



HMP AND YOI SWINFEN HALL

ANNUAL REPORT

1 MAY 2015 – 30 APRIL 2016



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.

Section 2 - CONTENTS

Section	Sub Section	Description	Page No.
1		STATUTORY ROLE OF THE IMB	2
2		CONTENTS	3
3		DESCRIPTION OF THE PRISON	4
4		SUMMARY	
	4.1	Executive Summary	5
	4.2	Report Summary	5
	4.3	Progress with Concerns Expressed in 2015	6
	4.4	Particular Issues Requiring Response	8
	4.5	Key Points for the Prison	8
5		MANDATORY REPORTING AREAS	
	5.1	Equality and Inclusion	10
	5.2	Education, Learning and Skills	11
	5.3	Healthcare and Mental Health	13
	5.4	Purposeful Activity	13
	5.5	Resettlement	14
	5.6	Safer Custody	15
	5.7	Segregation, Care and Separation, and Close Supervision	16
	5.8	Residential Services (includes accommodation, food, catering and kitchens)	17
6		OPTIONAL REPORTING AREAS	
	6.1	Reception	19
	6.2	Programmes	19
	6.3	Drugs and Substance Misuse	20
	6.4	Life-sentenced and IPP Prisoners	20
	6.5	Transfers	21
	6.6	Visitors and Visitor Centre	21
7		THE WORK OF THE INDEPENDENT MONITORING BOARD	
	7.1	Board Statistics	23
	7.2	Prisoner Applications	24
8		GLOSSARY OF ABBREVIATIONS USED	25

Section 3 – DESCRIPTION OF THE PRISON

3.1 HMP and YOI Swinfen Hall now has an operational capacity of 624, down from 654 in 2014/15. This change arises from deliberate policy to reduce the number of shared cells, and is expected to be the continuing level for Swinfen Hall. The prison 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 from 4 years to life, although there are currently 5 prisoners at Swinfen Hall aged 26 or 27 (9 recorded in the 2015 Report). Crown Premises Inspection Group (CPIG) work commenced at Swinfen Hall in October 2013, and was expected to be completed by the beginning of the present reporting period, 1 May 2015 (some six months late). During the programme, capacity was reduced to around 580 (571 on 1 May 2015) while one Wing was closed at any given time for the work to continue safely and effectively. Capacity did not return to normal levels until the end of May 2015. The prison is defined as a 'national resource' so receives prisoners from all over the country. 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 30 April 2016 (598) comprising 47% adults (2015, 52%) and 53% young offenders (2015, 48%). It is a National Centre for the Sex Offender Treatment Programme.

3.2 Swinfen Hall continues to work towards the Government's overall delivery plan for reducing re-offending; a crucial feature is thus for 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 programmes, 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. Training and development needs of prisoners, helping to prepare them for crime-free lives on release, are provided through a variety of means. At the commencement of the present reporting period, Education and a small number of vocational courses were delivered by Milton Keynes College; the majority of vocational workshops were provided by South and City College Birmingham. However, during the summer of 2015 the Birmingham College decided to withdraw its provision. The effect was a hiatus and reduced opportunities for prisoners until Milton Keynes College took over some of this work. This is commented upon further in section 5.2.1 of this Report. Some additional gymnasium courses were previously provisioned by Bourneville College, but that College withdrew on financial grounds, since when the prison has itself funded the courses using its training and gymnasium budgets. Rail track maintenance courses are provided by Pendersons on subcontract from Milton Keynes College.

Section 4 – SUMMARY

4.1 Executive Summary

Once again, the Board is pleased to recognise the good standards of the work carried out by the Governors and staff at Swinfen Hall. It is our considered view that, notwithstanding the challenges facing prisons in the current period, Swinfen Hall continues to provide a safe, respectful and decent environment which is supportive of prisoner rehabilitation. This level of confidence has been evidenced by the Board's regular monitoring visits, attendance at various internal committees and groups, and numerous interactions with a large number of prisoners. The population profile at Swinfen Hall, presents staff with a particularly difficult role in maintaining the current good standards, and the fact that they have done so is commendable.

That is not to say that the Board does not have some considerable concerns, which are detailed in this Report. They include the poor quality of some of the estate (despite the Minister's reassurances in his response to the Board's 2015 Report); management and delivery of repairs, maintenance and estates functions (contracted out); substantial increases in incidents of violence, use of force, adjudications, and Assessment, Care in Custody and Teamwork (ACCT) documents opened, all believed to be linked to the prevalence of New Psychoactive Substances (NPS) in the prison; shortfalls in the actual levels of purposeful activity; the increasing tendency for prisoners to seek to get themselves placed in the Care and Separation Unit (CSU) in the mistaken belief that this improves the likelihood they will be transferred to another prison; the poor performance of English and (to a lesser extent) Mathematics education; and the failure of the policy to transfer prisoners to resettlement prisons prior to release. The Board is satisfied that those matters within the prison's control are being tackled with vigour and purpose.

These concerns are balanced by some good and excellent work and developments, including the care and professionalism of the majority of staff; the manner in which staff respond to serious incidents; initiatives to seek to engage prisoners in the running and development of the prison (such as in relation to equality and diversity, and the use of Red Bands in prisoner induction); responses to concerns about steroid and NPS use in the prison; and efforts to diversify work opportunities for prisoners. These positive attributes give the Board confidence that Swinfen Hall is responding to changing and challenging circumstances, and continues 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:

- Equality and Inclusion awareness and commitment by prison management (para 5.1.8)
- English and (to a lesser extent) Mathematics education (para 5.2.3)
- Under-use of the library (para 5.2.5)
- Prisoners feeling unsafe to leave their Wings to attend Programmes (paras 5.3.6 and 6.2.4) and other activities
- Purposeful activity (paras 5.4.2 and 5.4.7)
- Measurement of out-of-cell activity (para 5.4.2)
- Reduction in the numbers of incidents of violence, adjudications, use of force, and ACCT documents opened (paras 5.6.3 – 5.6.5)
- Building fabric of A, B and C Wings, and of CSU (paras 5.7.1 and 5.8.2)
- Deterring prisoners from getting themselves placed in CSU to facilitate their transfer applications (para 5.7.8)
- Management and delivery of repairs, maintenance and estates functions (contracted out) (para 5.8.3)
- Safeguarding of prisoners' property (paras 6.1.2, 6.1.3, and 6.5.1)

Monitoring fairness and respect for people in custody

- Staff participation in co-ordination of drug strategy monitoring (para 6.3.1).

