



HMP & YOI SWINFEN HALL

ANNUAL REPORT

MAY 2013 – APRIL 2014



Monitoring fairness and respect for people in custody

1. STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Secretary of State 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 right of access to every prisoner and every part of the prison and also to the prison's records.

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Section 3 – DESCRIPTION OF THE PRISON

3.1 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 are YOs and Category C Young Adults, (21-25), serving 4 years to life although there are currently 16 prisoners at Swinfen aged 26 or 27. It is a National Centre for the Sex Offender Treatment Programme. CPIG work commenced at Swinfen Hall in October 2013 and is expected to be completed by the end of January 2015. Thus far this has been a well-managed project but nevertheless it has resulted in a reduction in capacity to around 580 since its commencement as the programme entails the closure of one wing at any given time in order for the work to continue safely and effectively. The prison mostly holds prisoners sentenced at courts in the West Midlands and the North West regions and receives most of its prisoners from local prisons including Birmingham & Hewell. There are nine residential units, and the current year has seen some change in the percentages of adult prisoners and young offenders with the roll currently comprising 48% adults and 52% young offenders.

3.2 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 training and meaningful 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, specialised accredited offending behaviour and substance misuse courses. The establishment works together with national corporations, local businesses, voluntary organisations, the Young People's Learning Agency, and the Skills Funding Agency. Education is delivered by Milton Keynes College and vocational workshops by South Birmingham College with some additional Gym courses provisioned by Bourneville College. These are all aiding the prison in meeting the training and development needs of prisoners and also helping to prepare them for crime-free lives on release.

Section 4 – EXECUTIVE SUMMARY

4.1 The Board is pleased to recognise 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 and means that Swinfen Hall continues to provide a safe, respectful and decent environment which is supportive of prisoner rehabilitation. However, this level of confidence is currently being tested as Swinfen are in the early days of the new national benchmarking specifications and this implementation has put an additional load on an already reduced workforce. It is the Board's view that, given the population profile at Swinfen Hall, the staff has an increasingly difficult role in maintaining the current high standards of safety for both prisoners and staff.

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. For the fourth year running, 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 (5.7.1). These locations still have barely acceptable accommodation which 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 cosmetic improvements implemented by the Estates team at Swinfen Hall but no major infrastructure initiatives which would bring this accommodation up to the required standards.

Provision of Education at Swinfen Hall has been noted as less than satisfactory in the Board's last four reports, however, during this reporting period a permanent Manager with responsibility for the Education provision has been appointed. There remains a considerable amount of work to be done to ensure that they provide a consistent and effective service which will aid prisoners in their route towards a successful re-integration into society. Our concerns remain.

The Equality Committee is more recently providing an effective forum for new initiatives and monitoring, but the Board still has some concern to improve commitment to equality and diversity issues across the prison generally. For example, provision of authoritative information on race and equality on Wings has stalled; updated files are in preparation, but an IMB survey of Wings on 31 March 2014 found that very few had any such information currently, and most Wing staff are unaware and seemingly unconcerned by its absence. Notwithstanding these issues, the Board has no substantive concerns about prisoners being treated in anything other than a fair and equitable way.

4.2 Report Summary

The Board sets out below a list of specific areas and how the Board has observed the standard of their delivery during this reporting period.

Requires Further Improvement:

- Education 5.2
- Fabric of Building (A,B,C wings and CSU) 5.8.
- Timely placement of Cat D prisoners 5.5.3
- Equality & Inclusion awareness amongst prison staff 5.1.1
- Transport in/out of prison 6.4
- Purposeful Activity

Good standard of delivery

- Healthcare
- Programmes
- Resettlement
- Catering
- CSU
- Safer Custody 5.6

High Standard of delivery

- Dealing with Serious Incidents
- Staff/ Prisoner relationships
- Lifer Management 6.4
- Family Contact 4.5.3.

