



HMP & YOI SWINFEN HALL

ANNUAL REPORT

MAY 2014 – APRIL 2015



Monitoring fairness and respect for people in custody

Section 1 - STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and (Immigration Removal Centre (IRC) to be monitored by an independent Board appointed by the Secretary of State 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 (18-20) and Category C Young Adults, (21-25), serving 4 years to life, although there are currently 9 prisoners at Swinfen aged 26 or 27 (16 recorded in the 2014 report). It is a National Centre for the Sex Offender Treatment Programme. Crown Premises Inspection Group (CPIG) work commenced at Swinfen Hall in October 2013, and at the time of preparation of this report is nearing completion. There has been a reduction in capacity to around 580 (571 on 1 May 2015) during the programme as one Wing has been closed at any given time 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 as at 1 May 2015 comprising 52% adults (2014, 48%) and 48% young offenders (2014, 52%).

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 sentences. 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 and the Skills Funding Agency. Education is delivered by Milton Keynes College and vocational workshops by South & City College Birmingham, with some additional gymnasium 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 – SUMMARY

4.1 Executive Summary

The Board is pleased to recognise the good standards of the 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. This level of confidence has been tested by the national benchmarking specifications, the implementation of which has put an additional load on the reduced workforce, but the prison has responded well and is to be commended for smooth implementation and delivery of an effective service. It is the Board's view that, given the population profile at Swinfen Hall, the staff have a particularly difficult role in maintaining the current good standards of safety for both prisoners and staff, but this they have done.

The Board remains concerned that the modest standards of the facilities should not be eroded any more than they have already been through lack of funding for an ongoing maintenance and upgrade programme. For the fifth 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 (CSU) (paras 5.7.1 and 5.8.2). Despite various cosmetic improvements under the CPIG programme, and other works, these locations still have accommodation that is barely acceptable and substantially inferior to that expected in the modern age. It was recommended by Her Majesty's Inspector of Prisons (HMIP) in June 2010, and again in the report of the unannounced inspection of 23 June – 3 July 2014 (ie during the current reporting year), that A, B & C Wings should undergo complete refurbishment, but despite the works mentioned, no major infrastructure improvements which would bring this accommodation up to the required standards have been carried out.

Provision of Education at Swinfen Hall has been noted as less than satisfactory in the Board's last five reports. Despite some improvements, some concerns remain (section 5.2). Other concerns, listed in para 4.2.1 and illustrated in the body of the Report, relate to commitment to equality and diversity issues, safeguarding of prisoners' property (usually on transfer in to Swinfen Hall), the limitations to purposeful activity, and staff participation in monitoring drug strategy and equality issues.

These concerns are balanced by some good and excellent work and developments (paras 4.2.2 and 4.2.3) which give the Board much confidence that Swinfen Hall can respond to changing and challenging circumstances, and continue to provide the good standards which have characterised Swinfen Hall in recent years.

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.

4.2.1 Require Further Improvement:

- Education (section 5.2)
- Building fabric of A, B & C Wings, and of CSU (para 5.8.2)
- Equality & Inclusion awareness and commitment by prison staff (paras 5.1.1 and 5.1.2)
- Safeguarding of prisoners' property (para 6.4.1)
- Purposeful activity (para 5.4.2)
- Staff participation in co-ordination of drug strategy monitoring (para 6.1.1), and equality & diversity monitoring (para 5.1.1).

4.2.2 Good standard of delivery

- Healthcare (section 5.3)
- Gymnasium

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- Drug and Alcohol Recovery Services (DARS) (paras 6.1.3 – 6.1.7)
- Visits and visitor management
- Overall staff/prisoner relationships
- Safer Custody (para 5.6)
- Smooth changes to the Incentives and Earned Privileges (IEP) scheme.

4.2.3 High Standard of delivery

- CSU staff (para 5.7.7)
- Dealing with Serious Incidents
- Programmes (para 6.3.4)
- Family Contact (para 4.5.3)
- The 'Inside-Out' programme (para 5.1.4).

4.3 Particular Issues Requiring Response

4.3.1 Policy Issues for the Minister's Response

- Continued lack of meaningful refurbishment to certain parts of the fabric of the building is unacceptable. Some cosmetic work has been carried out alongside the CPIG programme over the last 1-2 years, but this work has not removed the Board's serious concerns. It is simply unacceptable that these concerns, which the Board has now voiced for five consecutive years, remain unaddressed. Accommodation in the oldest parts of the prison is well below the standard expected in the modern age, and is incompatible with the requirement to treat all prisoners with dignity and respect. What action is proposed to rectify this unacceptable position? [Paras 5.7.1 and 5.8.2]
- There are Cat-D prisoners not able to transfer to a Cat-D establishment due to a number of factors, including the delay in receiving confirmation of suitability for open conditions; a serious lack of suitable places to which they can transfer; and the availability of 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; it acts as a disincentive to self-improvement. The Board raised this concern last year, but nothing has changed. What plans are there to resolve this situation? [Para 5.5.5]
- There are several issues of concern regarding transport of prisoners, which is carried out under national contract by Geo-Amey. In particular, the Board has identified issues arising from last-minute cancellations, unacceptable delays, and loss of property. The impact is very wasteful of staff time, unsettling and sometime distressing for prisoners, and detrimental to efficient management of the prison. What action is being taken to remove the detrimental effect on the welfare of prisoners and to stop this waste of prison resources? [Section 6.4]
- In accord with Government policy, Swinfen Hall has made good progress in providing prisoners with a diversity of purposeful activity and in particular has secured several contracts with a wide number of commercial and third-sector organisations which give opportunities for meaningful work in the prison. There are some excellent examples listed in this Report. However, there is an ongoing challenge in staffing this work. The Instructor role is a post at level 3 or 4, and although staff can usually be successfully recruited, retention is a major issue due to relatively low pay levels. This is not just an issue for Swinfen Hall, and has the effect of undermining Government policy. What plans are there to address this issue? [Section 5.4]

