



Annual Report
of the
Independent Monitoring Board
at

HMP/YOI Swinfen Hall

for reporting Year
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Monitoring fairness and respect for people in custody

TABLE OF CONTENTS

A Introductory Sections

Section	Topic	Page
1	Statutory Role of the IMB	3
2	Executive Summary	4
3	Description of the Prison	6

B Evidence Sections

4	Safety	7
5	Equality and Fairness	9
6	Segregation/Care and Separation Unit	11
7	Accommodation (including communication)	12
8	Healthcare (including mental health and social care)	13
9	Education and Other Activities	15
10	Work, Vocational Training and Employment	17
11	Resettlement Preparation	18

C	The Work of the Board	19
D	Applications	20
E	Glossary of Abbreviations Used	22

A INTRODUCTORY SECTIONS 1 - 3

1 STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison 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.

2 EXECUTIVE SUMMARY

Main judgements

- Treatment of prisoners is considered reasonably fair, but there are some concerns, especially regarding the quality of the accommodation in CSU and A/B/C Wings, and the very poor shower facilities (6.1, 7.2, 7.3).
- There are two particular concerns as to the humane treatment of prisoners. Firstly, the impact of increased loss of association time has resulted in prisoners losing access to showers and telephones, often with little or no notice (7.4). Secondly, commissioning deficiencies have resulted in unacceptable restrictions to mental health cover (8.2) and lack of counselling for prisoners who have been abused or suffer from post-traumatic stress disorders (8.2).
- Preparation of prisoners for release is impeded by some deficiencies, particularly because the national system for prisoners transferring to a resettlement prison is not working (11.1), and because purposeful activity needs further improvement (10.2).

Main Areas for Development

TO THE MINISTER

- Will the Minister review the national system for prisoners to be transferred to resettlement prisons, bearing in mind the evidence in this report (11.1) that it is not working?
- Will the Minister take steps to enable Governors to take control of image marketing, advertising, recruitment and selection of prison officers, so as better to achieve matching of the BAME profile to that of the prisoner population (5.5)?
- Will the Minister ensure prison resourcing is sufficient to alleviate some of the many issues facing the prison, such as prisoner safety (4), the urgency for refurbishment (7.2, 7.3), inadequate mental health and counselling services (8.2), and the need to increase purposeful activity (10)? This is the eighth consecutive year that the Board has expressed concerns about the lack of a thorough refurbishment programme for the CSU and A, B, and C Wings; the Minister's reassurances of 2015 have not been realised.

TO THE PRISON SERVICE

- There are serious deficiencies in contracting arrangements, resulting in poor laundry facilities (7.5), inadequate mental health and counselling support (8.2), unreliable transport arrangements (11.1), and mis-management of prisoners' property on transfer to Swinfen Hall (D).
- Many prisoners commit acts of violence or other unacceptable behaviour to secure their transfer to other prisons. The cost to the prison and to the service more generally is enormous and very wasteful of resources. A national review of the problem is required (D).

TO THE GOVERNOR

- B Wing has serious deficiencies for new prisoner reception (4.2, 4.8).
- The extent of detection of NPS and mobile telephones has increased. (4.3).
- It appears that an increased number of prisoners choose to stay in their cells for their safety (4.5).
- Association time appears increasingly to be cancelled, with prisoners losing access to showers and telephones, often with inadequate notice (7.4).

- Prisoners frequently say at R45/49 reviews that they see CSU as a route to obtaining a move to another establishment, resulting in an increase in acts of violence, adjudications, and use of force (4.6, 4.7, 6.2).
- Although performance is improving, Swinfen Hall is not achieving adequate numbers of prisoners being allocated to purposeful activity (10.2).
- Library use continues to be frustrated by low attendance and cancellation of sessions (9.5).
- The complaints system occasionally suffers from delays, unhelpful responses, or failure systematically to follow up unresolved complaints, especially those involving other prisons (5.7).