4.3 Particular issues requiring a response

4.3.1 Policy Issues for the Minister's Response

- Continued lack of refurbishment to certain parts of the fabric of the building is a direct result of resource cuts during the past four years. How can this be considered cost effective or indeed align with treating the prison population with fairness and respect? (5.8.1)
- Although due to repeated escalations by Swinfen Hall there has been some reduction in the time between a prisoner being given Cat D status and their removal to a Cat D establishment, it continues to be the case that there are Cat D prisoners remaining at Swinfen Hall due to a number of influences including the need for confirmation of suitability for open conditions; a lack of suitable places to which they can transfer; and the availability of suitable transport. This brings the whole system of rehabilitation into disrepute by resulting in prisoners who have earned such status not able to benefit from it in a timely manner. What plans are in place to further improve this situation? (5.5.3)
- Scheduled transfers of prisoners to and from other establishments are regularly cancelled at short notice either following change in instruction from Population Management or due to the frequent inconsistency of the transport provision. This process failure is both time consuming and disruptive to an already stretched service. (6.4)
- The appointment of a permanent manager by Milton Keynes College during this reporting year saw some initial progress in relation to tackling long standing problems with course cancellations due to instability of staffing and absence cover. However, long term staff sickness and less than satisfactory quality of teaching remains. (5.2.4) In addition, the prison service currently offers no funding and very little support for any self-motivated prisoner wishing to further their education via distance learning. (5.2.7)

4.3.2 Operational Issues for Prison Service Response

- Improved staff awareness of Equality and Inclusion and stronger management of the Equality Action Plan. Changes in overall management during this reporting period have seen improvements but there is still work to be done.
- A clear and transparent set of criteria to progress prisoner transfers would be beneficial to both prisoners and staff as at the moment the system allows the receiving prison to reject a transfer application based on behavioural concerns. As there are already extremely limited options available

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across the prison estate to accept prisoners from Swinfen Hall this makes a difficult process almost impossible.

4.4. Previous years' concerns

4.4.1 No Foreign National meeting had been held for a 6 month period and staff stated that they felt unprepared for their role in supporting this group. In addition UKBA surgeries had been deemed chaotic with some FN prisoners not being seen by the end of the session. The Board are pleased to report that the UKBA surgeries are much improved but we remain concerned at the continued general lack of awareness amongst some wing staff of Equality and Inclusion. (5.1.2)

4.4.2 Education. Although some improvement was seen in this area for a portion of the year, it remains an area of concern and appears to struggle to maintain any notable consistency of delivery. (5.2.4)

4.4.3 The Board noted in its previous three reports that remnants from the original 1960's construction which includes three Residential Units (A, B & C Wings), and part of the Care and Separation Unit have barely acceptable accommodation which is substantially inferior to that provided elsewhere. The showers in these locations continue to be a specific concern with unacceptably high levels of mould and regular infestations of silverfish. Once more the Board reports no progress on this issue. (5.8.1)

4.5 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.

4.5.1 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.

4.5.2 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 invited to partake in family visits as part of the induction process at Swinfen Hall and are able to meet staff and visit some areas of the prison in order that they can feel reassured that their son/grandson/brother is in a safe and decent environment. They are then encouraged to maintain contact with frequent visits and to participate in the personal development of their relatives whilst they are in custody. Special themed visits that are arranged include 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.

4.5.3 The Board is pleased to acknowledge the positive working relations that generally exist between the Board and Governor and 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.

Section 5 – MANDATORY AREAS TO BE REPORTED ON

5.1 Equality & Inclusion

5.1.1 Oversight of general equality and inclusion matters falls to the Equality Committee, which meets bimonthly and to which a range of officers report on specific equality and diversity issues. Because of staffing issues, there was a significant hiatus in management and leadership during the last year, later rectified by a series of internal appointments and by the Governor taking the chair as from taking up post in March 2012. Perhaps as a consequence of the latter change, attendance at the Committee has recovered, and the Committee is providing an effective forum for new initiatives and monitoring, but the Board still has some concern to improve commitment to equality and diversity issues across the prison generally. For example, provision of authoritative information on race and equality on Wings has stalled; up-dated files are in preparation, but an IMB survey of Wings on 31 March 2014 found that very few had any such information currently, and most Wing staff are both unaware and seemingly unconcerned of its absence.