4.3.2 Operational Issues for Prison Service Response

- 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 across the prison estate to accept prisoners from Swinfen Hall this makes a difficult process almost impossible. [Para 5.7.6]

- Swinfen Hall has improved support for prisoners choosing to study by distance learning, but the number of prisoners undertaking distance learning remains modest and could helpfully be promoted; this might be facilitated if such study were to count towards purposeful activity. Moreover, the lack of funding for this mode of learning hampers the prison's efforts. The Board made these points last year, and now reiterates them more strongly. [Para 5.2.8]

4.4. Previous Years' Concerns

Area	Concern	Current assessment
Education	Cancellation of classes due to staff sickness, other absences and unavailability of rooms due to refurbishment work and other prison cancellations contributed to purposeful activity targets significantly not being met.	Considerable improvement, but still inconsistencies [see also para 5.2].
	Quality of teaching and learning - 63% of lessons observed by the provider were graded 'requiring improvement.'	Much improved as evidenced by an Ofsted report [para 5.2 refers].
	A small number of prisoners faced seemingly insurmountable barriers to engagement in distance learning.	Barriers overcome to a degree, but activity still undervalued.
Fabric of buildings	<u>For the fifth consecutive year:</u> The accommodation from the original 1960s construction (A, B & C Wings and part of the Care and Separation Unit), was barely acceptable (particularly the showers). Complete refurbishment was recommended by HMIP in June 2010, but for financial reasons no major infrastructure improvements have been carried out.	There have been some cosmetic improvements, but the essential and underlying problems remain (eg with showers). [See para 5.8.1]
Cat-D prisoners	Lack of sufficient Cat-D places, with delays of three months not being exceptional, acts as a serious disincentive for prisoners and has a negative influence on preparation for release.	No improvement detected.
Equality & inclusion	Commitment to equality and diversity issues across the prison generally is questionable; provision of authoritative information was lacking, with most Wing staff both unaware and seemingly unconcerned of its absence.	Some improvement but still some concerns [See section 5.1]
Transport	Transport of prisoners was unsatisfactory with regular occurrences of late cancellations, impeding prison management, wasting staff time, and unsettling prisoners and their relatives.	No improvement detected. [See also para 6.4]
	The loss of prisoners' property on transfer of prisoners to Swinfen Hall is a recurrent problem. [Para 6.4 refers]	This continues to be problematic. More needs to be done to ensure property accompanies prisoners when they transfer from other locations
Purposeful activity	There is often insufficient work. The resultant enforced idleness is a bad influence on prisoners' attitude to work, seriously undermining the policy to prepare prisoners for release.	The range of work has been extended, with good new contracts secured, but the problem of insufficiency remains due to difficulties in recruiting and especially retaining instructors/trainers due to relatively low pay levels

4.5 Key Points of Excellence and Concern (not requiring response)

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 the Board's role is recognised and its independence is respected. The Board is willingly afforded the information and assistance that it needs to perform its duties.

4.5.4 HMIP carried out an unannounced inspection of HMP/YOI Swinfen Hall on 23 June – 3 July 2014. The Board has seen the report of this inspection dated November 2014, but the prison's response (ie its action plan) was not available to the Board until the end of the reporting period; consequently the Board has not yet been able to discuss it.

4.5.5 Staff awareness of Equality and Inclusion and stronger management of the Equality Action Plan need addressing. Changes in overall management during this reporting period have seen improvements but there is still work to be done. [Section 5.1]

Section 5 – MANDATORY REPORTING AREAS

5.1 Equality & Inclusion

5.1.1 Last year's report pointed to a significant hiatus in management and leadership relating to equality and inclusion, which resulted in lapses in activity and a loss of both continuity and momentum in some key areas. The management issues were later rectified, and there has been some improvement in the last 12 months. However, the Equality and Diversity Group is still not providing as effective a forum as it could to develop policy, monitor performance and get to grips with equality issues. The main concern is that progress is painfully slow. Examples include:

- Meetings of the Group suffer from lack of preparation so that information is often presented with little if any prior analysis to highlight key issues and thus guide discussion, which results in informed decisions being delayed.
- Many actions points remain as such for considerable periods – eg disability and faith awareness training remained undelivered for over a year.
- It took several months for the group to have data from the Equality Monitoring Tool usefully available, and for most of the reporting period meetings were spent trying to understand the definitions and presentation, so that analysis and understanding of the significance of the data was lost.
- It was agreed over a year ago that there should be independent review of Discrimination Incident Report Forms (DIRFs) but the mechanism for this was not identified until May 2015.
- A revision of the Equality Action Plan was requested in June 2014. It was finally presented in March/April 2015, in the form of a list of actions derived from the HMIP inspection carried out 23 June - 3 July 2014 and the Governance and Operational Audit referred to in para 5.1.3; target dates for completion of the various actions identified were added in the version circulated after the present reporting period.
- A 'Diversity Day' was initially set for September 2014 but successively deferred, the latest suggestion of May 2015 again being delayed.

