



Annual Report of the Independent Monitoring Board

at
HMP/YOI Swinfen Hall

For reporting year
1 May 2020 – 30 April 2021

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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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required 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 authority has been delegated 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP/YOI Swinfen Hall is a public sector prison comprising an integrated young offender institution (YOI) (ages 18 – 21) and category C training prison for young men (ages 21-28). The prison is defined as a 'national resource', so receives prisoners from all over the country.

In December 2017, the operational capacity was reduced (from 624 to around 590) to allow for major refurbishment of A, B and C wings, and the current population is 570. Double occupancy, and therefore the prisoner population, has been reduced to help minimise the risk of COVID-19 infection.

2.1 Profile data for the establishment are as follows:

	30 April 2018	30 April 2019	30 April 2020	30 April 2021
Total prisoner population	568	580	556	570
Aged 26–28 years	22*	44*	32*	42*
Serving four years or more	>90%	97%	98%	>90%
Serving life sentences	30	24	38	56
Serving indeterminate sentence for public protection (IPP)	12	8	2	3
Foreign nationals	39	48	64	61
Ratio of young offenders (YOs)/adults (at or near to 30 April)	1.56	1.27	1.33	1.02

- *Respectively, 4%, 8%, 6% and 7% of the total prisoner population.

2.2 The accommodation comprises nine residential wings, and a care and separation unit (CSU); separate buildings for a gym, kitchen and healthcare unit; a variety of buildings for workshop, education and industries use; other buildings adapted for various functions, such as a dedicated mosque.

2.3 Healthcare services, including for mental health, are provided by Practice Plus Group (formerly Care UK), and estates functions are provided by Amey. Most of the education and vocational courses are delivered under the new Prison Education Framework (PEF) contract with Novus, as described in section 7. Some largely unaccredited workshops and four gym courses are delivered by prison staff using the prison's own budgets.

2.4 The prison is a national centre for programmes offering interventions for men convicted of both sexual and violent offending, including Kaizen, Horizon, Becoming New Me+, the Thinking Skills programme and Resolve.

3. Executive summary

3.1 Background to the report

The Covid-19 outbreak has had a significant impact on the Board's ability to monitor in person, gather information and discuss the contents of this annual report. The Board has tried to cover as much ground as it can in these difficult circumstances, but inevitably there is less detail and supporting evidence than usual. Ministers are aware of these constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

- There was a mixture of remote and on-site monitoring based on official guidance and personal risk factors of board members.
- Regular contact was maintained with the prison through telephone contact with senior management team, key departments and wing staff with conversations recorded in rota reports.
- Contact with the CSU was maintained throughout the year. Where site visits were made the CSU was prioritised and most reviews were attended either in person or by telephone.
- Prisoners were able to make applications to the Board either by using the 0800 line or by making written submissions which, in the event of board members not attending site, were scanned to the chair for action on rota visits.

3.2 Main judgements

How safe is the establishment?

Evidence gathered during the year shows that some prisoners felt safer during the pandemic because of the restricted regime which seriously reduced time out of cell, limiting contact with other prisoners. Data from the SMT daily briefing shows that there was a sustained reduction in self-isolators during the pandemic. Members have ascertained that this was due to self-isolators coming out of cells together and feeling safer because of this. The challenge for Swinfen Hall is how this increased level of safety felt by vulnerable prisoners can be maintained as the regime re-opens.

How fairly and humanely are prisoners treated?

The restricted regime implemented during the pandemic has the potential to have impacted mental health. However, both mental health and general wellbeing are yet to be fully assessed. In addition to a lack of time out of cell for work, education, and association, there has been very limited opportunity for visits by family and friends.

How well are prisoners' health and wellbeing needs met?

Whilst there was understandable disruption to clinics due to Covid-19 restrictions, the healthcare provision has generally been good. However, an increase in mental health referrals and increased rates of referral to external A&E is cause for concern and the Board will continue to monitor this.

How effective is the education provision for prisoners?

The pandemic has had a significant impact on the delivery of education programmes to prisoners, as for many months the provider, Novus, was not active in the prison. There must be a concerted effort to enable prisoners to catch up with their studies, especially where it impacts on their progression but also to aid general wellbeing by engaging with others. Out of cell workshops were also severely curtailed although waste management and tailoring were able to continue with reduced numbers in accordance with the national directive regarding essential workshops. The Board will continue to monitor this.