Improvements

Most of the concerns expressed last year have not improved; some are worse. Improvements are:

Area	Concern last year	Current assessment	Ref paras
Purposeful activity	Low performance overall; gap between allocations and actual attendance	Some improvement but still below the 80% target	10.2
Out-of-cell activity	No regular performance monitoring data	Performance monitoring in place	10.2
Numbers of incidents of violence, adjudications, use of force, and ACCT documents opened	Need to reduce	Self-harming reduced; incidents of violence significantly increased	4.6, 4.7
Building fabric of A, B and C Wings, and of CSU	Poor quality	Windows replaced but overall issue remains	4.2, 6.1, 7.2-7.3

3 DESCRIPTION OF THE PRISON

3.1 HMP/YOI Swinfen Hall is a public prison comprising an integrated young offender institution (YOI) and category C training prison for males aged 18–25 years, although there is usually a small number of older prisoners (currently eight prisoners aged 26). Over 90% of prisoners are serving sentences of more than four years, with about 15% serving 10 years to life. The prison's operational capacity is now 624, unchanged from 2015/16; the reduction from 654 in 2014/15 arises from deliberate policy to reduce the number of shared cells (now 20 cells with double occupancy). The prison is defined as a 'national resource' so receives prisoners from all over the country. The proportion of YOs continues gradually to increase compared with adults, with the roll currently comprising about 57% young offenders (2016, 53%; 2015, 48%) and 43% adults (2016, 47%; 2015, 52%).

3.2 Swinfen Hall is a National Centre for the Sex Offender Treatment Programme.

3.3 The accommodation comprises: nine residential Wings, a Care and Separation Unit; a gymnasium building; kitchen and healthcare blocks; a variety of buildings for workshop, education and industries use; a number of buildings adapted for various functions such as a dedicated Mosque.

3.4 Healthcare, including mental health services are provided by CareUK; estates functions are provided by Amey.

3.5 The majority of education and vocational courses are delivered by Milton Keynes College, while some workshops (currently unaccredited) and gymnasium courses are funded by the prison itself using its own budgets. Railtrack maintenance courses are provided by Pendersons on subcontract from Milton Keynes College, while N-Ergy provides NVQ accreditation across a range of courses.

3.6 A "Report on an unannounced inspection of HMP/YOI Swinfen Hall 24 October – 4 November 2016" was published by HM Inspector of Prisons during this reporting period. This is referred to in the present document as "HMIP Report 2016."

B EVIDENCE SECTIONS 4 – 11

4 SAFETY

4.1 Prisoners generally arrive at Swinfen Hall after a journey of over two hours, about which many complain. The reception area has been updated in the past six months to give a more welcoming feel, and prisoners asked by the Board expressed no complaints about the reception process

4.2 New receptions are promptly transferred to B Wing. Many prisoners find the layout of the Wing strange as it is not a traditional shape, and most complain about the “cramped dirty conditions of the cells”. Boredom over the first few days is an issue, although prisoners appear happy with the information given to them on arrival by the Wing Insider (peer support). All prisoners are offered a full day’s induction during their first week, but some do not take up this offer. It is slightly concerning that two of the four Listeners on the induction Wing do not know how to access the Samaritans’ telephone.

4.3 Illegal drugs found in Swinfen Hall this year include cannabis, steroids, and New Psychoactive Substances (NPS). The use of NPS decreased slightly after the law changes in May 2016 but in the last few weeks of the present reporting period there has been an increase in use. Staff have been offered updates in training on NPS, and they are advised weekly of any information regarding NPS or other drugs. Prisoners are made aware of issues with NPS at induction, and awareness-raising is ongoing. There has also been an increase in the extent of detection of mobile telephones, with 161 found during this reporting period, as well as 67 ‘phone chargers; 169 weapons have also been found.

4.4 Members of the Board have recently updated their training on ACCTs, and regularly monitor prisoners on open ACCT documents. Records appear to be accurate and updated appropriately.

4.5 Although the Board has no precise data, it would appear that there is an increase in the number of prisoners staying behind their doors, citing concerns for their personal safety. Such situations are referred to the safer custody team for investigation. Staff are encouraged not to serve meals to doors, so prisoners at least come out of their cells at meal times to socialise. Education classes have been set up on some Wings for those who feel they cannot leave the Wing. The Board supports the recommendation of the HMIP Report 2016 that “the prison should investigate and take action to reduce levels of violence and improve safety. Arrangements to support victims and manage the perpetrators of violence should be more robust, with regular reviews and more effective target setting and intervention.”

4.6 The following data are to be noted:

ITEM	2013/14	2014/15	2015/16	2016/17
ACCT documents opened	225	273	333	317
Self-harm incidents	542	549	537	346
Incidents of violence	159 §	175 §	251	329

§ Figures given in Annual Reports prior to 2015/16 were substantially higher for those years 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 in this table are for actual incidents of violence.

The number of incidents of self-harm peaked at the start of the reporting year, and has been stable at around 20-30 incidents per month since October 2016. The marked reduction this year is much to be welcomed and is attributed by the prison to reinstatement of the Violence Reduction team.