5.1.2 These examples serve to reinforce the Board's concern that there is a need to improve commitment to equality and diversity issues across the prison generally. For example, last year the Board reported that provision of authoritative information on race and equality on Wings had stalled; up-dated files were in preparation, but an IMB survey on 31 March 2014 found that very few Wing Offices had any such information currently, and most Wing staff were both unaware and seemingly unconcerned of its absence. A follow-up review in April 2015 revealed nothing had changed as far as Wing staff are concerned. Wing staff asked about equality folders did not know of their existence. In one case it was suggested that such information should have been available on the prison's intranet, but was not; the situation was rectified as a result of enquiries relating to preparation of this report. It is understood that all Wing Equality Representatives have recently been issued with folders containing information on protected characteristics, the Equality Strategy, a blank DIRF form, definitions of direct and indirect discrimination, harassment, victimisation and bullying.

5.1.3 An internal Governance and Operational Audit carried out in December 2014 found the area of equality to be 'limited' (equivalent to amber/red in previous grading terms).

5.1.4 However, there have been some areas of good activity and modest progress. For example:

- Monthly meetings of Equality Representatives have been introduced.
- Management of and participation of foreign national prisoners (FNs) in surgeries with UK Visas and Immigration (previously the UKBA) have improved.
- The needs of travellers and Rastafarians are being identified through monthly meetings of groups of these prisoners.
- A sexual orientation support group has been established ("Inside Out", in which approximately 25 prisoners regularly participate of 39 declaring themselves gay or bisexual); and Swinfen Hall was awarded the Rainbow Charter Mark in February 2015 for the provision of healthcare for GBT prisoners.

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- Provision for Ramadan was very successful.
- A wide range of activities took place in celebration of Black History Month (special catering, work in Education, posters, library quizzes, and through music).
- Challenging presentations were made by 'Staffordshire Buddies' to the Equality Group and to a general staff meeting, bringing out issues of sexuality and sexual orientation, and best practice in supporting the needs of prisoners.
- All new officers on Prison Officer Entry Level Training (POELTs) are now attending equality training (16 completed in the period of this report); 79 prisoners have now completed Equality units in Education and have been issued certificates.

5.1.5 Notwithstanding the foregoing concerns, the Board has no evidence that prisoners are being treated in anything other than a fair and equitable way.

5.2 Education, Learning and Skills

5.2.1 There are 3 external providers of Education, Learning and Skills at Swinfen Hall, namely Milton Keynes College (funded via Offenders' Learning and Skills Service, OLASS), South and City College Birmingham (vocational provision) and Bourneville College (gymnasium and rail maintenance courses). These providers work with a number of other partners to extend the range of provision as exemplified in para 5.4.5, as well as some internally provided work opportunities.

5.2.2 In July 2014, the Office for Standards in Education, Children's Services and Skills (Ofsted) judged the variety and range of education and vocational training at Swinfen Hall as 'good', and achievement rates on most education and vocational courses was 'high'. However, it was also noted that punctuality at activities was poor, attendance for key subjects was a concern, and insufficient work and staff shortages affected attendance at workshops.

5.2.3 A new Education Manager appointed by Milton Keynes College in the previous year initially had a significant positive impact on levels of staff sickness and class cancellation. As a result, the quality of teaching became much improved, reflected in the Ofsted judgement that teaching in education sessions was 'good with outstanding features'.

<i>Started</i>	<i>Complete</i>	<i>Achieved</i>	<i>Withdrawn</i>	<i>Awaiting results</i>	<i>In Learning</i>
1032	707	538	82	185	202

The success rate at 30 April was formally 53% but this would rise to 92% if all learners then awaiting results pass (target 85-90%). Retention was 76% but could rise to 96% if all learners finish and achieve. Attendance averaged 76% against a target of 90%. There was an average overall efficiency figure of 70% over the year. Unfortunately, within these overall percentages, improvements have proved to be inconsistent and not sustained, and disappointingly, at the end of this reporting period Milton Keynes College was again without an Education Manager in post.

5.2.4 Significant work has been undertaken to improve take-up of courses with a new curriculum and improved allocations. The appointment of a student recruitment worker has proved very effective in this regard.

5.2.5 The slow refurbishment of rooms has impacted on delivery, and there is a missing resource as a result of delays in getting the Virtual Campus functioning due to network issues.

5.2.6 South & City College Birmingham provides a range of highly successful and popular construction courses in brickwork, carpentry, plumbing, painting & decorating, fitted interiors and tiling. Completion and achievement are very good, and indeed Ofsted judged vocational training overall to be 'good.'

<i>Level 1 Certificate</i>	<i>Level 1 Diploma</i>	<i>Level 2 Diploma</i>
22	90	89

However, staff absence has had a significant impact on cancellation, and attendance has averaged 75%.