How well are prisoners progressed towards transfer or successful resettlement?

The transfer of 53 prisoners to the category D estate over the year is commendable in the circumstances of reduced staff and the strictures of Covid-19. There has been a welcome improvement in the completion rate for OASys this year. However, the delivery of essential programmes has been badly affected with no possibility of delivering any group sessions; a considerable backlog has built up and must be addressed.

3.3 Main areas for development

TO THE MINISTER

a) The operational capacity has been impacted by the poor workmanship in the refurbishment of A, B and C wings. Work has been sub-standard and has had to be repeated. Will the Minister assure the Board that there will be an improvement in contract monitoring and adequate supervision of works carried out in the prison estate?

b) Additional mental health services, healthcare clinics, work and education opportunities, as well as staffing to facilitate association and family visits are needed to mitigate the deprivations suffered by prisoners during the pandemic. Will the necessary funding be made available to the prison to facilitate these mitigations?

TO HMPPS

- a) The Board remains deeply concerned at the loss of prisoners' property when they transfer to Swinfen Hall. The ministerial response to our last annual report referenced a new prisoners' property policy framework, and Her Majesty's Prison and Probation Service (HMPPS) seeking service improvements through the new prisoner escort and custody service contract. The Board has not seen any difference in property issues, which continue to cause prisoners considerable distress (see sections 5.7 and 5.8). How is the effectiveness of the current contract being evaluated?
- b) The new offender flow process introduced in September 2020 means that newly sentenced prisoners now only reside at a Reception prison for a maximum of 10 days prior to being allocated to their longer-term establishment. This results in nearly all these prisoners coming to Swinfen Hall with no initial OASys assessment. What measures will be put in place to enable Swinfen Hall to continue to manage the increased number of prisoners arriving without a completed OASys assessment?
- c) Prisoners have been deprived of education and work, programmes essential for their rehabilitation, as well as daily association and family visits. How will staffing and services be bolstered to make up for the losses suffered by prisoners?

TO THE GOVERNOR

- a) There is a need for additional mental health services, healthcare clinics, work and education opportunities as well as staffing to facilitate association and family visits. How will funding be made available to provide additional staffing and services to mitigate the deprivation suffered by prisoners during the pandemic?
- b) How will the prison maintain the increased level of safety felt by vulnerable prisoners as the regime opens up?

3.4 Progress since the last report

Addressed to	Concern last year (2020 Report)	Current assessment (30 April 2021)	Ref para
Safety			
Minister and Governor	Continuing increase in self-harm, although not amongst YOs	Remains an issue	4.2, 4.3
Governor	Assaults on staff continue	Remains an issue	
Governor	More stable regime; acts of violence on prisoners decreased	Restricted regime has meant less prisoner-on-prisoner contact	4.4
Fair and humane treatment			
Minister	Ethnic diversity of officers needs improvement	Remains an issue	5.4(a)
Prison Service	Refurbishment of CSU and A/B/C wings poorly delivered, disappointing impact, time overrun	Situation is worse as more money has been spent on re-doing poor work	5.1(a)
Prison Service	Maintenance contract specification poorly defined	Remains an issue	5.1(a)
Prison Service	No improvement in prisoner property issues	Some improvement but still an issue to monitor	5.8
Governor	Some actions have been taken to address ethnicity imbalances in adjudication, segregation, employment, and IEP status but imbalances remain	Better data and analysis would provide a more nuanced view	5.4(c)
Governor	There was a more coherent approach by Novus to the support for learning disability or difficulty but other areas not clear	Continued monitoring required (Covid-19 impact).	7.1
Governor	The issue of YOs being more likely to be in CSU than older prisoners has improved but remains an issue	Much improved	5.2

Governor	Significant reduction in transfers out to other establishments from CSU	Continued improvement	5.2
Governor	A new food comments system has been devised and consultation improved but needs further monitoring	Continued monitoring required (Covid-19 impact).	5.1(d)
Health and wellbeing			
Minister for Prisons	The issue of inadequate mental health cover has been improved but its adequacy should be monitored	No longer a concern	6.2
Governor	Last minute requests for inclusion to attend persist	Situation improved	6.1
Governor	Large number of DNAs. Some healthcare clinics improved but overall a further decline	DNA to medical appointments has vastly improved but this is entirely because only essential appointments have taken place during the pandemic and so attendance much more likely. The Board will continue to monitor in 2021.	6.1
Progression and resettlement			
Minister for Prisons	Some resettlement process improvement but still delays for category D prisoners	More category D transfers actioned but the delay between being categorised and transferred is not available	7.3(a)
Prison Service	No improvement in OASys backlog and further increase in new prisoners not having OASys	Introduction of offender flow process means not comparable with previous reports	7.3(b)
Prison Service	Improvement in local release but further delays in category D placement	No data available	7.3(a)