The 31% increase in incidents of violence is of considerable concern. The prison identifies several contributing factors – staffing issues, ingress of NPS, gang issues, and the belief by some prisoners that if they are moved to the CSU that will enhance their cases for transfer to other prisons (para 6.2 refers).

During the reporting year two prisoners were subject to a constant watch, each for about 11 days.

4.7 Annual data for adjudications and the use of force overall showed welcome decreases in 2014, but both experienced marked increases in 2015 of around +40% and +80% respectively. It is disappointing that there were further increases of 10% and 13% respectively last year. This is attributed by the prison to increased ingress of NPS:

ITEM	2013 §	2014 §	2015 §	2016/17 †
Adjudications	1348	1311	1838	2018
Use of force	253	160	287	325

§ Data for the calendar year indicated. † Data for the period 1 April – 31 March.

There was, however, a welcome trend of reduction in the use of force over the last year, data for successive three-month periods being 118, 83, 63, 61.

4.8 There have been no deaths in custody during this reporting period but the Board notes the recommendations of the report of the Prisons and Probation Ombudsman published in May 2016 into a previous death in custody stating “The Governor of Swinfen Hall should ensure that all reception staff who assess newly arrived prisoners are trained to recognise risk factors for suicide and self-harm, fully record the reasons for decisions, and open an ACCT whenever a prisoner has recently self-harmed or has other significant risk factors. First night procedures should recognise the additional vulnerabilities of newly arrived prisoners.”

5 EQUALITY AND FAIRNESS

5.1 The function of the Equality Committee is to provide an overview of equality matters, through functional reports from across the prison, feedback from prisoner members, and scrutiny of the Equality Monitoring Tool live database. It is broadly effective in its role, but during this reporting period some meetings were cancelled and others postponed to times which precluded attendance of some members and the IMB observer, renewing concerns about commitment. However, it needs to be recorded that all members of the Senior Management Team now have access to the performance hub.

5.2 The number of DIRFs (Discrimination Incident Report Forms) received continues to fall (2014, 72; 2015, 42; 2016, 30). This is thought to be due to some of the bigger issues (such as black/Asian prisoner conflict) being tackled as a whole, and to the early intervention by Wing Equality Representatives (prisoners and officers) avoiding use of the formal DIRF process, although no data are collected to verify this assumption. But the Board has no indication that prisoners are inhibited or discouraged from using the DIRF system. The procedure for dealing with DIRFs appears to be sound and effective; all DIRFs are reported to the Equality Committee.

5.3 Mental health (MH), learning disability (LD), and learning difficulty (LDiff) give rise to significant concerns in Swinfen Hall, although only two of the 11 upheld DIRFs and no IMB applications relate directly to any of these aspects. A prison survey identified that more than half the prison population self-identified as having learning issues, without distinguishing between LD and LDiff. Different areas in the prison are addressing learning issues – education (embedding literacy and numeracy in vocational courses), administration (simplifying wording in notices etc), and healthcare (which sees prisoners with LD annually) – but there is as yet no coordinated or strategic approach; the Board will monitor this in the coming year.

5.4 Transgender issues are coming to attention, albeit with just one known case of a prisoner considering reassignment at present. Policy, strategy and awareness training need to be developed, seeking advice of those with further experience.

5.5 Black, Asian and minority ethnic (BAME) prisoners comment that there are few BAME prison officers, giving a perception that this adversely affects their treatment. The prison itself acknowledges the low proportion of BAME officers, which has actually decreased in the last year due to turnover of such staff, while the proportion of BAME prisoners has risen gradually over recent years:

April – April:	2013/14	2014/15	2015/16	2016/17
BAME prisoners:	14%	15%	16%	18%
BAME officers:	2%	2%	4%	2%

The Board is concerned that the prison has very limited means itself to address this issue, as it has little or no control over the tools which could be used, such as image marketing, advertising, recruitment, selection et al; this is a serious deficiency which needs to be addressed through national policy.

5.6 An analysis by the prison's Activities Hub showed that white prisoners are somewhat more likely to be in employment than those of other ethnicities (data as at 6 April 2017):

Ethnicity §	Asian	Black	Mixed	Other	White
Population	9.9%	15.4%	6.0%	1.1%	67.7%
Employed	9.6%	14.0%	4.8%	1.2%	70.4%

§ Using the self-defined ethnicity codes used by the Home Office (see <http://policeauthority.org/metropolitan/publications/briefings/2007/0703/index.html>)

Given that it is only recently that the prison began to collect these data, and that they relate to just a single date, the Board will seek to keep this matter under regular review.