5.2.7 Ofsted observed that the library has weak links with education and vocational training and it is not promoted well enough throughout the prison. Prisoners rarely visit the library and planned allocation times frequently clash with other activities. One of the problems is the difficulty in provision of prison officers to escort prisoners to and from the library; this might reflect a perception of a lower importance of the library.

5.2.8 During this reporting period, barriers to distance learning have reduced significantly, with improved support for prisoners choosing this type of learning. There are now links with the Prisoner Education Trust (PET), the Open University, the National Extension College, and tutors for Access Courses and AS levels. The number of prisoners undertaking distance learning remains modest and could helpfully be promoted; this might be facilitated if such study were to count towards purposeful activity, and if the activity were to be properly funded. The Board made these suggestions last year, and now reiterates them more strongly.

5.2.9 As noted elsewhere in this Report (section 5.4), there is often a lack of work in the workshops involving partnership with external providers, and this has a negative impact on prisoner motivation.

5.2.10 Looking forward, the Board would hope that during 2015/16 there is sustained management and leadership of the education programmes, a continued move towards more appropriate and engaging provision, more work in workshops so that prisoners are fully engaged, better punctuality and attendance, and much better use of the library.

5.3 Healthcare and Mental Health

5.3.1 Staffordshire & Stoke-on-Trent Partnership NHS Trust, alongside commissioned services, provides clinical care and treatment, health promotion and healthcare advice to prisoners at Swinfen Hall. This provision will be retendered in October 2015. It is provided and available equally on the basis of need, and to at least an equivalent standard to that available to the general public. A Health Needs Analysis performed bi-annually 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 the guidelines of the Department of Health and the National Institute for Healthcare and Excellence. It is evidence-based and reviewed against Prison Health Performance and Quality Indicators (PHPQI) and The Care Quality Commission national standards. The PHPQI review for Swinfen Hall in April 2014 was graded as a pass, with inspectors reported as informally describing the performance as 'excellent.'

5.3.3 All prisoners are medically examined within 24 hours of reception and a full assessment is made regardless of their medical history in previous establishments.

5.3.4 In our last report, a key issue was long appointment waiting times, in particular for dentistry, a situation which has existed for some considerable time. Waiting times are now reduced to three weeks, and should this length of time appear to be increasing, additional sessions are booked to keep the waiting time as short as possible.

5.3.5 The implementation of benchmarking has had the benefit of officers being located in the Healthcare Centre, resulting in reduced non-attendance figures for all clinics, dentistry, smoking cessation, optician and physiotherapy. However, there have been difficulties with prisoners being able to 'be brought' to clinic due to roll-call figures being verified, which has at times resulted in medical staff waiting considerable periods of time to see prisoners. The prison is aware of this difficulty and is addressing the issue with the healthcare staff.

5.3.6 The Quarterly Health Forum, consisting of prisoner representation from all Wings, allows prisoners ample opportunity to voice opinions regarding the standard of care and treatment, and to provide input on policies. This continues to improve communication and the promotion of physical and mental health throughout the prison.

5.3.7 'Health Champions' from the prison population have been introduced, with training provided in the Healthcare Centre and on Wings.

5.3.8 Two members of healthcare staff have achieved Platinum Awards by Derbyshire Healthcare NHS Trust for Improving Access to Psychological Therapies for their 'Inside Help' service, offering counselling and support which identifies post traumatic stress and other problems arising from abuse. This service was also identified as 'good practice' by HMIP during the unannounced inspection in June/July 2014. Additionally, last year's priority of working in partnership to achieve the Rainbow Charter Mark, recognising and ensuring full commitment to fair treatment of gay, bisexual and transgender prisoner patients was achieved.

5.3.9 Since 2013 all healthcare complaints go directly to a dedicated NHS Trust team outside the prison. Complaints are then either passed to an investigating officer or are dealt with as 'concerns' by Patients Advice and Liaison Services. There have been some concerns relating to prisoners not receiving information about test results or an appointment with a Consultant. This issue is being addressed, and a process to ensure prisoners receive ongoing information about results and appointments is being formulated.

5.3.10 In the coming year it is hoped to begin an anxiety workshop, building on the success and research at Stafford Prison.

5.4 Purposeful Activity

5.4.1 Swinfen Hall is a training prison, and therefore purposeful activity is key to its success. It is the role of the Learning Skills and Activity function to ensure that sufficient education, training and work opportunities which are fit for purpose are available to the young adults at Swinfen Hall whilst they are serving their sentences. Prisoners are assessed shortly after arrival and any specific educational requirements are factored into course allocation. Wherever possible, prisoners are matched to activity suitable for their successful progress within the prison system.

5.4.2 Following the implementation of the new national benchmarking specifications at Swinfen Hall at the beginning of March 2014, the prison aspires to a minimum of 80% of the prisoners partaking in full time purposeful activity; this should mean that each prisoner is engaged in purposeful activity for just under 23 hours per week. This purposeful activity can be fulfilled via education, workshop training, employment or programme/intervention. Although data vary from day to day, this target of 80% is usually only just achieved in terms of places available, and it should be noted that the prison population has been reduced during CPIG work; it also remains the case that a significant number of places are under-utilised due to lack of work or tutors.

5.4.3 South & City College Birmingham has five vocational workshops at Swinfen Hall, which offer full-time construction courses. These currently provide places for 62 prisoners in total. All workshops deliver C skills diplomas. These courses are popular with the prisoners and the atmosphere in these workshops is always positive, with most prisoners actively engaged.