5.1.2 The prison recognises that changes in staff at responsibility and management levels, often with significant inter-regna, have resulted in lapses in activity and a loss of continuity and momentum in some key areas. However, now that the new appointments are in place, good progress is being made in several areas to fill gaps, re-establish mechanisms and manage developments. For example, in management of and participation of foreign national prisoners (FNs) in UKBA surgeries (location of responsibility for FN's now being in the Offender Management Unit); provision of a sexual orientation support group ("Inside Out", in which approximately 25 prisoners participate); provision for Ramadan; and building a reliable database of prisoners with disability, which will allow for better informed and more targeted support for such prisoners, and also allow for the deficiencies identified in last year's report to be addressed.

5.1.3 Progress has been slower in other respects. For example, while a useful précis of the Equality Action Plan (EAP) was prepared during the year, it has been agreed for some time that the EAP is in need of review and regular monitoring; this is now being planned. Similarly, a system for independent scrutiny and feedback of the DIRF complaints system, referred to in last year's report, is still being put in place. Training of staff and prisoners in equality and diversity, disability awareness, and faith issues are said to be being arranged, but needs to be given greater impetus (a matter raised in respect of FN's, last year). Collection and monitoring of performance data using the new tool devised nationally needs to be brought on stream and given greater prominence. The new appointments which have been made more recently thus have much to do to.

5.1.4 Notwithstanding these issues, the Board has no substantive concerns about prisoners being treated in anything other than a fair and equitable way.

5.2 Education, Learning and Skills

5.2.1 There are three external providers of Education, Learning and Skills at Swinfen Hall. They comprise Milton Keynes College, (OLASS funding), South and City College, (Vocational provision) and Bourneville College, (Gym Courses).

5.2.2 In 2012/13 Milton Keynes College had a success rate of 86% and an achievement rate of 90% which put Swinfen Hall 2nd in the West Midlands region and well above the average for the district. In October 2013 there were only eight learners awaiting results, a massive reduction from 77 the previous year. In addition, the Milton Keynes College 2012/13 'Learner of the Year' was at Swinfen Hall. It is anticipated that in 2013/14 OLASS 4 funding will increase by £241k which will hopefully allow sufficient funding for Milton Keynes College to more effectively engage with the full population. Changes to OLASS funding methodology mean that funding is only paid in full if prisoners enrol, stay on the course, complete the guided hours and achieve the qualification.

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5.2.3 The Prison continues to work with all providers, aiming to improve attendance; and a new refusals policy has being introduced and absence due to sickness, visits or legal appointments are being targeted.

5.2.4 The appointment of a permanent manager by Milton Keynes College has been instrumental in tackling long standing problems with course cancellations, instability of staffing and absence cover. Immediate recruitment and return from sick leave initially saw a reduction in lost teaching hours in January and February but long term sickness issues have returned and cancellations have increased once more in March and April 2014. Quality of teaching and learning needs to improve, 63% of lessons observed by the provider were graded 'requiring improvement'. A Quality Action Plan is in place along with specific course recovery action plans for courses below target. A curriculum review by Milton Keynes College has put the focus onto ensuring vocationally relevant subjects are embedded with functional skills where learning is contextualised and vocationally relevant. Some less viable courses, either because of funding or demand (radio production, textiles, electrical installation) will be replaced by new courses such as horticulture.

Key priorities for the year ahead are:

- Reduce cancellations
- Increase capacity
- Stabilise staffing and improve the quality of teaching and learning
- Improve attendance

5.2.5 In March 2014 purposeful activity increased from 8 to 9 sessions per week and there was an establishment target of 23.30 hours per week per prisoner during this reporting period. This target was mostly met in the early part of the year but fell significantly short in November and December. Some degree of improvement has since been seen but staff absence continues to be a particular issue for the main two providers along with unavailability of rooms due to refurbishment work and other prison cancellations.