5.7 The Board has found occasional cases of complaints where there had been unfortunate delays or unhelpful responses. More especially, the system does not appear systematically to follow up situations where complaints are not promptly resolved, especially those involving other

prisons. This resonates with the findings of the HMIP Report 2016; the Board looks forward to enhanced quality assurance and improved escalation of the complaints system.

5.8 The Board is happy to endorse, from its own observations, several of the positive findings of the HMIP Report 2016 in respect of: support for GBT (gay, bisexual and transgender) prisoners; respect and value placed on the Chaplaincy; support for families; the quality and good operation of the visits hall. In contrast, we have not observed any issues relating to: the IEP (Incentives and Earned Privileges) scheme; foreign national prisoners, or prisoners from travelling communities

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 The Care and Separation Unit (CSU) is housed in part of the original building, and, as the Board has noted countless times, the quality of accommodation is very poor. Window replacement work in the current reporting period has had a positive impact along with some minor refurbishment works to showers. However, a full refurbishment is much needed to bring the accommodation up to a decent standard. Despite the poor accommodation, the CSU benefits from regular well-trained staff who form good relationships with prisoners and who work very hard to support the Governors in getting prisoners back to normal locations. The regime is well run and there are no security issues.

6.2 In this reporting period, 347 prisoners were held in segregation, a reduction of 15% compared with last year. Review boards for Rule 45/49 prisoners are held on regular days/times, and this enables both Healthcare and a member of the Board to attend. A Board member sees all prisoners at least weekly and generally three times per week. All necessary information is available to the Board, and there are few times when prisoners do not attend their reviews. Staff try hard to integrate prisoners back to Wings, sometimes by using incremental steps. However, this objective is frequently thwarted by prisoners refusing to return to a Wing, generally citing 'safety issues' as their reason. Prisoners' perception is that CSU is a route to obtaining a move to another establishment, and to that end engage in acts of violence or other unacceptable behaviour. As noted in the Board's report last year, the Board continues to be concerned at what we believe to be a growing trend, which increases the numbers held in segregation, violence levels, and workload.

6.3 There were no instances of use of mechanical restraints during the reporting year, but use of the dry cell has increased significantly from three to nine cases. This reflects increasing concerns and instances of drugs and mobile 'phones being found in the establishment.

6.4 The Board considers the adjudication process to be operated fairly, with prisoners being made aware of their right to legal representation and to appeal the final decision.

7 ACCOMMODATION (including communication)

7.1 Cleanliness of Wings has been variable and at times unacceptably poor. Litter, including uneaten food, which appears to have encouraged rat infestation, has also been an issue, especially at the rear of the older Wings and D/E blocks where it is thrown from windows. There is evidence of improvement since the appointment of a new Governor and the publication of the HMIP Report 2016.

7.2 The quality of accommodation varies between unacceptable in the older Wings (A, B, C) and acceptable in the newer wings (D – J). Window replacement on Wings A-C during the latter part of the year has vastly improved the conditions, but nonetheless these Wings need full refurbishment to bring them up to the required standard. Projects on Wings D and E to engage prisoners in improving their environment have been very successful and have resulted in prisoners choosing colour schemes, painting doors, and having new Wing furniture.

7.3 Shower facilities on Wings A-C and the CSU remain very poor; some refurbishment has taken place, but the underlying problem of poor ventilation has not been addressed. Some work to replace shower doors was of a particularly poor standard and had to be redone. Full refurbishment is planned in the future, and is urgently needed so that acceptable standards can be met.

7.4 Loss of association time has increased during the year due to staff vacancies/absences. Allowing additional association to compensate has helped but prisoners often do not find this to be fully compensatory or effective. When association is withdrawn prisoners also lose access to showers and telephones. While prisoners are usually informed, this is often with little notice and without having the desired effect. Prisoners often tell Board members they feel that there is no consideration for fair distribution of the losses and/or steps to compensate them when staffing allows.

7.5 A particular concern during the year has been the failures on laundry arrangements. There have been unacceptable failures by the contracted service provider, Amey, to repair broken equipment, especially tumble dryers, and this has resulted in prisoners drying washing on Wing railings for extended periods of time on several Wings. In addition, there is a lack of confidence in the clothing exchange where laundry is sent off-site. The condition of items returned is often unacceptably poor, and prisoners who have clothing of reasonable quality do not want to send it off for fear of it not being returned.