5.4.4 The funding for Education is provisioned against qualifications earned by learners. As a consequence, it is difficult for the prison to absent a prisoner from an education course 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. However, this problem has been alleviated in part by the introduction of a more flexible range of work, involving workshops sponsored by external organisations, allowing prisoners to drop in and out of such work with no negative impact on either their sentence plans or the funding for the College providers.

5.4.5 During the reporting period a wider range of work has become available in the prison in partnership with a number of external organisations, including:

- SpliceCast – a packing workshop for 16 prisoners per session
- N-ergy – NVQ courses in Performing Manufacturing Operations, Customer Services, Warehousing and Storage
- Veolia – waste management work, utilising 14 prisoners; the availability of relevant qualifications gives the very real possibility on work upon release
- Trailblazers – a social enterprise utilising 12 prisoners in various horticultural projects, some of which are currently bringing in revenue from the sale of hanging baskets. Plans are also being formulated to re-open the Bistro at Swinfen Hall and to utilise some of the vegetables grown to provision this. Up to 36 places are available overall
- Tailoring workshop – making jogging tops and bottoms for use across the prison estate; 19 places when fully utilised
- Opella – assembly work, testing the fully assembled units and then packing them; 36 places when fully utilised
- Magic Carpets – carpet binding; 12 places
- Grounds Maintenance – general maintenance of the grounds within the prison; 10 places
- Bike Workshop – the Krizevac charity acquires used bicycles from the Royal Mail, strips them down, repairs and re-builds them. They are then sent on for re-spraying prior to being sold to provide funds for the building of schools in Malawi. This workshop also provides the prisoners with a widely-recognised Cytech qualification. There are 12 places available.

Although this is a really positive and improving area within the prison, there is an ongoing challenge in staffing these workshops. The Instructor role is a post at level 3 or 4, and although staff can usually be successfully recruited, retention is a major issue due to relatively low pay levels.

5.5 Resettlement

5.5.1 The Resettlement team is responsible for providing prisoners with appropriate programmes to prepare them for their release. Despite having had to deal with a number of changes, the unit is well structured, and there is good level of communication among the various teams.

5.5.2 The aim is to ensure the safety of prisoners and reduce reoffending. Sentence planning is completed by a multidisciplinary team approach, taking into account the individual needs of prisoners.

5.5.3 Family days play an important role in the resettlement process, helping to maintain and strengthen family ties. Release on Temporary Licence (ROTL) continues to be used.

5.5.4 Throughout the reporting period, a member of the IMB has attended resettlement meetings as an observer, thus providing assurance that the establishment is making good progress in this crucial aspect of its work.

5.5.5 Last year the Board reported its ongoing concern that there are insufficient Cat-D places available within the prison estate in relation to the number of prisoners earning them; the Board reiterates this concern again. 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 the lack of availability of transport often delays transfer further. This situation is 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 A Multi-Agency Safer Health/Safer Custody (MASH/SC) group meets weekly. There are also more formal quarterly meetings which deal with statistics rather than individual prisoners. Both types are attended by uniformed and non-uniformed staff. Information is collated from all areas of the prison and presented to the meetings; written information is relayed from staff not able to attend. Individual prisoners identified as being vulnerable, at risk, or dangerous are considered. The safety of all prisoners is of prime importance, and additional information from external workers and agencies informs and enhances the management of those prisoners identified as needing particular attention.

5.6.2 Prisoner Listeners provide support to other prisoners, especially after the closure of Assessment, Care in Custody and Teamwork (ACCT) documents and following bullying or violence events. Listeners are particularly good with new prisoners needing support for first-night reception, and with assisting staff in delivery of induction information. The changing prisoner population means that training of Listeners is an on-going process. In March 2015 alone, Samaritans trained 11 new listeners, bringing the total to 22. Samaritans feel that prison staff could make more referrals to Listeners than they do at the moment.

5.6.3 The number of ACCT documents opened, self-harm incidents, and incidents of violence were all significantly higher than in the previous reporting period and the one preceding that:

ITEM	2011/12	2012/13	2013/14	2014/15
ACCT docs opened	233	191	225	273
Self-harm incidents	436	454	542	559
Incidents of violence	840	661	613	824

While there are doubtless several reasons for these variations, the introduction of Benchmarking levels of staffing would not appear to be a primary cause, since the trends pre-date that change. But the more recent figures would seem to indicate an increased demand for attention from the prisoners and a commensurate increase in care from prison staff. It should be noted, however, that the implementation of CPIG works reduced the prisoner population by about 11% for much of the reporting period, so that increases in 2014/15 underestimate the issues in relative terms.

5.6.4 Annual data (calendar year) for adjudications and the use of force overall show welcome decreases since 2011, although the data for 2012 were notably high. As with data recorded in para 5.6.3, levels of staffing arising from Benchmarking would not seem to be relevant.