4.2.2 High Standard of delivery

- Conduct of R45/49 reviews (para 5.7.4) and the CSU staff (paras 5.7.2 and 5.7.10)
- Dealing with Serious Incidents (para 5.6.6)
- Programmes (para 6.2.5)
- Family Contact
- The Chaplaincy
- Special events and activities (Black History Month, Care Leavers' Day, Anne Frank Week, Health Awareness Week, Recovery Week, arrangements for Ramadan, Carol concert).

4.3 Progress with concerns expressed in 2015

Area	Concern	Current Assessment	See para
Fabric of buildings	The accommodation from the original 1960s construction (A, B and C Wings and part of the CSU), is barely acceptable. Complete refurbishment was recommended by Her Majesty's Inspector of Prisons (HMIP) in June 2010, but for financial reasons no major infrastructure improvements have been carried out. [Was of concern for five successive years]	Response from Minister advised that refurbishment plans had been approved and work was due to start 2016/17. However, in fact finance for replacement of windows is all that has been agreed, and there is no firm date even for this work to commence, giving the Board serious concerns	5.7.1 and 5.8.2
Education and skills	Variable and low prisoner attendances	Less of an issue, except in Industries workshops	5.2.3 and 5.4.7
	Staff shortages and absences [Was of concern also in 2014]	Improved, but recruitment in Industries remains an issue	5.2.9 and 5.4.5
	High turn-over of management	Now stabilised	5.2.2
	Lack of support and encouragement for Distance Learning (DL) [Was of concern also in 2014]	Numbers applying for and ultimately involved in DL now increased, and management improved. Response from the National Offender Management Service (NOMS) states that (a) "the overall contract [for education] includes provision for this support"; (b) "a review of purposeful	5.2.6 and 5.4.6

		activity decided not to count distance learning towards 'purposeful activity' as it was in-cell and the data may not be sufficiently robust"	
	Lack of sufficient work in Industries	Still of concern. Lack of motivational skills of some staff do not help	5.4.4
	Weak links with and under-use of the library	While some improvement is noted in links to other Departments, under-use of the library is still a problem of serious concern	5.2.5
Prisoner transfers	Serious lack of suitable Cat-D places 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. [Was of concern also in 2014]	Minister's reply noted that the speed of response reflects the inherent constraints, and that the average wait is five weeks [but we note that the range of waiting times will include some substantially longer]. Not a major issue in this reporting period, but the Board has some serious concerns in relation to resettlement	5.5.2
	Absence of clear and transparent criteria to progress prisoner transfers to other prisons, partly due to the extremely limited options to accept prisoners from Swinfen Hall.	NOMS response advised that "The local transfer protocol is due for review and will inform prisoners of the appropriate prisons to apply to for transfer". This response does not address the concerns, which are continuing	6.5.1 and 6.5.2
Prisoner transport	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. [Was of concern also in 2014]	Minister's response acknowledged the problem and indicated reasons. No improvement noted this year	5.5.2, 5.7.9, and 6.5
Purposeful activity	Problems in recruitment and retention of instructors causes unacceptable shortages [Was of concern also in 2014]	Minister's response pointed to an extended induction process and a four week 'buddying' arrangement at SH. It also pointed out that "NOMS has a policy...to consider the payment of recruitment	5.4.5

		retention premiums...and is also considering... further options". A reducing issue this year	
Equality and Inclusion	Staff awareness of equality and Inclusion and stronger management of the Equality Action Plan need addressing, despite improvements in the reporting period	Major improvements observed	5.1.2 and 5.1.3

4.4 Particular Issues Requiring Response

4.4.1 Policy Issues for the Minister's Response

- In December 2015 the Board took the unprecedented step of writing to the Secretary of State for Justice concerning the apparent conflict between Government policy seeking to increase and enhance prisoner work (Ministry of Justice) and reductions in funding of further education (Education and Skills), and the serious consequences for vocational workshop provision at Swinfen Hall. The response from the Minister responsible for Prisons and Rehabilitation (ADR 29106, 18 January 2016) gave the Board some comfort in the short term but its concerns remain. There was nothing in the response which gave confidence for the future. Can the Minister give reassurance that the situation is stable and sustainable? [para 5.2.1]
- Changes in the healthcare provider during this reporting year as a result of retendering gave rise to significant disruption in service to prisoners and uncertainty for staff. What steps will be taken in future to ensure such damage does not occur? [para 5.3.1]
- Waiting times for dental treatment are unacceptably long. This situation is relieved from time to time but then recurs and is one which we understand is common throughout the prison service. What urgent steps are being taken to improve this situation? [para 5.3.3]
- The policy for local release to resettlement prisons is clearly not working, at least as far as Swinfen Hall is concerned. What urgent steps are being taken to rectify this position? [para 5.5.2]
- In the Minister's response to our concerns about prisoner property expressed in our last Annual Report, we were advised that "A review of the national policy on prisoners' property is underway, with the aim to issue a revised policy instruction by the end of the [2015/16] financial year...." At time of submission of this Report (July 2016), we are unaware that the policy instruction has been issued, and in any case wish to record that the same issues as identified last year continue to be of concern. The issue is not about "prisoners' property levels [exceeding] the volumetric control limit..." but simple loss of property, more often than not following transfer from another prison. Will the new instruction eliminate such property loss? [para 6.5.1].

4.4.2 Operational Issues for Prison Service (NOMS) Response

- While we understand the need to maintain a secure environment for electronic materials, the inability of prisoners to access learning materials on the Milton Keynes College website (because no transfer device is allowed) is not only problematic for tutorial staff but also limits learning opportunities for prisoners. What steps are being taken to resolve the impasse? [para 5.2.7]
- The amount of time and energy expended on dealing with prisoner applications for transfer to other prisons is deeply worrying. It leads to huge inefficiencies and frustrations of prison staff, and fails to manage prisoner expectations. Replicated across the prison estate, this represents massive waste of resources. The prison has put in significant effort to deal with this situation, but the Board feels a more concerted national approach is required. What action is NOMS taking? [para 6.5.2].

4.5 Key Points for the Prison

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 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 (although we have been frustrated in respect of purposeful activity performance data: para 5.4.2 refers).

4.5.3 The Board considered the prison's up-dated action plan in response to the inspection carried out by Her Majesty's Inspector of Prisons (HMIP) (July 2014). Several issues identified were considered further by the Board, which was satisfied that Swinfen Hall management was responding fully and appropriately.

4.5.4 Throughout this report there are several areas which the Board is pleased to acknowledge are working particularly well and which the Board deems to be commendable:

- Improvements in the management and delivery of equality and diversity matters (paras 5.1.2 and 5.1.3)
- Performance in education programmes other than English and (to a lesser extent) Mathematics (para 5.2.3)
- Improvements in the management and enablement of distance learning (para 5.2.6)
- Efforts to increase the number of industry-based workshops (para 5.4.4)
- Dealing with Serious Incidents (para 5.6.6)
- Conduct of R45/49 Reviews (para 5.7.4), and of CSU staff (paras 5.7.2 and 5.7.10)
- The audit results for Programmes (para 6.2.5).