7.6 The quality of food is acceptable, with improvements restricted by the budget of £2.02 per day. A food survey undertaken by the Catering Department during the year showed 32% of those responding (19% of population) considered that the standard of food had improved over the previous six months. The uptake of meals showed a slight increase and the percentage receiving the food ordered had also increased. The percentage of prisoners saying they consider choosing healthy options has dropped from 63% to 47%, and those eating fresh fruit daily from 30% to 22%. During the year, significant changes were made to the provision of food during Ramadan, which improved the food offer as well as the storage and distribution systems. The changes were very well received and gained very positive feedback.

7.7 The system for providing weekly canteen works very well and all prisoners asked by a member of the IMB said they received the correct items within the agreed timescale. The systems for ordering from catalogues is well established but feedback was mixed; Argos orders were generally considered to be very reliable and received in a timely manner; Gemmas Records (Play Station and CD orders) were mostly in-stock but deliveries were delayed in the Reception area; M&M clothing orders were the least reliable, with goods often out of stock and with long delays before prisoners were notified.

8 HEALTHCARE (including mental health and social care)

8.1 This has been the first full 12 months that Care UK has been responsible for healthcare at Swinfen Hall. Whilst Primary Care is provided directly by Care UK, mental health and drug services have been contracted by Care UK to South Staffordshire and Shropshire Healthcare NHS Foundation Trust. The Trust provides an integrated mental health and psycho-social substance misuse service and uses the term 'Inclusion Team'.

8.2 The Board noted in its 2016 report that as a result of the new contract commissioned by NHS England, mental health cover would not be provided outside the hours of 9am to 5pm Mondays to Fridays. Whilst referrals are collected and considered immediately on the first working day possible, this is not an ideal situation, and remains unsatisfactory. Given the age and vulnerability of some prisoners this is regrettable. Additionally, the Inclusion Team was reduced by three members of staff, and the services of a counsellor specialising in recovery work for clients who had been abused or suffered from post-traumatic stress disorders was not re-commissioned. There is at present no one able to offer this type of counselling. The Inclusion Team and service users have identified the need for such a worker, and Care UK is considering obtaining evidence to ask for such a role to be commissioned, but such provision was not provided during the period of this report. The Board will monitor this situation in the coming year.

8.3 Response to mental health assessments is based on clinical need with the longest wait to see a worker being 7 days. The Primary Care team meets each lunch-time to discuss patients, and a member of the Inclusion Team is always present so that information between disciplines is shared and urgent cases identified. Inclusion Team referrals are generally seen on a one-to-one basis. However, the "Working with Emotions" group run by the occupational therapist continues to be well-attended, and patients have indicated a wish for follow-up support groups to be developed.

8.4 In an attempt to open up the issue of mental wellbeing within the prison the Inclusion Team provided a day-long event entitled "Time to Talk", and also invited a theatre group to perform a piece about mental illness in its various manifestations. All the performers had in some way had their own lives impacted upon by mental illness. Feedback from prisoners was extremely positive and produced much discussion. Alcohol and drug recovery gym sessions are also popular and promote physical and mental health wellbeing.

8.5 Upon reception to the prison, all prisoners are medically assessed and appropriate referrals are made at this point. Each Wednesday, new receptions attend a well-being clinic and healthcare forums are held once per month when minutes of the meetings are distributed. This allows service users to feedback concerns and good practice to staff to enable services to evolve and improve.

8.6 Concerns in our 2016 report also highlighted the lengthy waiting lists for some clinics, particularly for dentistry. The dentistry waiting list was in the hundreds, but since the new contract with 'Time for Teeth' began, the waiting list has reduced significantly (down to 29 at the end of this reporting period). Physiotherapy waiting list has been reduced to 18 patients, and for the Optician to 15 patients, all now offering services equivalent to those in the community.

8.7 However, over the past reporting period, both Primary Care and the Inclusion Team have carried staff vacancies which impact on services provided, such as delays in receiving medication and lack of continuity of care due to the need for agency staff to cover vacancies. The Clinical Psychologist lead has been vacant for almost 12 months and nursing staff since January 2017.

8.8 Unfortunately, whilst provision of clinics and services has improved, the non-attendance of prisoners for appointments continues to be of significant concern, as it was in our 2016 report. A snap-shot of non-attendance taken by a Board member on 24 March 2017 showed as many as 25 non-attendances on that one day alone (the equivalent of two hours' clinician time wasted). Reasons given by staff and prisoners include: (a) prisoners being anxious to come to the Healthcare Centre because of feeling unsafe due to bullying; (b) Wing staff not notifying prisoners that they have an appointment; and (c) prisoners unsure what the appointment is for and therefore deciding not to attend. Late prisoner rolls, which had been identified last year as a considerable problem in this regard, is no longer a factor due to a change in operations by the prison to resolve the issue. Staff do follow-up each non-attendance with a letter stating that another appointment will

be arranged in an attempt to encourage attendance, and by Inclusion Team workers often going onto Wings. Further follow-up work is ongoing and the Board will monitor the situation carefully for its next report.