5.2.6 South and City College run six vocational workshops offering full time construction courses of various disciplines which includes tiling, brick-laying, woodworking amongst others. Retention figures are currently 85% (95% if prisoners released or moved are taken out). Long term absence of two members of staff has meant that the tiling course has been cancelled since December 2013 and this has contributed significantly to purposeful activity targets not being met.

5.2.7 Bourneville College, in conjunction with Active, run a very popular and successful Level 2 Gym Instructor Course. There are plans for them to start a Railtrack course later this year.

5.2.8 The Board have been notified by a small number of prisoners that when they wish to become engaged in an Education option which currently sits outside of the remit and funding of the current providers, there appear to be a number of insurmountable barriers to this option which, in effect, make this admirable and self-motivated route almost impossible to achieve. Although the Board is aware that adult learning would be self-funded in the community, the current lack of ownership of this option is frustrating and demotivating for the prisoners involved, even when they require no prison funding. Swinfen Hall and Milton Keynes College are currently trying to work out a solution to offer support to such prisoners, but allocating specific management responsibility would seem to be an obvious remedy which would benefit all. A means for this learning to be counted as purposeful activity might also be helpful.

5.3 Healthcare & Mental Health

5.3.1 Staffordshire + Stoke on Trent Partnership NHS Trust, alongside commissioned services, provide clinical care and treatment, health promotion and healthcare advice to the prisoners at Swinfen Hall. This is provided and available equally on the basis of need and at least to an equivalent standard to that available to the general public. A Health Needs Analysis (HNA) performed biannually, assesses the current physical and mental health needs of the prisoners and ensures the appropriate care is available and provided.

5.3.2 The prison healthcare delivery plan is structured on Department of Health guidelines including the National Institute for Healthcare and Excellence, (NICE), is evidence based and reviewed by Prison Health Performance and Quality Indicators (PHPQI) and The Care and Quality Commission (CQC) National Standards. The PHPQI review for Swinfen Hall in April 2014 was excellent and a CQC review is imminent (last review was four years ago).

5.3.3 All prisoners are medically examined within 24 hours of reception and now a weekly induction in the healthcare centre gives new arrivals at Swinfen Hall additional access to services and information within their first fourteen days.

5.3.4 Long waiting times, in particular for dentistry appointments have been an issue for some considerable time. However, the recently implemented bench marking regime has located prison officers in the healthcare centre and this has resulted in reduced waiting times for Dentistry, Smoking Cessation, Optician and Physiotherapy appointments and also improved non-attendance figures at all clinics as some of these had previously been due to non-availability of prison officers to action escorts.

5.3.5 Achievements in care and support for prisoners with mental and emotional problems include a weekly Managing Emotions group by the In reach team; a one day course for prison nurses dealing with self-harm incidents and additional training for the counselling service.

5.3.6 The quarterly Healthcare Forum, consisting of prisoner representation from all wings has increased in popularity. At this forum the prisoners have ample opportunity to voice opinions in the standard of care and treatment they receive and also provide input on policies. This results in an improved communication to all prisoners in promoting physical and mental health throughout the prison.

5.3.7 New procedures implemented during 2013 now means that all Healthcare complaints go directly to a dedicated NHS Trust team outside of the prison and are dealt with by them. Complaints re assessed as either 'complaints' which are then passed to an investigating officer, or 'concerns' which are dealt with by Patients Advice and Liaison Services, (PALS). There have been no healthcare complaints from Swinfen Hall since December 2013 but a number of concerns.

5.3.8 Priorities for the coming year include progressing a 'whole prisons approach' to promoting health in Swinfen Hall and working in partnership to achieve the Rainbow Charter Mark recognising and ensuring a full commitment to fair treatment of Gay, transgender and bisexual patients.

5.4 Purposeful Activity (includes work)

5.4.1 Swinfen Hall is a training prison and as such, purposeful activity is key to its success. There is a wide range of both Educational and Vocational activity available to the prisoners and all of this is assigned according to need, suitability and availability. Prisoners are assessed shortly after arrival and any specific educational requirements are factored into how and to what course they will be assigned. There is then a robust process in place which ensures that wherever possible prisoners are matched to activity suitable for their successful progress within the prison system.