4.5.5 There are also areas which the Board considers need further attention, and which we list together here for ease of reference. It is recognised that some of these relate to services which are contracted out, but the prison needs to be aware of them and take what steps it can to rectify any deficiencies. The Board is mindful that its role is to observe and comment, not to provide solutions or assume management responsibility; we therefore state these matters as, in our view, issues for attention:

- Inadequate championing of equality and diversity by senior and middle managers (para 5.1.8)
- Poor performance in English and (to a lesser extent) Mathematics (para 5.2.3)
- Under-use of the library (para 5.2.5)
- The inadequate level of purposeful activity and the apparent lack of its systematic measurement (para 5.4.2)
- The apparent gap between out-of-cell allocations and the actual attendance of prisoners (para 5.4.7)
- The significant increases in the number of ACCT documents opened, incidents of violence, adjudications, and use of force (paras 5.6.3 – 5.6.5)
- Problems due to prisoners seeking to get placed in CSU to facilitate their prospects of transfer (para 5.7.8)
- The backlog of postal property received in Reception (para 6.1.2 – 6.1.3)
- Prisoners feeling unsafe to leave their Wings to attend Programmes (para 6.2.4) and other activities
- Lack of full staff participation in the Drug Strategy Group (DSG), to the detriment of benefit from sharing of information and views from across the prison (para 6.3.1)
- The long time taken to process visitors (para 6.6.2).

Section 5 – MANDATORY REPORTING AREAS

5.1 Equality and Inclusion

5.1.1 Last year's Report pointed to significant concerns with the lack of effectiveness of the Equality and Diversity Group and the low commitment given to equality and diversity matters in the prison. These deficiencies were also identified in an NOMS Governance and Operational Audit carried out in December 2014, which gave an overall grade of 'Limited' - equivalent to amber/red in previous grading terms. It is pleasing to report that the position is now very much improved.

5.1.2 To demonstrate this improvement, the following are cited:

- The numbers of both staff and prisoner Equality Representatives has increased, and the selection process has been strengthened. For example, prisoners who are thought to put themselves forward simply as a passport to enhanced Incentives and Earned Privileges (IEP) status are challenged on their commitment to the aims of the Equality Action Plan. They are better trained, with continuity achieved by using the departing representatives in the training of their replacements. There is currently a waiting list for prisoner representative positions
- Equality training is now routinely given to Wing Officers and Operational Support Grade (OSG) staff, and is part of the induction programme for Prison Officer Entry Level (POELT) staff
- Notice Boards dedicated to equality matters have been installed in the Main Gate area and Wings (the programme is nearing completion)
- The Equality Action Plan is now available electronically and is more accessible
- Meetings of the Equality and Diversity Group are more focussed, well attended, and better planned. The Equality Monitoring Tool is interactively interrogated at these meetings
- Minutes of the Equality and Diversity Group are to be circulated to all staff, with request for suggestions for the Group's future work
- Discrimination Incident Forms are now investigated more thoroughly but at the same time more expeditiously. The investigations are carried out by a wider group than previously, and are subject to independent review. The number of Discrimination Incident Reporting Forms (DIRFs) has actually fallen (from 72 in 2014 to 42 in 2015), despite awareness having been raised; this is largely attributed to early intervention by Equality Officers and prisoner representatives.

5.1.3 In recognition of the progress that has been made, a NOMS follow-up Governance and Operational Audit in March 2016 gave an improved grade of 'Moderate' compared with 'Limited' given 15 months previously – equivalent to amber/green in previous grading terms [the available grades are 'Substantial' (best), 'Moderate', 'Limited', and 'Unsatisfactory' (worst)].

5.1.4 As in previous years, events to mark Black History Month and a one-week Anne Frank exhibition were successfully held. The latter was held in the Chapel and attracted over 300 prisoners, staff and guests; it covered the holocaust and more recent hate crimes, and some prisoners were moved to visit the library to find out more.

5.1.5 The sexual orientation support group 'Inside Out' continues to operate well.

5.1.6 The Board has no concerns with the provision of support for foreign national prisoners, with links to UK Visas and Immigration working well.

5.1.7 In substantive terms, the Equality and Diversity Group has identified that black and disabled prisoners are over-represented in adjudications proved, segregation days and use of force. Work is being undertaken (including by the psychology team) better to understand the issues and to identify what remediation is required.

5.1.8 There remains a need further to encourage better dissemination of information on equality issues (including the prison's Equality Action Plan and Equality Impact Assessments), and to extend further the

Monitoring fairness and respect for people in custody

awareness training to all categories of staff including those not directly employed. The role of the Governor and the Senior Management Team in championing equality issues is key.

5.2 Education, Learning and Skills

5.2.1 At the start of this reporting period, there were two main external providers of Education, Learning and Skills at Swinfen Hall, namely Milton Keynes College (funded via Offenders' Learning and Skills Service, OLASS) and South and City College Birmingham (vocational provision); the prison itself funded gymnasium courses. However, shortly into the period, South and City College Birmingham decided (on financial grounds) to withdraw its contribution with effect from the 2015/16 academic year, which meant that the vocational provision, which the Board regarded as of exceptional quality and value to prisoners, would end unless another provider could be found. The Board was so concerned at this development that it took the unprecedented step of writing to the Secretary of State for Justice, setting out the serious implications for prisoners, and the conflict between the policy to encourage such vocational work to assist preparation of offenders for employment on release, and the reducing funding for providers. The response, from the Minister responsible for Prisons and Rehabilitation, was to acknowledge the Board's concerns but to point to plans for Milton Keynes College to deliver some of this work through its OLASS contract, which was to be enhanced by 19% from 1 August 2015. While these were welcome reassurances, the Board remains disturbed that:

- the extent of vocational provision has nonetheless been significantly reduced;
- there has been a substantial hiatus in provision due to the time it took to negotiate contracts, deal with staffing matters et al, meaning that few classes actually took place before January 2016;
- no additional funding was allocated to meet the transition costs of the workshops involved;
- delays in workshop conversion work (see para 5.8.3), some of which has still not been completed by the end of this reporting period, has resulted in two terms of the courses (and in effect the whole academic year) being lost in several areas.