8.9 Whilst the Healthcare Centre provides suitable accommodation for clinics and treatment, the reception area has poorly maintained seating which gives a negative impression of the Centre to prisoners attending.

8.10 As part of the HMIP inspection carried out during this reporting period, the Care Quality Commission found no breaches of relevant regulations, and the changes in working practice have undoubtedly assisted in a more integrated approach by professionals. In a small survey by a member of the Board of ten prisoners waiting in Healthcare for appointments, all felt that standards of care and treatment were good, and three felt their care was better than they had experienced in the community.

9 EDUCATION AND OTHER ACTIVITIES

9.1 Provision of education has been much more settled throughout the present reporting period, following the disruption caused by late withdrawal by South and City College Birmingham in the summer of 2015. Most of the work is provided by Milton Keynes College (17 subjects at various levels, one course being subcontracted, plus four short courses), with four Gymnasium courses and some workshops provided in-house. N-Ergy provides NVQ accreditation services across a number of courses.

9.2 Continuity in the Milton Keynes Manager in charge has been an issue in previous years. It seemed to be assured in the present reporting period, but has again been affected by the incumbent's recent resignation.

9.3 Performance in the educational programmes for the completed academic year of the present reporting period, viz 2015/16, was again below the 85% target set by Milton Keynes College, for the proportion of learners achieving the qualifications for which they are aiming. However, it is expected that the latest results (for 2016/17) will exceed the target:

Academic year	2014/15	2015/16	2016/17 (to 30 April)
Number started	1099	1491	1468
Number completed	1001	1376	1344
Number achieving qualification aim	872	1145	1221
Number withdrawn	98	69	67
Number excluded §	36	21	50
Attendance †	75%	80%	73%
Retention	94%	97%	99%
Success rate	82%	80%	90%/95% ‡

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

However, within these overall data the rates of success in achieving qualification aims in English and Mathematics persist in being disappointing:

Academic year	English			Mathematics		
	Overall §	Level 1	Level 2	Overall §	Level 1	Level 2
2014/15	77%	83%	58%	68%	63%	58%
2015/16	57%	42%	37%	70%	55%	53%
Aug 2016 to Apr 2017	81%	72%	71%	67%	63%	45%

§ Includes data for the 3 entry levels below Level 1, which generally show much better performance than Levels 1 and 2.

Thus, whereas performance in English has improved (albeit still below target), attributed by the College to an excellent tutor, that for mathematics has now become seriously poor. It is perhaps too early to judge the effectiveness of the actions taken by the College last year to address this situation, but the Board will pay particular attention to performance in these two key subject areas in the year to come.

9.4 There has been no improvement in recruitment and retention of tutors, which remains problematic.

9.5 Library use continues to be of real concern to the Board, as it has been in successive IMB reports and as is described in the HMIP Report 2016. The evidence is in low attendance (Board members have become pleasantly surprised to see prisoners using the library when they visit on rota), cancelled sessions, and frustrations expressed by library and education staff. There are five weekly slots for Education Department use of the library, but unavailability of prison escorts means that on average only three are used. Prisoners are being failed by the prison's inability properly to address this issue, which the Board will continue to monitor.

9.6 The Board commented last year that provision and encouragement of distance learning (DL) facilities had improved considerably, with 74 applications resulting in 20 prisoners engaged in DL supported by the Prisoner Education Trust. The position in the present reporting period is much the same, with 64 applications and 18 prisoners currently supported (plus 12 who left Swinfen Hall by transfer or release). The Board would like to see more done actively to encourage and facilitate DL.

9.7 There are a few opportunities for prisoners to engage in cultural activities. A small guitar-playing group is organised by the Chaplaincy; an art enterprise course is part of the educational provision offered by Milton Keynes College; there are usually entries into the annual Koestler Award competition of prisoner art (four this year); and prisoners are much involved in the Anne Frank exhibition (which takes place every 5-8 years), and in the celebrations of Black History Month. However, the Board was disappointed that the prisoners' Carol concert, which normally involves music by the prisoner guitar group, rap, and poetry written and performed by prisoners, was not held in Christmas 2016.