5.4.2 The self-imposed aspirational target at Swinfen Hall for most of this reporting year was for each prisoner to be engaged on purposeful activity for 23.30 hours per week and this was just about achieved for this reporting period. However, following the implementation of the new national benchmarking specifications at

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Swinfen Hall at the beginning of March 2014, they will be looking to achieve 80% of the prisoners partaking in full time purposeful activity which actually gives them a lower target of less than 23 hours per prisoner per week to achieve. This purposeful activity can be fulfilled via education, employment or programme/intervention. Hopefully the plans currently in the pipeline at Swinfen Hall to bring more full time work options in, as detailed below, will result in an increase in this area.

5.4.3 The funding for Education has changed during this reporting year and is now provisioned against qualifications earned by learners. The result of this is that the prison is unable to remove a prisoner from Education or a Vocational workshop for a short period in order for them to attend a required programme, thus making the successful allocation of work/programmes an even more complex task.

5.4.4 The introduction of a more flexible range of work has helped to reduce this issue, as seen in workshops which are sponsored by external companies as prisoners are able to drop in and out of such work with no negative impact on either their sentence plan or the funding for Milton Keynes College or South Birmingham College. During the reporting additional work has been done which has resulted in a wider range of work within the prison in partnership with a number of such external companies. Some of the companies currently engaged in this manner include;

- Hyatt – packing hardware components for onward distribution UK wide and an increase in placements in this workshop from 24 to 36 per session
- Pro-pack - assembly work with 12 per session and currently limited by the building format. Swinfen have plans to address this thereby enabling them to increase the numbers to 24.
- Barnardo's – making cushions, pencil cases and various other items which are then sold in Barnados shops & also online
- SpliceCast – packing workshop 16 per session
- Pertemps – delivering ad-hoc courses of varying lengths in subjects such as; road maintenance, food hygiene & customer service
- N-ergy – delivering NVQ courses in Performing Manufacturing Operations and Customer services
- Veolia – waste management utilising 14 prisoners and achieving relevant qualifications and the very real possibility on work upon release
- Trailblazers – this is a social enterprise utilising 12 prisoners in various horticultural projects, some of which will bring in revenue and which also include plans to once more utilise the currently dis-used greenhouse facility.
- Tailoring workshop – In full use (19 per session), and making jogging tops and bottoms for use across the prison estate. The workshop is shared by an enterprise providing 5 places per session and which makes doormats.

Although this is a really positive and continually improving area within the prison, there is an additional challenge for the prison here as there have been a number of occasions when there is simply not enough work in the workshops for the number of prisoners allocated there. This is a concern to the Board as not only does it have a detrimental effect on the targets to be met, but also because this enforced idleness is a bad influence on prisoner's attitude to work and seriously undermines the policy of getting prisoners working and therefore more effectively prepared for their life in the community. However, Swinfen Hall share our concern with regard to this issue and are working to ensure ongoing fulfilment of these agreements and also have plans are in progress for additional contracts of this nature and the Board will keenly monitor progress in this area.

5.5 Resettlement

5.5.1 The OMU at Swinfen Hall offers support throughout the prisoner's time there and its involvement commences shortly after the prisoners' arrival at Swinfen Hall when individual needs are established and multiple agencies are then utilised in order to ensure time spent is as productive as it can be given the financial constraints in place. Agencies used include; CAB, Job Advice Service, Housing Services, Banking Services, Fresh Start and good family links. In addition, close links are in place with Learning & Skills with the ultimate aim being a successful re-integration into society aided by the appropriate social skills.

5.5.2 Goals are put in place for every prisoner and the OMU team is key to ensuring that each prisoner understands these goals and the route to their achievement. The team is aided in this by the prisoner's Personal Officer, Healthcare, Chaplaincy and the DLO when appropriate.