The Board is deeply concerned at this situation, none of which is of the prison's making – indeed the prison has been extremely frustrated that it does not have the powers to bring the issue to a better and more rapid conclusion, and it shares the Board's concerns at the damage done to opportunities for prisoners. The origin of the problem is the policy conflict between seeking to increase and enhance prisoner work (Ministry of Justice) and reductions in funding of further education (Education and Skills), which was the subject of the Board's letter to the Secretary of State for Justice earlier this year.

The providers listed also work with a number of other partners to extend the range of provision, as well as with some internally provided work opportunities (see section 5.4).

5.2.2 Last year's Report identified instability in Milton Keynes College management of the Swinfen Hall provision. In the current reporting period, an Acting Manager was appointed for part of the year as maternity cover, but there was good continuity and no detriment to the function.

5.2.3 Performance in the educational programmes has continued to be overall moderately good. Note that Milton Keynes College sets a target of 85% of learners achieving the qualifications for which they are aiming:

	Started	Completed	Qualification achieved	Withdrawn	Excluded*	Awaiting results	Attendance†	Retention	Success
2014/15	1099	1001	872	98	36	-	75%	94%	82%
Aug 2015 to April 2016	1103	932	715	43	18	161	79%	97%	75%/87%‡

*Due to behavioural problems †Based on number enrolled ‡The higher figure assumes all those awaiting results achieve the qualification

However, within this overall position the rate of success in achieving qualification aims in English and Mathematics has been disappointing, although the results for the latter have shown a welcome improvement of late:

	English	Mathematics
2014/15	77%	68%
Aug 2015 to Apr 2016	54%/70%‡	74%/86%‡

‡The higher figures assume all those awaiting results achieve the qualification

The results for Level 2 English have been of particular concern at 58% in 2014/15. In response the College has:

- provided re-sit classes in both English and Mathematics;
- changed from City and Guilds of London Institute (CGLI) as the examining body for these subjects to NCFE, which is considered to be more appropriate for prison learners;
- held weekly team meetings to enable staff to share practice and lessen the stress of lesson observation, while reviewing staff performance;
- put in place arrangement for prisoners to be given negative comments by prison officers if they refuse to attend classes without good reasons.

Further, for 2016/17, the College will take the adventurous step of integrating functional English and mathematics into the vocational curricula. The principle here is that learners will respond better to grasping the fundamentals if they are introduced to them in the context of real life applications, as and when they are required in the vocational subjects. This is an approach which has been successful in other contexts, but it has not been tried previously for Swinfen Hall functional skills provision.

5.2.4 Other developments introduced during the reporting period include designating roles amongst the tutors for embedding employability and equality and diversity awareness in all the programmes. These are commendable developments.

5.2.5 Previous Reports have expressed concerns at the underuse of the library in Swinfen Hall, and indeed this was also a matter raised by the July 2014 report of the Office for Standards in Education, Children's Services and Skills (Ofsted). We are disappointed to record that the situation is barely improved. The library has inadequate links with education and vocational training, and it is not promoted well enough if at all 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. However, it is pleasing to note that some tutors have now been trained to act as escorts, which should relieve this situation, although it is hardly good use of their time.

5.2.6 Although the Board has received isolated reports of continuing obstacles encountered by prisoners undertaking study by distance learning, there has been a marked and pleasing overall improvement in the support provided during this reporting period, largely due to improved ownership and responsibility from staff. During the last 16 months there have been over 70 applications from prisoners to undertake this mode of learning; not all were successful for a variety of reasons, but there are currently some 20 distance learners at Swinfen Hall, some of whom are supported by the Prisoner Education Trust (PET) with the others being self-supporting.

5.2.7 There are significant problems facing education staff with the inability to link to the Milton Keynes College computer system. Learning materials cannot be transferred across due to the restriction by NOMS on use of any external memory device. Not only is this problematic for tutors, but it also restricts learning by prisoners.

5.2.9 Problems persist in recruitment and retention of tutors in English and vocational subjects. However, the regular team meetings have served to give a better teamwork atmosphere, and provide on-the-job continuing professional development, both of which are expected to help retention.

5.3 Healthcare and Mental Health

5.3.1 In October 2015 staff were informed that the contract for healthcare provision was to move from Staffordshire and Stoke-on-Trent Partnership NHS Trust to Care UK. This caused anxiety for staff, and the repercussions for prisoners have been significant. It is reported that some staff left as a consequence of the uncertainty, and those who remain have had to cover for departing colleagues, creating considerable pressure for long periods of time. Consequently, the Healthcare Department has been compelled to concentrate on core services and as a result initiatives such as healthcare forums have suffered. However, once the new provider was in place, staff began to feel more settled and confident that capacity issues will improve, that services such as health forums will return to monthly events, and that more health education would again be provided on Wings. Additionally, the separation of delivery of physical and mental health under the new contract (which occurred towards the end of this reporting period) has resulted in some disruption to service; for example, mental health support is no longer available on site over weekends. The Board will be monitoring the effect of these changes in the next reporting period.

5.3.2 During the reporting period, a number of prisoners were diagnosed with tuberculosis, causing great concerns for both staff and prisoners. The Healthcare Department has been responsible for treating and supervising these cases, as well as giving information and advice across the entire prison population. The nursing staff are to be commended for their work and medical care they provided in these difficult circumstances. Although the establishment claims to have taken all steps advised by Public Health England, the Board must express its concern at the poor communications within the prison.

5.3.3 Long waiting times for appointments with Dentistry have continued to be of concern, as previously reported, despite the healthcare manager seeking additional clinics. Clinics have been cancelled due to problems with the provider, but this situation is expected to improve with the appointment of the new provider 'Time for Teeth'. The difficulties and frustrations have been noted by the healthcare manager who has encouraged prisoners to complain to the Patient Advice and Liaison Service (PALS).

5.3.4 Despite the various challenges here outlined, the report of an NHS England quality visit to the Healthcare Department was very positive, with special mention of the teamwork within the Department.

5.3.5 Regarding mental health provision, our previous Report indicated that an anxiety workshop, building on the success of a group run at Staffordshire prison, would be rolled out at Swinfen Hall. However this has not been implemented; instead the in-reach team has organised a 'Managing Emotions Group' in the Healthcare Department. This Group had very good feedback, and the outcome measures demonstrated that those who attended made positive changes in terms of their understanding and skills in managing emotions.

5.3.6 A major problem is the frequency of late prisoner rolls, which prevents prisoners attending groups; this still needs to be addressed.

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, fit-for-purpose education, training and work opportunities 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 how and to what course(s) they will be assigned. There is then a process in place which ensures that wherever possible prisoners are matched to activity suitable for their successful progress within the prison system. Work and training options are presented to incoming prisoners in a group session run by members of staff and a Red Band prisoner when available; the involvement of the Red Band is particularly well-received and adds weight to the importance of these opportunities.