Governor	Some aspects of education performance deteriorated despite stable regime; library use improved	Continued monitoring required (Covid-19 impact).	7.1 7.2
Governor	Good progress with distance learning with potential for continued growth	Continued progress	7.1
Governor	A more stable regime has resulted in higher attendance figures for education	Continued monitoring required (Covid-19 impact).	7.1
Governor	Some improvement in participation in out-of-cell activity	Continued monitoring required (Covid-19 impact).	7.2
Governor	Staffing issues adversely affected programmes for prisoners who have committed sexual offences	Continued monitoring required (Covid-19 impact).	7.3(d)

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

The weekly safer custody review of the records for all planned new arrivals is issued to staff via a written report. Any triggers or concerns related to new arrivals each week are advised to those responsible for safety and welfare with planned interventions where needed. Cross-checks indicate that staff do action the induction plans appropriately.

Those arrivals who have identified with any of the following categories are recognised and induction plans are drawn up and followed through:

- a high VIPER (Violence In Prison Estimator) score
- are on an open ACCT
- have gang affiliations
- are care experienced
- have a history of no visits

An amnesty for weapons is also provided to all new arrivals.

The Board considers that the advance preparation of the needs and concerns of new arrivals at Swinfen Hall is thorough and conducive to ensuring a smooth arrival and induction.

4.2 Suicide and self-harm, deaths in custody

There were no deaths in custody in the reporting year. Where possible the Board has reviewed entries in ACCT documents and attended a cross section of ACCT reviews both proactively and when requested. The prison identified that, on occasion, entries in ACCTs were not of the required standard. The Board has noted that, following a concerted focus on training along with increased monitoring, entries are improved with detail of conversations and feelings now usually recorded. However, the Board has observed that entries made at night are more likely to be made at predictable times (e.g. hourly, on the hour) and to be repetitive.

The daily activity summary records all ACCTs that are open, due for review that day, and in post closure. In turn the safer custody lead along with the SMT ensure all reviews take place in the time limits. There has been a focus on ensuring handover of ACCT documents from one staff member to the next is informative and pertinent.

It is noted that most self-harm incidents arise from a small number of individuals, cutting with a razor being the most common method.

Checks by Board members when on-site visits were possible, reviews of the daily reports, weekly and monthly meetings minutes, and conversations with staff and prisoners lead the Board to believe that the responsibilities of safer custody are taken seriously and implemented effectively at Swinfen Hall.

4.3 Violence and violence reduction, self-isolation

a) A safer prisons meeting is held monthly along with a fortnightly alternating MASH (multi agency safeguarding health) including CSIP (challenge, support, intervention plan) and SIM (safety intervention meeting). There is some concern that POM/OMU (probation and offender management) are not always in attendance.

A multidisciplinary approach is evident with the involvement of residential leads, safer custody, ESS, (enhanced support service) and psychology. Detailed notes are prepared for all prisoners who are:

- Subject to open ACCTs including complex case ACCTs
- CSIP
- Tier 1 and Tier 2 self-isolators
- Victims of incidents/bullying
- CSU residents
- CSRAs (Cell sharing risk assessments) due to violence and other CSRAs

The Board notes that the multidisciplinary teams engage in actions and report back for future meetings via the SIM monitoring log.

b) During the year, most prisoners only left their cells for short periods of time, usually 45 minutes to access telephones and to complete domestic tasks. The number of prisoners out of cell on a wing at any time was limited to small bubbles (eight and 15 prisoners depending on the status of the Covid-19 regime). Therefore, “self-isolating” prisoners were able to have their 45 minutes out of cell within their own bubble, and their regime was not dissimilar to that of the general population.