5.5.3 It is an ongoing concern to the Board that there are still insufficient Cat D places available within the prison estate in relation to the number of prisoners requiring these places. Prisoners who have been re-categorised can wait up to three months before a place is found for them at a suitable establishment and even at this point there remain issues with the availability of suitable transport which can further delay their transfer. This issue is obviously a serious dis-incentive for prisoners who are working towards this important milestone in their sentence and can have a negative influence on their preparation for a life outside of the prison environment.

5.6 Safer Custody

5.6.1 The Multi Agency Safer Health/Safer Custody Group (MASH/SC) continues to meet weekly in order to review and adjust policies designed to ensure the safety of prisoners in Swinfen Hall. The continued safe custody of all prisoners is of prime importance and information is collated from all areas of the prison and presented to the meeting along with additional input from external workers and agencies which further informs and enhances the management of all identified vulnerable prisoners. The meeting then discusses the individuals identified as vulnerable, at risk or dangerous to themselves or others and written or verbal input is relayed from any staff unable to attend the meeting. Action plans formulated from this information will provision both the immediate and ongoing safety of prisoners.

5.6.2 Listeners at Swinfen Hall provide additional support to others as and when requested or a need is identified and also immediately following the closure of an ACCT document and both during and following an Individual Support Plan. Listeners are particularly helpful in assisting staff with the delivery of induction information and also providing extra support for first night reception on the wing.

5.6.3 225 ACCT documents were opened during the reporting year against 191 in the previous year. 542 incidents of self-harm compared to 454 during the previous year. There were 613 incidents of violence reported during this reporting year which is a slight decrease on the total of 661 for the previous year. These figures would seem to indicate an increased demand for attention from the prisoners and a commensurate increase in care from prison staff. There was one death in custody during this reporting year.

5.7 Segregation, Care & Separation, Close Supervision

5.7.1 The CSU provides a clean and safe environment for those under punishment or held under Rule 45/49. The CSU does not have any 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. There are fifteen cells available in the unit and although 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 has reported for the past four years, the older cells are noticeably inferior with less available daylight and condensation continuing to be a specific area of concern. The only change in the fabric of this section of the prison during this reporting year has been some basic decorating to certain areas. In addition, the state of the shower facilities within the unit remains poor and there has been no progress on the required refurbishment.

5.7.2 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 visits by the Governor, Healthcare and the Chaplain have been met during this reporting period.

5.7.3 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

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observed at prisoner adjudication hearings conducted both by Governors and the Independent Adjudicator. These have been conducted fairly and in accordance with the rules.

5.7.4 The Board 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 previously reported, the Board remains 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 continued apparent lack of agreement with the Police to remedy the problem.

5.7.5 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.

5.7.8 The Board is advised of any food refusals in progress in order that the relevant observations may be carried out and is also made aware on a weekly basis of all current ACCTs so that it may make attendance at reviews or observations of close supervision an integral part of our monitoring.

5.8 Residential Services (includes accommodation, food, catering & kitchens)

5.8.1 There are nine wings at Swinfen Hall accommodating YOI/Young Adults in single and double occupancy cells which all have toilets and wash basins. The vast majority of these cells are single occupancy. However, for the fifth consecutive year, 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 (5.6.1). These locations still have barely acceptable accommodation which is substantially inferior to that provided elsewhere within the prison. The showers in these locations are a specific concern with unacceptably high levels of mould and regular infestations of silverfish. It was recommended by HMCIP in June 2010 that A,B & C wings undergo a complete refurbishment but financial constraints have meant that although some improvements continue to be actioned by the Estates team at Swinfen Hall, no major infrastructure improvements which would bring this accommodation up to the required standards have been carried out. However, a bid has recently been accepted for some refurbishment work to be carried out in this area during 2016/17 although at this stage no specific details are available.

5.8.2 The head count in the Estates Department has fortunately remained stable at 11 during this reporting period and this team continue to cope admirably with the list of mandatory issues raised. However, it remains a fact that they have little or no capacity or finance to complete additional work which would raise the level of the infrastructure to more acceptable standards.