5.4.2 Swinfen Hall seeks to achieve all prisoners partaking in full-time purposeful activity (education, employment or programme/intervention) for at least 80% of the available time, which would mean that each

Monitoring fairness and respect for people in custody

prisoner should be engaged in such activity for about 23 hours per week or more. However, the prison is not currently required to keep sufficiently detailed records to determine whether or not this target is met, and although we have been advised that there is regular monitoring of performance, we have not been able, despite several attempts, to obtain information on the extent to which the target is actually achieved. From our observations, we consider it unlikely that it is.

5.4.3 In previous reporting periods five vocational workshops were provided by South and City College Birmingham, but during this particular reporting period that College decided not to renew its contract. This left Swinfen Hall with a shortfall of just over 60 full-time placements for some months. However, Milton Keynes College has now taken over three of these workshops and plans to provide new full-time courses for Forklift Operating, Plastering, and General Construction. Para 5.2.1 gives further details.

5.4.4 Swinfen Hall continues to work hard to maintain a considerable number of industry-based workshops designed to offer consistent quantity and quality employment for prisoners. Several of the companies detailed in last year's Report continue to maintain and even expand a mutually advantageous working relationship with the prison, and a number of new opportunities are also now in place, although this is offset by some companies withdrawing from this provision. One of the newer initiatives has been for Swinfen Hall to become a member of the Chamber of Commerce from which it hopes to build new business opportunities in this challenging area.

5.4.5 Last year's Report identified that one of the main roadblocks to success within Industries was problems with Instructor retention, as this was a role which was either a level 3 or 4. This issue has been somewhat mitigated by an increase in the total number instructors rising from 12 to 18 with most of the new roles being level 4.

5.4.6 There has been a considerable increase in the number of distance learners during this reporting period as Swinfen Hall has developed its relationship with PET and has found ways to ensure this route is a viable opportunity for prisoners wishing to better themselves in this way. This has resulted in 20 prisoners at Swinfen Hall currently working towards distance learning qualifications at various levels, ably supported by PET and Swinfen Hall. [See also para 5.2.6].

5.4.7 An ongoing concern during this period is the apparent gap between out-of-cell allocations and the actual attendance of the prisoners. The key issues appear to be prisoners refusing to attend due to alleged Violence Reduction (VR) concerns, NPS issues (prisoners being returned to cell by education or Industries staff who have judged them to be under the influence of NPS), and a basic lack of enthusiasm from prisoners to work.

5.5 Resettlement

5.5.1 The Resettlement Department at Swinfen Hall was disbanded around May/June 2015 and all resettlement resources were removed. The objective from then on was that all prisoners who have completed the Offender Behaviour Courses allocated to them, and are in their last 12 months of sentence, would be transferred to a local Resettlement Prison to help with any resettlement needs. The national Population Management Unit advises that offenders are transferred within the last 6 months of their sentences. However, if offenders cannot be transferred within 3 months of their release date, there is not enough time to work with them.

5.5.2 Unfortunately, Swinfen Hall struggles to achieve this objective of getting offenders transferred to their Resettlement Prison. Many establishments quite often refuse to take them and even when they do agree the lack of availability of transport often delays transfer further, often to the time it is too late (even to the extent that the prisoner has already been released). To illustrate this problem, since June 2015, Swinfen Hall had approximately 82 offenders who were due for release, but only 17 were actually transferred to their Resettlement Prison. This is clearly very unsatisfactory.

5.5.3 Partly to counter this problem, it has recently been agreed that Swinfen Hall will share a case worker from the Community Rehabilitation Company at HMP Dovegate, who will come in on a monthly basis to

Monitoring fairness and respect for people in custody

consider offenders whose transfer to their Resettlement Prisons has been frustrated, and ensure that any issues they have are raised with the appropriate services before their release.

5.5.4 Part of Swinfen Hall's approach to resettlement is to provide special Family Days for offenders who are fathers to interact with their families; seven were held during this reporting period, and were considered to be very successful.

5.6 Safer Custody

5.6.1 A Multi-Agency Safer Health/Safer Custody (MASH/SC) group meets weekly to consider information from all areas of the prison on prisoners identified as being vulnerable, or suspected of posing problems to other prisoners. The safety of all prisoners, and staff, is paramount, and information from external workers and agencies informs and enhances the management of those prisoners identified as needing particular attention. There are also more formal quarterly meetings which deal with statistical data and logistics.

5.6.2 Prisoner 'Listeners', trained and supported by The Samaritans, provide help to other prisoners to great effect, especially following bullying or violence events, and for the immediate period following closure of ACCT documents. Listeners are also particularly good at supporting new prisoners through their first-night reception, and generally informing them of the prison regime and expectations of the establishment.

5.6.3 The number of ACCT documents opened was higher than in the previous reporting period; self-harm incidents were slightly fewer; while incidents of violence were almost 50% greater:

ITEM	2011/12	2012/13	2013/14	2014/15	2015/16
ACCT docs opened	233	191	225	273	333
Self-harm incidents	436	454	542	559	537
Incidents of violence	201*	228*	159*	175*	251

*Figures reported in last year's Annual Report (and earlier ones) for these years were substantially higher than those shown here; they were in fact the total of Violence Reduction referrals (ie include any referrals regarding bullying, debt etc as well as violent incidents as such). All the data now given are for actual incidents of violence.

While there are doubtless several reasons for these variations, the following are to be noted:

- the increase in acts of violence at Swinfen Hall reflects the national picture of increasing assaults across the prison estate, although it should be noted that Swinfen Hall continues to have a lower rate than comparator prisons;
- one major factor in the increase in violence is the more recent prevalence of NPS, which brings with it some violent behaviour by users, and violent enforcement of the debt issues which arise from dealing;
- this leads to more vulnerable prisoners getting into debt and feeling unsafe, which in turn leads to prisoners being placed on ACCT;
- the increase use of ACCTs has the effect of reducing the amount of self-harm, although this remains at seriously concerning levels.

5.6.4 Annual data (calendar year) for adjudications and the use of force overall showed welcome decreases in 2014, but both experienced marked increases in 2015 (around +40% and +80% respectively):

ITEM	2011	2012	2013	2014	2015
Adjudications	1518	1794	1348	1311	1838
Use of force	242	336	253	160	287

Adjudication areas showing the greatest increases are endangering health and safety (due to the prevalence of NPS), possession of an authorised item (weapons and, again, NPS), and fight and assault charges (due to

the increase in violence). The large increase in the use of force is of great concern, but follows from the increase in violence.