9.8 A Health and Wellbeing Day was again held in this reporting period, with reasonable prisoner attendance (about 80-100 prisoners). A 10K charity run attracted just 45 prisoners. Smoking cessation has received a boost by the national policy that all prisons should become smoke-free; the Board's initial view is that the introduction of this policy is working well. Healthy living and fitness training courses provided by the Gymnasium are at very modest levels, with only 12 prisoners involved at any one time despite the popularity of gymnasium activities; capacity cannot be increased due to staffing and logistical factors, which is a considerable pity.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.1 Swinfen Hall is a training prison and as such, purposeful activity is key to its success. It is the responsibility of Swinfen Hall to ensure that fit for purpose education, training and work opportunities are available to the young adults at Swinfen Hall whilst they are serving their sentence. However, the Board's report for last year commented that no statistics were being kept relating to how many prisoners were allocated to work, although it was noted that attendance at work was generally 10% less than the number allocated. In addition, the HMIP Report 2016 deemed all aspects of Purposeful Activity to be either 'Inadequate' or 'Requires Improvement'; it also stated that all prisoners should participate in activities, at least on a part-time basis.

10.2 The Board is pleased to note that from the beginning of 2017 Swinfen Hall began to keep detailed figures relating to the number of prisoners allocated/attending Purposeful Activity, thus enabling the prison to identify and act upon the resulting trends. Although this data tells us that Swinfen Hall is not yet achieving the HMIP Report 2016 recommendation of all prisoners being allocated, the trend in the first four months of the year has seen a gradual increase from 71.4% to 75.2% prisoners allocated to either a part-time or full-time activity. This is a creditable increase in a relatively short time-frame and is one which the Board will be observing keenly in future.

10.3 Swinfen Hall is now a member of the local Chamber of Commerce, a move which it was hoped would foster positive links with local employers which would then lead to mutually beneficial contracts for work. However, one of the main roadblocks to winning contracts with local employers is the difficulty in gaining regular access for obvious security reasons, and also the lack of flexibility when a company wishes to increase/amend requirements at short notice. There is currently no real incentive for external organisations to assign contracts to Swinfen Hall, although it is hoped that further marketing opportunities will result in more positive outcomes.

10.4 Prisoners new to Swinfen Hall are obliged to complete a STEPS document (Success for Training, Education, Progression and Support) during the induction process, on which they detail areas of interest/current employment skills/employment goals etc; this document becomes key to the Allocations team assigning them to relevant work/waiting lists. In addition to this initial process, the team has two members who will spend time chasing up applications in progress. However, the team currently does not have sufficient staff available to chase up any non-requestors. There is, nevertheless, a weekly assessment of Enhanced prisoners currently unemployed, from which plans are then implemented to rectify this position.

10.5 During this reporting period there has been a shift in the balance of ownership of the vocational workshops. There are currently six workshops run by Swinfen Hall itself, with plans to extend this further, unfortunately restricted by there being only one additional workshop space being available currently. Plans have also been mooted to amend the regime so that prisoners have a full working day at workshops with no return to the Wings at lunchtime, as this obviously better replicates a true working day. This should further ensure prisoners are prepared for successful long term employment following release. Swinfen Hall is also currently working towards provisioning a full suite of qualifications across Ground Maintenance, Horticulture, General Construction, Fence Panelling, and Carpentry, which will enhance employment opportunities upon release.

10.6 Vulnerable prisoners restricted to their cells are highlighted on a daily basis, and every endeavour is made to ensure that they are offered some in-cell work which is delivered by outreach workers.

11 RESETTLEMENT PREPARATION

11.1 The Board is satisfied that Offender Management is consistent at Swinfen Hall, and is of good quality. However, the situation regarding release of prisoners and transferring to a resettlement prison is unsatisfactory, and it is abundantly clear that the national system for this does not work. Many establishments quite often refuse to take prisoners due for local release, although it is acknowledged that this depends on prisoner disciplinary records. Even when resettlement prisons agree to take prisoners from Swinfen Hall, the lack of available transport often delays transfers further. The following data show that the situation has improved compared with last year, but is still unacceptably low; many prisoners due for resettlement are left disappointed and frustrated:

Period	Number of prisoners due for local release	Number transferred to resettlement prison	Percentage achieved
June 2015 - May 2016	82	17	21%
June 2016 - May 2017	153	46	30%

11.2 During this reporting period, all the 40 Swinfen Hall prisoners re-categorised as Cat D have been transferred to open conditions, although in many cases this has taken several weeks to achieve. Nonetheless, this is an improvement on the situation the Board found in the last two years.

11.3 The Programmes Department has reached all its targets for the year, and continues to be very successful. It was recognized as working well in the HMIP Report 2016.