5.8.2 The work of the Catering department at Swinfen Hall is obviously of paramount importance to the prisoners and the low number of applications received by the Board is indicative of the success of this team at Swinfen Hall. Wing forums are held regularly giving appointed representatives the opportunity to raise issues with the Catering Manager and in addition Food Comments books are held on each wing providing an additional opportunity for both prisoners and staff to make both negative and positive comments although it remains the case that they are little used

Section 6 – OPTIONAL AREAS TO BE REPORTED ON

6.1 Drugs/Substance Misuse

6.1.1 The replacement of CARATs by the Drug and Alcohol Recovery Service (DARS) under a new contract delivered by the Lifeline Project (in association with Delphi Medical Consultants) occurred in October 2012, but took a while to impact. It is pleasing to record that this development has now become firmly established during the period of the present report. In evidence of this, an in-depth review by Lifeline across all five Staffordshire prisons covered by the contract, commencing in October 2013 and reporting early January 2014, was complimentary of the work at Swinfen Hall. Covering areas of care pathways, performance, workforce, customer care, clinical governance, and clinical review, the report identified excellent working practices, systems and interventions, while suggesting a few areas for development; but overall concluded: “This appears to be an excellent service that could share [its] best practice with the other prisons”

6.1.2 A service review action plan recorded that by 31 March 2014 all activities identified in the response to the service review had either been completed or were on track for completion by the due dates.

6.1.3 More widely, the Drug Strategy Group (DSG), which oversees implementation of DARS and direct prison work in this area, was reconstituted during the year, and its terms of reference reformulated. This has facilitated a more coherent and focussed oversight of substance misuse interventions across the prison.

6.1.4 Work continues to develop a number of areas that were identified by the DSG as in need of attention last year: the system of peer mentors and provision of voluntary drug testing (VDT) for them; ensuring DARS inputs to post-course reviews; eliminating diversion of medications; improving communications between DARS and the Offender Management Unit; rationalising methods used in VDT. Steps have also been taken to develop the quarterly Newsletter by use of focus groups.

6.1.5 Areas which are still being addressed include: inconsistent (and often poor) attendance at meetings of the DSG (although this has not prevented its function in critical areas); steroid misuse (not thought to be a major problem but serious for the small number of prisoners involved, and being tackled through a review of gymnasium policy); and attendance by staff on drug awareness/training events.

6.1.6 On the other hand, positive new measures coming in include: an Alcohol Anonymous and other mutual aid support groups; qualifications routes for peer mentors; a new clinical pathway in which prisoners with a clinical need also have psychosocial support (although it should be noted that the clinical caseload, usually 0-2 prisoners, is exceptionally low); more support for families; and regular, quarterly surveys of service users.

6.2 Lifers and IPP Prisoners

6.2.1 Swinfen Hall currently holds 43 Life Sentenced prisoners and 90 sentenced by the courts to an indeterminate sentence with a minimum tariff for public protection (IPP). The IPP sentence is no longer used by the courts but those previously sentenced under this law will continue to follow the regime appropriate for their sentence. Lifers are allocated to all wings throughout the prison and most of them have attained enhanced status which affords them a more privileged regime. IPP prisoners share a similar level of integration and status.

6.2.2 Lifer review boards are held regularly and are generally chaired by a member of the prison staff, and will always fully involve the prisoner concerned. The boards are also regularly attended by a member of staff from the Offender Management Unit and sometimes by a member of the IMB in an observational capacity and occasionally, probation service funding permitting, by the prisoner’s home probation officer. Each Lifer will attend a review board once a year and the objective is to ensure that all of the sentence planning and preparation for eventual release is fully discussed and understood by the prisoner. The prisoner is made aware of establishment expectations regarding courses, education, employment and general behaviour in the

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prison up to and including the date of their release, with the ultimate objective of a successful rehabilitation back into the community.

6.2.3 Quarterly forums are held for Life-sentenced and IPP prisoners and they include representation from elected prisoners who are encouraged to speak for the group as a whole. The forums include input from external speakers who talk to them about issues which may affect prisoners upon release.