5.6.5 These trends are thus worryingly self-consistent. The Board is satisfied that the prison is doing its best to combat them through the following actions, some of which are best described as ‘work in progress’:

- a new Violence Reduction Committee meets monthly to take a more tactical approach to managing difficult prisoners and to decide on post-incident actions;
- steps are taken to disrupt the criminal activity of prisoners responsible for ingress, dealing, enforcement etc;
- the Violence Diagnostic Tool is being used to a greater extent to examine trends in violence and to direct resources in a more focussed way;
- a new Violence Reduction Strategy is being drafted, which will move closer to the ideals of the Custodial Violence Management Model, currently being piloted in several prisons with a view to roll-out following evaluation;
- a new system of quality assurance has been introduced to improve the quality of ACCTs, while increasing ACCT training of staff;
- closer links are being developed between ACCTs and violence reduction, as a high number of ACCT documents are opened due to prisoners not feeling safe, due to bullying or debt.

5.6.6 The Board has observed several Serious Incidents during the year, and has been impressed by the highly professional and efficient way they have been managed.

5.6.7 The Board notes with regret that there was one death in custody during this reporting year (3 September 2015). The Inquest on the death in custody which occurred in a previous reporting period (on 26 March 2014) was held during this one (25-28 January 2016). The prison has accepted the findings and has acted on the recommendations of the Court; the Board is satisfied that the prison has properly learned from this unfortunate event.

5.7 Segregation, Care and Separation, and Close Supervision

5.7.1 The CSU has fifteen cells, offering a clean and safe environment for prisoners under punishment or held under Rule 45/49. The unit does not have cameras for constant observation in all cells, but there is a number where vulnerable prisoners or prisoners on an open ACCT can be monitored. The unit is often fully occupied. The quality of the cell accommodation, particularly the older ones, is poor, with the older ones additionally being dark and subject to condensation. Shower facilities remain unacceptable, and despite some remedial work there is visible mould in both shower units. This is a matter of continuing concern to the Board, and has been reported for the past six years. The Minister’s response to the Board’s last Report acknowledged the situation but stated that:

“...planned refurbishment works for A, B, and C wings and improvements to the CSU have been approved and are due to commence in 2016/17. The first instalment of the project is to replace the windows, and the second is a refurbishment of these areas. Resources are limited; therefore essential works will take priority over other plans.”

This response was welcomed, but the Board wishes to place on record its deep concern that the full extent and urgency of the works might not be realised. Thus far, finance for replacement of windows is all that has been agreed, and there is no firm date even for this work to commence. No-one can provide a full timescale, nor the total assurances that the Board feels necessary. The situation is unacceptable.

5.7.2 The Board is satisfied that the segregation of prisoners continues to be utilised lawfully and that prisoners have generally received their entitlements during their stay in the unit. Members of the Board visit CSU to speak to each prisoner individually on a regular basis, typically three times weekly. All documents pertaining to prisoners are made available for review and examination, and the Board is satisfied that the statutory requirements and guidelines for visits by the Governor, Healthcare and the chaplaincy have been met during this reporting period.

5.7.3 As a result of a ruling by the Supreme Court, changes were made to the procedures for “Reviewing and Authorising Continuing Segregation and Temporary Confinement in Special Accommodation” (Rule 45/49 reviews). The Board had serious concerns about the impact of these changes on its role in attending such reviews. With the full support of the Governor, the Board determined to adopt a variation in the procedure. Later, the earlier approach was rescinded, restoring the Board’s role to that which previously obtained. However, the Supreme Court ruling necessitated changes to the management of the process; the Board was completely satisfied that these changes did not compromise its role, and considered they were introduced by the prison without detriment to prisoners’ rights or interests.

5.7.4 The Board routinely monitors the period of time for which a prisoner is held in segregation to ensure it is no longer than is necessary given the circumstances. The Board is satisfied that the Governor has applied this principle at all times, while acknowledging that prisoners awaiting investigations, particularly those involving the police, might be kept for longer periods. In general, prisoners are returned to the normal regime as soon as their need for segregation has been resolved. See, however, para 5.7.8.

5.7.5 In addition to Rule 45/49 reviews, Board members have occasionally observed prisoner adjudication hearings conducted both by Governors and the Independent Adjudicator. These have been conducted fairly and in accordance with the rules.

5.7.6 The Board has continued to review the statutory records and reports which are held in the unit, and has found them to be satisfactory. This has enabled the Board to monitor trends and to question the Governor where apparent abnormalities occur. While the Board has not itself observed unfair treatment of any individual prisoner in the CSU, or of any of the statutory protected groups, we are aware that data analysed by the Equality and Diversity Group using the Equality Monitoring Tool has identified that black and disabled prisoners are over-represented in segregation days (as well as in adjudications proved and use of force); we will be monitoring this issue in the future.

5.7.7 The Board is advised of any food refusals in progress so that relevant monitoring may be carried out, and also is made aware on a weekly basis of all current ACCTs so that attendance at reviews or observation of close supervision provides information to the Board.

5.7.8 It is a matter of growing concern to the Board that a significant number of prisoners deliberately take actions which lead them to being placed in CSU, with the erroneous belief that this will enhance the likelihood of their being transferred to other prisons. A great deal of time and effort by prison staff goes into seeking to disabuse prisoners of this notion, but to little effect. Prisoners appear to be fixated on the idea that by refusing to return to a Wing they will be transferred to another establishment. Much prison staff time is spent trying to correct this thinking, and much occupancy of CSU is unnecessarily taken up by such prisoners.

5.7.9 The amount of time and effort spent on the whole business of arranging transfers is in any case substantial, and detracts from other work. The response from NOMS to the Board’s last Report described the process for transfers, and the role of the regional offices to facilitate where agreement between prisons cannot be reached, but the fact remains that there are extremely limited options available across the prison estate to accept prisoners from Swinfen Hall, and if the target receiving prison is not available (for whatever reason), this makes a difficult process almost impossible.

5.7.10 The Board considers that CSU staff maintain a high level of efficiency and deal well with the most challenging of the prison’s population. Prisoners are given every opportunity to discuss issues with CSU staff, and are fortunate to receive the benefit of their knowledge, life experience and emotional intelligence. The Board commends the CSU team.

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

5.8.1 Swinfen Hall has nine residential Wings accommodating young adults and YO’s. The operational capacity has reduced during the year to reflect the reduced number of double cells; the vast majority now being single occupancy. All have toilets and wash basins.

