currently there are 8 Life Sentenced prisoners remaining at Swinfen Hall as Category C after the age of 21.

6.3 Prisoner Complaints

6.3.1 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 an important confidential access to the Governing Governor, Deputy Director of Custody or IMB Chair for appropriate cases. Unfortunately, the confidential access facility does get misused on occasion due to the prisoner's apparent belief that it will gain a higher profile or priority treatment.

6.3.2 Records are maintained and have been examined by the Board. For the majority, the responses to the complaints have addressed the issue raised and been courteous. However, there are noticeable differences in the quality of the responses and whilst there are some excellent positive examples, in the Board's view there are some that could be better enabling the overall standard to be improved. The prescribed time scale for reply was achieved for 95% of cases.

6.3.3 During the period May 2011 - April 2012 there were 1734 complaints made representing a 1% decrease on the previous year. 13% utilised the confidential access facility. A very large majority of the complaints were resolved at Stage 1 and 26% were upheld. There was just one referral to the Ombudsman.

6.3.4 Complaints are comprehensively analysed by subject matter to assist in the identification of any trends. Regimes, finance and property continue as the most frequent subjects for complaint with education also figuring strongly. Adjudication appeals accounted for 3% of the total.

6.3.5 The Prisoner Complaint Policy was updated on 1st April 2012 in accordance with the requirements of PSI 02/2012 – Prisoner Complaints.

6.4 Programmes

6.4.1 During this reporting period the Programmes Department did not achieve its target number of course completions. The root cause for this appears to be, (as reported in previous years), inadequate staffing at the level of Psychology Assistant. The system for recruitment and retention of this critical grade results in the timetable for delivering programme courses being pushed out year on year.

6.4.2 The typical scenario is that a graduate is selected for this role and this will generally be their first employment. It then takes several weeks to security clear them and then several months more for them to achieve course specific training which is compulsory before they are allowed to deliver a course. If the candidate fails the course specific training then the whole extended recruitment process has to begin again. During the training period the individual is able to contribute very little to programme delivery. Even if they do qualify on the course specific training, they will then often only stay in this role for a short period before moving on in their career which inevitably means the whole process must start again. Prisoners either have to complete programmes to conform to sentence plans or they prefer to complete programmes prior to leaving prison instead of doing them on release. The

completion of these courses whilst in prison must surely be better for protection of the public. As a result, the concerns detailed above can result in a lengthier stay in prison than is necessary and all of the financial and social implications therein.

6.5 Reception

6.5.1 The prisoner roll at Swinfen Hall changes on almost a daily basis with new arrivals and discharges, albeit being a training establishment the numbers involved are normally relatively low. Staff members are well trained and regardless of whether they are processing a hospital appointment, court appearance, police production discharge or a new arrival, there is always a welcoming atmosphere in Reception.

6.5.2 Procedures are well documented and staff ensure that each prisoner fully understands each step of the Reception process. Staff will complete a cell sharing risk assessment, explain the daily regime at Swinfen Hall and give the new arrivals ample time to raise any queries in relation to this. Health Care staff members are always present in order to assess prisoners' physical and mental needs and to ensure the appropriate risk assessment is carried out. 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.

6.5.3 Despite the overall effectiveness of the Reception Team it remains a fact that on those occasions when the reception numbers are high, staff members continue to be welcoming, well organised and prepared but inevitably the time allowed to each prisoner is less generous. It would certainly be of assistance to preparation if, in all circumstances, accurate updated information concerning the arrival times of the prisoner escort vehicles was made available.

6.5.4 Once the Reception processes are complete, 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 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 in an observational capacity. 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 reporting period continues to see a number of drugs issues and the presence of mobile 'phones within the prisoner population. However, the Board is pleased that measures taken by the Governor to mitigate risk and reduce the influx of prohibited items are showing good results. The Board acknowledges the good work done by the Security Department staff towards eliminating the illegal use of mobile 'phones within the prison.

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 on the Use of Force committee and is satisfied that correct Control and Restraint techniques are used and that Officers receive the appropriate update to 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 the population of Swinfen Hall.

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 when available 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 during 2010 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.

6.8 Resettlement

6.8.1 Swinfen Hall has a clear policy regarding the welfare of prisoners and their resettlement. This policy is implemented by a team of well trained staff and monitored by a multidisciplinary committee.

6.8.2 OASys assessments encourage and actively engage the prisoners in the process and specialist support is provided for prisoners with language difficulties. Vocational qualifications can be achieved & workshops are well managed by dedicated and committed staff. The Resettlement Department plays a key role in encouraging internal and external agencies to work together to successfully release prisoners back into society and help them lead constructive, crime free lives in future & further efforts are being made to increase funding from various local agencies in order to enable prisoners to continue their training post-release.

6.8.3 Release on Temporary Licence (ROTL) has recently been re-introduced at Swinfen Hall in order to provide work experience and community service volunteering opportunities to prisoners as part of their preparation for release.

6.8.4 Swinfen Hall holds a quarterly community links forum where local employers, community groups, charities and supportive agencies are invited to attend and look at ways to support and be supported by Swinfen Hall.

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	73
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	2007/8	2008/9	2009/10	2010/11	2011/12
A	Accommodation	2	6	5	7	15
B	Adjudications	2	10	21	16	19
C	Diversity related	2	4	3	2	4
D	Education/employment/training	8	30	37	30	44
E	Family/visits	9	21	15	14	29
F	Food/kitchen related	1	6	9	4	5
G	Health related	10	4	12	6	11
H	Property	23	55	53	47	18
I	Sentence related	10	28	6	8	6
J	Staff/prisoner/detainee related	22	24	24	16	24
K	Transfers	18	26	22	51	22
L	Miscellaneous	22	16	39	31	27
	Total number of applications	129	230	246	232	224

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
DIFS	Discrimination Incident Forms
DLO	Disability Liaison Officer
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
MASH	Multi Agency Safer Health
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