6.2.4 Swinfen Hall sometimes hosts Lifer Days which allow the families of these prisoners to spend most of a day seeing some of the facilities in the prison, including the accommodation and also to share a meal on the wing with their relative(s) and talk to some of the staff who manage their relative's time within Swinfen Hall. The most recent of these days was held in December 2013 and another is planned for Summer 2014. These days are eagerly anticipated by both prisoners and their families and staff strive to ensure they are able to take place despite the logistical and financial challenges inherent in such events.

6.3 Programmes

6.3.1 Despite the challenges within Programmes resulting from numerous changes in staff and also a new manager for the team, the Sex Offender Training Programmes, Thinking Skills and Resolve have between them completed 196 out of 198 groups over the year. An additional challenge has been the occasional mismatch between programmes offered at Swinfen Hall and the suitability of prisoners for those specific programmes.

6.3.2 The change of regime as a result of the recent bench marking exercise has thrown up challenges with regard to when groups take place and sequencing them with education and employment in order to maximise the effectiveness of the programmes offered whilst ensuring that Swinfen Hall is in the optimum position to achieve its purposeful activity targets overall. We will continue to closely monitor this throughout the next reporting period.

6.3.3. We are pleased to report that having highlighted in last year's report that there were problems in this area with accessing suitable accommodation for the courses to take place, work has been completed to bring one of the rooms utilised back up to the standard of a functioning group room, thus easing the previous pressure on accessing suitable group therapy premises.

6.4 Transport

6.4.1 The transport of prisoners continues to be a less than satisfactory service with regular occurrences of previously booked transports being cancelled at the last minute. This is unsatisfactory for the prison in relation to the management of its population, is very wasteful of staff time, and can be very unsettling for prisoners who will have packed their belongings and advised relatives of the move. This transport is provisioned largely by Geo Amey and G4S.

6.4.2 The loss of prisoners' property, sometimes because the property does not accompany prisoners being transferred, is a recurrent problem.

Section 7 - THE WORK OF THE INDEPENDENT MONITORING BOARD

BOARD STATISTICS	
Recommended Complement of Board Members	15
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	12
Number of new members joining within the reporting period	2
Number of members leaving within reporting period	1
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	472
Total number of segregation reviews held	Not available
Total number of segregation reviews attended	188

Prisoner Applications

Code	Subject	2010/11	2011/12	2012/13	2013/14
A	Accommodation	7	15	5	6
B	Adjudications	16	19	15	10
C	Equality & Diversity (inc religion)	2	4	5	8
D	Education/employment/training inc IEP	30	44	25	20
E 1	Family/visits inc mail & phone	14	29	6	7
E 2	Finance/pay	Prev inc in E1	Prev inc in E1	1	0
F	Food/kitchen related	4	5	4	0
G	Health related	6	11	11	4
H 1	Property (within current establishment)	47	18	12	15
H 2	Property (during transfer/in another establishment)	Prev inc in H1	Prev inc in H1	16	13
H 3	Canteen, facilities, Catalogue shopping, Argos	Prev inc in H1	Prev inc in H1	5	7
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	8	6	22	20
J	Staff/prisoner/detainee concerns inc bullying	16	24	29	18
K	Transfers	51	22	39	22
L	Miscellaneous	31	27	15	18
	Total number of IMB applications	232	224	210	165

Section 8 - GLOSSARY OF ESTABLISHMENT RELATED TERMS AND ABBREVIATIONS USED IN THIS REPORT

ACCT	Assessment, Care in Custody and Teamwork
BME	Black and Minority Ethnic
CARAT	Counselling, Assessment, Referral Advice and Throughcare
CatD	Category D Prisoners (suitable for open prison conditions)
CBT	Cognitive Behavioural Therapy
CSU	Care and Separation Unit
DIFS	Discrimination Incident Forms
DLO	Disability Liaison Officer
FN	Foreign National
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
MASH	Multi Agency Safer Health
NHS	National Health Service
NICE	National Institute for Healthcare and Excellence
OASys	Offender Assessment System
PALS	Patients Advice and Liaison Services
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