Monitoring fairness and respect for people in custody

5.8.2 For the sixth consecutive year, the Board draws attention to the poor quality accommodation in the original 1960s building which houses A, B and C Wings and the Care and Separation Unit. In particular, the Board deplores the sub-standard size of cells and quality of shower and toilet facilities. It was recommended by HMIP in June 2010 and again in the report of the unannounced inspection of 23 June – 3 July 2014 that A, B and C Wings should undergo complete refurbishment. The Minister for Prisons, in his response to the Board's last Annual Report, acknowledged the situation and gave the Board some reassurances that the issues were to be addressed (para 5.7.1 refers), but the extent of the works and a commencement date are yet to be confirmed. In the meantime, prisoners continue to be held in accommodation that is barely acceptable and substantially inferior to that elsewhere in the establishment.

5.8.3 The estates function was outsourced to Amey from 1 June 2015. Some 'teething problems' were to be expected, but the Board is concerned that the change continues seriously to impact on the quality of service. Slow response times to basic repairs and maintenance have resulted in cells being out of commission unnecessarily. Lack of training of Amey staff to use equipment has resulted in delays to repairs to windows, and issues with the sourcing of replacement parts have meant that repairs to washing machines and tumble dryers have been delayed for unacceptable periods of time. Modification of vocational workshops to accommodate changes arising from new activities under a different provider have been so delayed that training opportunities for prisoners have been lost for two full academic terms – and in practice for a whole year. This is of serious concern and deeply regrettable. At the time of writing this Report a new site manager has been appointed, and it is hoped that the service will now improve.

5.8.4 The Catering Department continues to provide a good service on a limited budget, and the low number of applications received by the Board concerning food is indicative of its good performance. A particular success during the year was the revised food service for Muslim prisoners during Ramadan which was very well received.

5.8.5 Since the last Report, the management has changed the system for receiving feedback from prisoners about food. This change was welcomed by the Board, as it considered the previous system to be ineffective and lacking credibility; the Board will monitor the effectiveness of this new system.

Section 6 – OPTIONAL REPORTING AREAS

6.1 Reception

6.1.1 Reception services are good; staff work hard to process prisoners in and out of the establishment in a professional and caring manner despite the difficulties they encounter with fewer staff than previously, late transport and property-related issues.

6.1.2 Staff are regularly called to cover staffing gaps in other areas; this does not impact on prisoner movement but does at times create a backlog of property that needs to be logged on cards and stored. Missing prisoner property is the cause of many complaints, particularly when, for a variety of reasons, property does not arrive with the prisoner. Staff do their best to resolve property issues but where this involves contacting other establishments they do not always find the same level of commitment to find a resolution to the problem.

6.1.3 Changes to rules have impacted on the reception service; in particular, the number of books being received into the establishment for prisoners and the reliance on the National Dogs and Technical Support Group before these can be checked and delivered to prisoners. To add to the burden, friends and families continue to send prisoners items that they are unable to have in their cells; this becomes a source of extra work, delay, and prisoner complaint.

6.2 Programmes

6.2.1 Programmes continue to provide an extensive range of groups with the majority being successfully completed. Two new programmes were introduced in August 2015: Alcohol Related Violence and Self-Change; these have been successfully embedded.

6.2.2 The policy of prisoners participating in only one group except in exceptional circumstances has worked out more smoothly than expected. The programmes team has implemented weekly allocations, which has entailed every new reception being assessed in a week to determine which programme is relevant, and which secondary programme may be needed. Intervention Services has allowed Team Managers to make judgements on appropriate programmes.

6.2.3 Obtaining the right prisoners for programmes offered is still a huge issue despite national waiting lists being reviewed and any establishment with potential group members being contacted. Liaison has been organised with other establishments in the Midlands to explore sharing offenders. Swinfen Hall's senior management team has demonstrated a genuine commitment to facilitating transfers and holding prisoners to enable programmes to be completed.

6.2.4 The Board has been advised by Programmes staff that a body of prisoners do not feel sufficiently safe and secure to leave their Wings and engage with programmes. Attempts to resolve this have taken the form of the following

- Programme staff escorting group members
- Prisoners moving Wings
- Prisoners being sent on 'movement' first.

The reasons why prisoners have felt unsafe at these times is not clear, but the situation will be monitored for the future.

6.2.5 The outcome of the Programmes Audit Report stated Swinfen Hall was delivering its accreditation programmes well. Three of the five components: Quality Completions, Programme Delivery, and Treatment Management scored a green rating indicating 'that programme integrity had been maintained within these areas'. Rehabilitative Culture and Attrition both scored amber/green.

6.3 Drugs and Substance Misuse

6.3.1 The Drug Strategy Group (DSG) continues to oversee implementation of the Drug and Alcohol Recovery Strategy. Monthly DSG meetings are still poorly attended and have been cancelled on several occasions this year due to poor responses. Often, key areas are not represented so meetings can be ineffective. On a positive note, the Chair has remained the same throughout the year, and DARS staffing levels are very stable. Maternity leave has been covered well.

6.3.2 Until August 2015 the Drug and Alcohol Recovery Strategy was delivered by the Lifeline Project (with clinical provision from Delphi Medical Consultants), and subsequently by the Drug and Alcohol Recovery Service (DARS) until March 2016. Throughout this period, DARS has offered a good level of service. Prisoner logistics are no longer an issue. There were no delays in prisoners being able to speak with members of the DARS team, but staff sometimes feel that finding a confidential space to talk with prisoners is a problem.

6.3.3 From 1 April 2016, the overall contract was taken over by the organisation 'Inclusion'. During its first month (ie the time covered by this reporting period), Inclusion has continued to provide the same level of service. Staff remained the same, the only disruption being that two volunteers, who helped with paperwork, back up work, group work etc, were not included in the new contract, but this was soon rectified and their services were quickly resumed.

6.3.4 The Steroid Abuse Policy and pathway are still in place, although the use of steroids in the prison is low and not a serious concern. An NPS policy has been published along with notices to staff on how to access the policy. DARS liaises and networks with local and national prisons to keep up-to-date on NPS developments. More NPS training has been provided for staff, including staff in workshops, the gymnasium and education, for example on new ways in which NPS is being used, such as impregnation of paper articles (letters, books et al) with mamba for ingestion or smoking.

6.3.5 There is a well run Family Service and a Mentoring Service. Unfortunately, several mentors have recently moved away to new establishments so there is currently a recruitment drive in place. The Alcohol Treatment Programme runs approximately once a month. It is an intensive programme with many sessions held over several days; demand is high.

6.3.6 A DARS staff member has spent a considerable amount of time this year looking into Gang Initiatives, and has been working closely with HMP/YOI Isis based at HMP Belmarsh. A programme was due to begin at the beginning of the year, but due to the change of contract this was put on hold. Hopefully, the programme will be running soon.