ITEM	2011	2012	2013	2014
Adjudications	1518	1794	1348	1311
Use of force	242	336	253	160

5.6.5 The Board is pleased to report that there were no deaths in custody during this reporting year.

5.7 Segregation, Care & Separation, and 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 facility for constant observation, but camera observations can be used in a number of cells enabling the staff fully to support any vulnerable prisoners or prisoners on an open ACCT. There are fifteen cells available in the unit, and although this number has generally been sufficient to accommodate 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 five years, the older cells are noticeably inferior with less available daylight and condensation continuing to be a specific area of concern. Of more concern, and again, as reported for the previous five years, the state of the shower facilities within the unit remains very poor, and despite some work to improve ventilation, there remains an unacceptably high level of mould in both shower units.

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 occasionally 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 to provide assurance 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.

5.7.5 The Board has continued to review the statutory records and reports maintained by the unit, and has found them to be in good order. This has enabled the Board to monitor trends and to be in a position to request explanations from the Governor where abnormal patterns occur, although no such abnormalities have occurred during this reporting period. The Board has monitored the ethnicity of the segregated prisoners and has found no grounds for suspecting unfair treatment by virtue of ethnic group.

5.7.6 The Board has observed that a significant proportion of prisoners seek to be placed in CSU in the mistaken belief that this will enhance the likelihood of them securing transfers to other establishments, despite prison staff (and the IMB) trying to disabuse them of this notion. Indeed, the amount of time and attention expended by all concerned (including the Offender Management Unit, OMU) in relation to transfers is substantial, and detracts from other work; it is frustratingly inefficient. The situation is particularly problematic for Swinfen Hall, given its prison population. 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 across the prison estate to accept prisoners from Swinfen Hall this makes a difficult process almost impossible.

5.7.7 The Board comments that the unit is to be complemented on its efficiency and the ability of its staff to maintain an environment within which potentially the most challenging of prisoners are given every opportunity to discuss issues and a way forward. The Board regards the CSU staff as a very effective team, and commends them for their good interaction with, knowledge of, and emotional intelligence about CSU prisoners.

5.8 Residential Services (including accommodation, food, catering and kitchens)

5.8.1 There are nine Wings at Swinfen Hall accommodating young adults and YOs. The vast majority of the cells are in single occupancy; all cells have toilets and wash basins.

5.8.2 For the fifth consecutive year, the Board draws attention to the poor quality of the remnants from the original 1960s construction, specifically three residential units (A, B & C Wings) and part of the Care and Separation Unit. Despite various cosmetic works during the CPIG programme, deep-cleaning of showers (throughout the establishment), and the use of specialist contractors to deep-clean the toilets, the Board considers that these locations still have accommodation that is barely acceptable and substantially inferior to that elsewhere in the prison. It was recommended by HMIP in June 2010, and again in the report of the unannounced inspection of 23 June – 3 July 2014 (ie during the current reporting year) that A, B & C Wings should undergo a complete refurbishment, but despite the works mentioned, no major infrastructure

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improvements which would bring this accommodation up to the required standards have been carried out. Although, the Board is advised that a bid has recently been accepted for some refurbishment work to be carried out in this area during 2016/17, at this stage no specific details are available.

5.8.3 The head-count in the Estates Department has reduced from 11 to eight during this reporting period; nonetheless, the staff continue to cope with mandatory repairs and maintenance. However, there is insufficient capacity or finance to complete additional work which would raise the level of the infrastructure to more acceptable standards. From 1 June 2015, the estates function will be outsourced; the IMB will monitor the effect of this change.

5.8.4 The work of the Catering Department is of paramount importance to prisoners, and the low number of applications received by the Board is indicative of the success of this team at Swinfen Hall. However, the catering budget was significantly over-spent during the reporting period, and the Board will monitor the impact of this. Wing forums are held regularly giving appointed representatives the opportunity to raise issues with the Catering Manager. Food Comments books are held on each Wing to provide additional opportunities for prisoners and staff to make both negative and positive comments; however, they are little used, and the Board has little confidence in their effectiveness.

Section 6 – OPTIONAL REPORTING AREAS

6.1 Drugs and Substance Misuse

6.1.1 The Drug Strategy Group (DSG), which oversees implementation of the Drug and Alcohol Recovery Strategy, which is delivered by the Drug and Alcohol Recovery Service (DARS) and direct prison work in this area, was reconstituted during last year, and its terms of reference reformulated. This was designed to facilitate a more coherent and focussed oversight of substance misuse interventions across the prison. However, this aim has been very difficult to achieve due to poor attendance and participation in DSG meetings; at most meetings last year one or more key areas were not represented and several were ineffective due to only 2-3 members being present. As a result, opportunities for co-ordination and full oversight have been missed. Examples include:

- logistics of getting prisoners to appointments and of DARS finding places to meet with prisoners;
- poor attendance of prisoners at groups (averages of 30-50%), largely due to scheduling problems;
- problematic liaison between DARS and functional areas such as Education and the gymnasium;
- long delays in getting security clearance for Peer Mentors, family work, and events.

It is only through hard work and tenacity that such shortcomings have not overall impeded the service, but more could be done to facilitate developments and service performance.

6.1.2 Despite there having been three different Chairs of DSG in the year, and changes in lead DARS staff due to maternity leave, continuity has been maintained.

6.1.3 Some very successful events were arranged: a Health Care Day (May 2014); a 'Walk to Recovery', involving a two-mile walk around the site to give emphasis to recovery services (September 2014); and a New Psychoactive Substances (NPS) awareness event for prisoners, with any prisoner who could not attend being sent the material that was disseminated during the session (April 2015).