11.4 Family Days, Father Days and Lifer Days play an important role at Swinfen Hall. Recently an ex-offender came in to talk to prisoners on Life sentences; this was valued by the prisoners and the event may become a regular feature.

C THE WORK OF THE BOARD

The Board has carried out its role by:

- undertaking at least three rota visits per week, including interacting with prisoners during their normal regime;
- dealing with applications, invariably with personal contact with prisoners;
- attending all segregation reviews and occasional adjudications;
- attending as observers a range of functional committees, eg for equality and inclusion, drug strategy, security, and safer custody;
- monthly Board meetings which consider all aspects of the Board's remit;
- sharing concerns with the Governor on a monthly basis and at other times as required;
- raising issues with Ministers or senior management;
- periodic annual team performance review; and
- monthly Board development/training sessions led by prison staff.

ITEM	2013/14	2014/15	2015/16	2016/17
Recommended Complement of Board Members	15 §	15 §	14	14
Number of Board members at the start of the reporting period	11	12	7	7
Number of Board members at the end of the reporting period	12	7	7	10 †
Total number of visits to the Establishment ‡	472	343	275	318
Total number of segregation reviews attended	188	260	283	290

§ As reported in the corresponding Annual Reports. The correct figures might be 14 in each case.

† Includes 4 still in probationary year.

‡ Variations largely reflect changes in Board membership.

D APPLICATIONS

Code	Subject	Previous reporting year 2015/16	Current reporting year 2016/17
A	Accommodation including laundry, clothing, ablutions	1	15
B	Discipline including adjudications, IEP, sanctions	8	10
C	Equality	4	3
D	Purposeful Activity including education, work, training, library, regime, time out of cell	20	18
E 1	Letters, visits, phones, public protection restrictions	7	19
E 2	Finance including pay, private monies, spends	6	16
F	Food and kitchens	3	5
G	Health including physical, mental, social care	12	13
H 1	Property within this establishment	10	26
H 2	Property during transfer or in another establishment or location	24	34
H 3	Canteen, facility list, catalogue(s)	2	3
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	9	7
J	Staff/prisoner concerns including bullying	10	11
K	Transfers	15	52
	Other	12	2
	Total number of IMB applications	143	234

The significant growth in the total number of Applications (up 64%) is noteworthy, but should be seen in the context of 2015/16 giving rise to a particularly low number:

2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
232	224	210	165	205	143	234

Especially concerning are the substantial numbers of Applications relating to property and to transfers:

- Property issues include, loss, damage or substantial delays on transfer of prisoners from other establishments; disputes over accuracy of property card entries; lack of response of other establishments to requests for information or return of prisoners' property; failings in the transport system/organisations; inefficiencies and inadequacies in the systems used in Swinfen Hall for dealing with prisoners' property. Both the national arrangements and the prison's systems for dealing with prisoners' property need comprehensive review.
- There is a large number of prisoners in Swinfen Hall who have requested transfer to other establishments. The common reasons are bullying or more serious threats to them across the Swinfen Hall estate; or wishing to be nearer to home to facilitate visits from family or friends (many prisoners have not had visits for many months). The strength of their cases varies greatly, but there are huge frustrations which develop because the systems cannot cope with demand. Prisoners do not believe staff are considering their requests seriously, and infrequent communications with prisoners exacerbates the problem. Many prisoners in this position deliberately create situations to get themselves into CSU, which actually makes it more difficult to effect transfers even when these are otherwise justified (para 6.2 refers). The cost to the prison, and to the service more generally, is enormous and very wasteful of resources which could be more productively applied elsewhere. A national review of the problem is required.

E GLOSSARY OF ABBREVIATIONS USED

ACCT	Assessment, Care in Custody and Teamwork
BAME	Black, Asian and Minority Ethnic
Cat D	Category D Prisoners (suitable for open prison conditions)
CSU	Care and Separation Unit
DIRF	Discrimination Incident Report Form
DL	Distance Learning
GBT	Gay, Bisexual and Transgender
HDC	Home Detention Curfew
HMIP	HM Inspectorate of Prisons
HMP	Her Majesty's Prison
IEP	Incentives and Earned Privileges
IMB	Independent Monitoring Board
LD	Learning Disability
LDiff	Learning difficulty
MH	Mental Health
NHS	National Health Service
NPS	New Psychoactive Substances
NVQ	National Vocational Qualifications
ROTL	Release on Temporary Licence
Rule 45/49	Prison and YOI rules on Segregation
SH	Swinfen Hall
STEPS	Success for Training, Education, Progression & Support
YO/YOI	Young Offender/Young Offenders' Institution