6.3.7 There have been several very successful events this year, including the annual Recovery Walk during Recovery Month, concluding with 2 guest speakers in the afternoon. June saw a 'Body MoT' event tied in with Health Awareness Week, and there have been further awareness days for both prisoners and staff. There has also been a highly successful roadshow focussing on NPS, and a nine-week drug amnesty; although no drugs were handed in, several weapons and 'phone chargers were.

6.3.8 A DARS case file audit in February showed good progress again across all areas. A total of 162 service user files were subject to review, covering recovery planning, family services, joint working with mental health, voluntary drug testing recording, and assessment targets. On a scale from 0 (poor) to 5 (excellent), 36% were graded 4, 32% were graded 3, and 14-15% were graded 2 or 5.

6.4 Life-sentenced and IPP Prisoners

6.4.1 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. At the end of this reporting period (30 April 2016) there were 24 life-sentenced and 30 IPPs. Both these figures are significantly less than in the previous reporting period (approx 40 and 50 respectively). As IPP is a sentence no longer available to the courts, there will be a gradual reduction in the number of this category of prisoner.

6.4.2 Life-sentenced prisoners are spread throughout the prison (as are IPPs). They are generally of enhanced status, and frequently provide a measure of stability and sensibility required to maintain a reasonable Wing regime.

6.4.3 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 by various prison Departments, and probation input is considered. Prisoners are encouraged to participate, and are very aware that sentence-planning is vital to their eventual release.

6.4.4 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 members of prison staff assigned as family liaison officers.

6.4.5 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 visit key areas within the prison, and are free to discuss issues with members of staff.

6.5 Transfers

6.5.1 The last Annual Report identified a series of concerns relating to inadequacies in the prisoner transfer system – transport cancellations, erratic performance, delays, and loss of property. The responses from the Minister and NOMS sought to give reassurances that these matters were covered by existing protocols or were being addressed. The Board is happy to report a reduction in the number of Applications received in the category 'Transfers'. However, those relating to 'Property (during transfer from another establishment)' are now at an all-time high (para 7.2 refers). The review of the national policy on prisoners' property referred to in the Minister's response to last year's Report should have been completed by now, but the Board is not aware of its publication. We are thus compelled again to repeat our serious concerns.

6.5.2 Notwithstanding the reduced number of Applications received by the Board relating to transfers, the Board is deeply concerned at the time and energy expended on dealing with prisoner application for transfer. This is a huge waste of resources and is detrimental to efficient operation of the prison. Often these requests for transfer are based on desire for proximity to home, occasionally they arise from prejudice against sex offenders or others of different racial origin, but the majority seem to be in response to prisoner fears for their safety from other prisoners. There is a significant number of prisoners wanting to be transferred who deliberately cause trouble through violent or destructive behaviour in the belief that this will enhance their prospects of transfer; this practice has to be disabused.

6.6 Visitors and Visitor Centre

6.6.1 Visits and visitor management services are provided by the Birmingham-based charity HALOW, and are excellent. Staff are friendly and helpful and very focussed on the families who use the service. The service continues to evolve to meet the needs of those who use it, especially those who have very long or difficult journeys. The staff are keen to resolve problems on visit days and liaise with the prison and security to

organise systems to make the visit process easier. They now offer food for visitors and activities for children; they would like to extend services further but are limited by lack of available funds.

6.6.2 The one aspect which could be improved is to find ways to reduce the time taken for visitors to be processed, consistent with maintaining effective security and screening.

6.6.3 The visit room itself is well-managed by prison staff. Red Band prisoners manage the refreshments bar to good effect, and there is a play area for young children which is well used and popular.

Section 7 - THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 Board Statistics

Item	2013/14	2014/15	2015/16
Recommended Complement of Board Members	15*	15*	14
Number of Board members at the start of the reporting period	11	12	7
Number of Board members at the end of the reporting period	12	7	7
Number of new members joining within the reporting period	2	0	1†
Number of members leaving within reporting period	1	5	1
Total number of Board meetings during reporting period	12	12	12
Total number of visits to the Establishment	472	343‡	275‡
Total number of segregation reviews held	Not available	Not available	Not available
Total number of segregation reviews attended	188	260	283

*As reported in the corresponding Annual Reports. The correct figures might be 14.

†Plus three new members receiving appointment letters dated the last day of the reporting period, 30 April 2016.

‡The reducing number of visits reflects the reduced Board membership.

7.2 Prisoner Applications

Code	Subject	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
A	Accommodation	7	15	5	6	7	1
B	Adjudications	16	19	15	10	9	8
C	Equality and Diversity (inc religion)	2	4	5	8	6	4
D	Education/employment/training inc IEP	30	44	25	20	24	20
E 1	Family/visits inc mail and 'phone	14	29	6	7	10	7
E 2	Finance/pay			1	0	13	6
F	Food/kitchen related	4	5	4	0	0	3
G	Health related	6	11	11	4	4	12
H 1	Property (within current establishment)	47	18	12	15	17	10
H 2	Property (during transfer/in another establishment)			16	13	19	24
H 3	Canteen, facilities, Catalogue shopping, Argos			5	7	1	2
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	8	6	22	20	20	9
J	Staff/prisoner/detainee concerns inc bullying	16	24	29	18	15	10
K	Transfers	51	22	39	22	42	15
L	Miscellaneous	31	27	15	18	18	12
	Total number of IMB applications	232	224	210	165	205	143*

*The 30% reduction in the number of Applications in this reporting period compared with the previous one is thought to be attributable to the increased effectiveness of the prison and the IMB in dealing with issues informally and before submission of an Application is necessary.

Section 8 - GLOSSARY OF ABBREVIATIONS USED

ACCT	Assessment, Care in Custody and Teamwork
Cat-D	Category D Prisoners (suitable for open prison conditions)
CGLI	City and Guilds of London Institute
CPIG	Crown Premises Inspection Group
CSU	Care and Separation Unit
DARS	Drug and Alcohol Recovery Service
DIRF	Discrimination Incident Report Form
DL	Distance Learning
DSG	Drug Strategy Group
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
NCFE	No longer an acronym, but originally Northern Council for Further Education
NHS	National Health Service
NOMS	National Offender Management Service
NPS	New Psychoactive Substances
Ofsted	Office for Standards in Education, Children's Services and Skills
OLASS	Offenders' Learning and Skills Service
OSG	Operational Support Grade
PALS	Patient Advice and Liaison Service
PET	Prisoner Education Trust
POELT	Prison Officer Entry Level Training
ROTL	Release on Temporary Licence
Rule 45/49	Prison and YOI rules on Segregation
SC	Safer Custody
VR	Violence Reduction
YO/YOI	Young Offender/Young Offenders' Institution