6.1.4 A Steroid Abuse policy was developed during the year, and steps continue to be taken to deter prisoners from such use. While few prisoners in Swinfen Hall are believed to be using steroids, the potential impact on such individuals makes this an important area to be addressed.

6.1.5 Similarly, considerable work has been undertaken to deter use of NPS, and advise staff and prisoners on how to recognise and deal with NPS-induced incidents. The development of a NPS Policy provides the necessary framework.

6.1.6 Other areas of note are: provision of more support for families; identifying a programme to help prisoners involved with gangs (which often concern drug issues); and working on an alcohol reduction programme.

6.1.7 A DARS file audit was undertaken in the year, demonstrating good progress across all areas, particularly documentation of evidence, timescales achieved, and quality of interventions applied. Additionally, a Care Quality Commission self-audit was completed, and the service shown to rank 'good' against all standards. A new Quality Assessment Framework (QAF) was implemented by Commissioners, and Swinfen Hall was chosen as the first pilot to test it; the report of the QAF inspection is awaited.

6.2 Life-sentenced and IPP Prisoners

6.2.1 The number of prisoners at Swinfen Hall who are life-sentenced or sentenced to an indeterminate sentence with a minimum tariff for public protection (IPP) clearly varies with turn-over of the prison's population. Typically, at any one time during the reporting period, there were around 40-45 life-sentenced and about 50 IPPs. Whilst the IPP sentence is no longer being used by the courts, the number of IPP prisoners in Swinfen Hall is still significant.

6.2.2 There are life-sentenced prisoners on nearly all Wings throughout the prison. They are generally of enhanced status, enjoying the regime they have worked to attain and which they strive to keep. IPP prisoners often have similar status and the ethos of life-sentenced prisoners.

6.2.3 Sentence-planning boards for each life-sentenced and IPP prisoner are held annually. They are arranged by the designated Offender Supervisor, and Offender Managers participate in person or by video or telephone conferencing. Relevant information is provided to the board by various prison departments, and is shared with the prisoner during the discussion. Prisoners are aware that the objective is to ensure the sentence planning is appropriate for him, so that preparation for his eventual release is apposite and thorough.

6.2.4 Parents or close relatives of newly-arrived life-sentenced prisoners are invited to attend an induction day seminar. They are given information regarding their relative's regime within the prison, and introduced to the member of prison staff assigned as family liaison officer. This officer will respond to telephone or written enquiries raised by the families.

6.2.5 Swinfen Hall arranges one 'Lifer Day' and one 'IPP Day' each year. They are held separately because there are some distinct differences between the two groups. Families can attend and visit key areas within the prison, and this also affords opportunity to ask questions and discuss issues with members of staff. The dates for this year's visits are June and December 2015.

6.3 Programmes

6.3.1 As in our report last year, Programmes has achieved high participant retention over the last 12 months, with the majority of groups having successfully completed. Programmes offered have been Sex Offending Training Programmes (Core, Extended, and Becoming New Me), Resolve, and Thinking Skills. Two new programmes are to be introduced in August 2015: Alcohol-Related Violence and Self-Changing.

6.3.2 The problem of sequencing meetings involving Employment, Education and Programmes has been very successfully resolved, and resulted in attendance at groups improving considerably.

6.3.3 Concerns for the coming year relate to the policy of prisoners participating in only one group except in exceptional circumstances, and secondly the appropriate selection from the prison population of suitable prisoners for the groups. In this respect, consideration is being given to staff assessing prisoners in other establishments prior to possible transfer.

6.3.4 The Board commends Programmes for the commitment of staff, the rigour of assessments, and the sensitive treatment of prisoners.

6.4 Transport

6.4.1 There are several issues of concern regarding transport of prisoners:

- Previously booked transport is often 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.
- Transport of prisoners from Swinfen Hall is erratic. Prisoners have their transfers to other establishments delayed, sometimes by several days or longer, and often they do not know how long they will have to wait. This can be distressing for them, and is detrimental to efficient management of the prison.
- The loss of prisoners' property on transfer to Swinfen Hall is a frequent occurrence. This generally occurs when the property does not accompany prisoners being transferred. It causes considerable distress to prisoners and a great deal of unnecessary work for the prison in trying to resolve the issues.

6.4.2 The Board is strongly of the view that these concerns must be resolved nationally as a matter of urgency. They are detrimental to welfare of prisoners and are wasteful of prison resources.

6.5 Vulnerable Prisoners

6.5.1 A new initiative was implemented at Swinfen Hall during this reporting period to develop a unit providing therapy and support service for young men who are having difficulty progressing at Swinfen Hall. The unit comprises two elements: 'Delta Enabling Environment' (DEE) based in D-Wing, for prisoners of high risk and demonstrating traits indicative of emerging personality disorders; and 'Psychologically Informed Planned Environment' (PIPE) based in E-Wing, for prisoners who have completed all their programmes and require less treatment than DEE. The environment of the unit is available to all prisoners who meet the criteria. Northamptonshire Healthcare NHS Trust provides the clinical support.

6.5.2 DEE forms part of the national Offender Personality Disorder Pathway. It delivers tailored treatment packages through support provided by psychological therapists, occupational therapists, speech and language therapists, mental health nurses and prison officers. It is the intention ultimately to hold 30 places in DEE for assessment and treatment; at the end of this reporting period there were 7 prisoners involved. The referral factors are:

- prisoners who are having difficulties progressing with their sentence plan, for example due to difficulty identifying and managing emotions, aggressive/impulsive behaviour, self-harm, difficulty forming and maintaining relationships, long periods in CSU/healthcare or difficulties managing boundaries
- screening into the national personality disorder pathway. This is through scores on certain OASys items
- prisoners have a minimum of 2 years left to serve in prison, and must be able to remain at Swinfen Hall for that period, at the point of entry into the service.

6.5.3 PIPE will grow to a 60-bed consolidation unit (there were 10 prisoners engaged at the end of this reporting period), offering opportunities to prisoners who have recently gained skills from completing their offending behaviour programmes, and who would benefit from more practice before moving on to another course or therapy, to a new prison, or to release. Participants volunteer to engage with PIPE for 6-24 months; they must have at least 6 months (preferably a minimum of 9 months) left to serve, and not be eligible for HDC within 6 months. The weekly sessions consist of structured sessions in groups of up to 10 people, where residents discuss topics around Problem-solving, Perspective Taking, Communication Skills and Emotional Management. The creative sessions (which include music, art, cookery, gardening and games) encourage individuals to try out new activities and to expand their knowledge and interests, for example by debating about current affairs. In addition to this the wing officers have a dual role of key-worker and offer hour-long sessions to each resident every fortnight. These are used to help form goals, identify strengths, and work on future planning, and well as working through current issues.

6.5.4 Prisoners residing in this unit will continue to go to work or undertake courses in Education. This work is recognised by the Parole Board and details of work completed will be brought to the attention of sentence planning and parole meetings, subject to consent from the prisoner.

6.5.5 It is too early for the Board to place any judgement on this initiative, but progress will be keenly observed.

6.6 'Time out of Cell'

The time prisoners have allocated for association has had to be reduced during the reporting period. This restriction was driven by lack of staff (with a significant number of prison officer vacancies remaining unfilled for a considerable period), and the consequential increase in incidents of violence.

Section 7 - THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 Board Statistics

Item	2013/14	2014/15
Recommended Complement of Board Members	15	15
Number of Board members at the start of the reporting period	11	12
Number of Board members at the end of the reporting period	12	7
Number of new members joining within the reporting period	2	0
Number of members leaving within reporting period	1	5
Total number of Board meetings during reporting period	12	12
Total number of visits to the Establishment	472	343
Total number of segregation reviews held	Not available	Not available
Total number of segregation reviews attended	188	260

7.2 Prisoner Applications

Code	Subject	2010/11	2011/12	2012/13	2013/14	2014/15
A	Accommodation	7	15	5	6	7
B	Adjudications	16	19	15	10	9
C	Equality & Diversity (inc religion)	2	4	5	8	6
D	Education/employment/training inc IEP	30	44	25	20	24
E 1	Family/visits inc mail & phone	14	29	6	7	10
E 2	Finance/pay	Prev incl in E1	Prev incl in E1	1	0	13
F	Food/kitchen related	4	5	4	0	0
G	Health related	6	11	11	4	4
H 1	Property (within current establishment)	47	18	12	15	17
H 2	Property (during transfer/in another establishment)	Prev incl in H1	Prev incl in H1	16	13	19
H 3	Canteen, facilities, Catalogue shopping, Argos	Prev incl in H1	Prev incl in H1	5	7	1
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	8	6	22	20	20
J	Staff/prisoner/detainee concerns inc bullying	16	24	29	18	15
K	Transfers	51	22	39	22	42
L	Miscellaneous	31	27	15	18	18
	Total number of IMB applications	232	224	210	165	205

Section 8 - GLOSSARY OF ABBREVIATIONS USED

ACCT	Assessment, Care in Custody and Teamwork
Cat-D	Category D Prisoners (suitable for open prison conditions)
CPIG	Crown Premises Inspection Group
CSU	Care and Separation Unit
DARS	Drug and Alcohol Recovery Service
DEE	Delta Enabling Environment
DIFS	Discrimination Incident Forms
DSG	Drug Strategy Group
FN	Foreign National
HDC	Home Detention Curfew
HMIP	HM Inspectorate of Prisons
HMP	Her Majesty's Prison
IEP	Incentives and Earned Privileges
IMB	Independent Monitoring Board
IPP	Indeterminate Sentence for Public Protection
IRC	Immigration Removal Centre
MASH	Multi-Agency Safer Health
NHS	National Health Service
NICE	National Institute for Clinical Excellence
NPS	New Psychoactive Substances
NVQ	National Vocational Qualification
OASys	Offender Assessment System
Ofsted	Office for Standards in Education, Children's Services and Skills
OLASS	Offenders' Learning and Skills Service
OMU	Offender Management Unit
PET	Prisoner Education Trust
PHPQI	Prison Health Performance and Quality Indicators
PIPE	Psychologically Informed Planned Environment
POELT	Prison Officer Entry Level Training
QAF	Quality Assessment Framework
ROTL	Release on Temporary Licence
Rule 45/49	Prison & YOI rules on Segregation
SC	Safer Custody
YO/YOI	Young Offender/Young Offenders' Institution