In response to finding that there were prisoners who self-isolated in an extreme form, the prison created a new tier of self-isolators and ensured these prisoners were engaged (if they chose to do so) in meaningful conversations with a target to encourage them to participate in the standard regime applicable at the time. In Autumn 2020 there were four Tier 1 self-isolators, but by April 2021 there were none.

c) In preparation for the opening of the regime as the prison moves to a stage 3 status of the Covid exceptional delivery model, the Board notes that there has been considerable planning to attempt to minimise the expected increase in violence and self-harm incidents:

- The safer custody team and psychologists are developing guidance around property theft.
- Unlock Drama have returned to the prison and have completed their four projects. The feedback from prisoners is positive.
- Kinetic Youth are working with those who have been involved in violence that is driven by peer or gang affiliation. The support provided has been one-to-one and in cell.

d) The prison has committed to a comprehensive CSIP SMART action plan. This is new and had only just begun implementation at the end of the reporting period.

Some actions are already complete. Others are longer term and required to be monitored.

e) Enhanced support services (ESS) is a short-term psychologically-informed service which aims to reduce disruption within the prison and commenced a few months before the start of our reporting period. ESS receives referrals from a range of different sources including wing staff and managers, mental health services, programmes, governors, safer custody and the OMU. ESS aims to work from a multidisciplinary and multi-agency angle ensuring continuing and ongoing support for both service user and staff, working with the most disruptive prisoners within the establishment. So far, 28 referrals have been received and there was a 53.8% decrease in disruptive behaviour of these prisoners. This is extremely positive and a great example of teamwork at Swinfen Hall. All staff involved are to be congratulated.

4.5 Use of force

a) PAVA (pelargonic acid vanillylamide) spray was made available to staff trained in its use in January 2020. During the reporting period it has been used in 16 incidents involving 63 prisoners. PAVA was drawn as a deterrent on two occasions.

Each use was reviewed at the next use of force meeting. A Board member reviewed a random selection of PAVA incidents with SMT members with a focus on where it appeared that the use may have been premature and de-escalation techniques may have been a preferable option.

Attendance at use of force meetings confirms that each PAVA incident is reviewed externally and that learning lessons and training reviews are carried out with staff consequently.

The Board has concerns that there is a disproportionate use of PAVA against black, Asian, and minority ethnic prisoners, but this will need further examination.

b) During the year the Board had concerns that some incidents were not recorded on body worn video camera (BWVC) and that this resulted in some use of force incidents being challenging to analyse after the event. The prison also recognised this concern and focused on requiring staff to use BWVC to capture all incidents that may need further review.

BWVC usage by staff involved in or attending an incident has increased significantly during the year with over 70% of incidents being recorded against a target of 80%. Consequently, the use of force review meetings have been able to review footage during the build up to incidents before force is used. Reviews of BWVC footage and use of force written documentation by use of force instructors is used as a quality assurance measure. Further analysis of how BWVCs have been used has assisted in training in de-escalation methods.

4.7 Substance misuse

Random weekly mandatory drug testing (MDT) testing ceased with the Covid-19 restrictions so comparisons with previous years is not possible. Targeted MDT based on suspicion started in November 2020. However, evidence indicates that the use and availability of psychoactive substance related materials has fluctuated over the year. There was an increase in intelligence-led hooch finds during the last six months of the year.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

a) The establishment has not been at operational capacity over the year as there were ongoing refurbishment works. The refurbishment of A, B and C wings was completed to a poor standard and there are still ongoing issues with the showers on these wings due to inadequate contract monitoring. This caused disruption to prisoners who had to be escorted to other wings or to the gym for showers and took staff away from other duties to escort prisoners.

b) The clean, rehabilitative, enabling and decent (CRED) programme was completed on all 90 cells and communal areas on F wing between May 2020 and the end of April 2021. It then moved to J wing where 15 cells and some of the communal areas have been completed. The project on J wing also involved reducing the double cells back to single cells (by removal of the top bunks). Many of these improvements are superficial and cell standards and cleanliness are still quite poor. Prisoners often spent 23.5 hours per day during lockdown in compact cells with minimal facilities and a small sink often next to a toilet and with no in-cell telephone. In-cell telephony work started on 20 October 2020 and some wings have lines installed ready for phones, but completion of the project has been delayed until October 2021.

c) The cell standards initiative continued throughout the year. A booklet has been produced detailing the expected cell standards which will be amalgamated with induction. An updated cell compact has been composed for every prisoner to sign. Chemical-free steam cleaning began on I and G wings at the end of the 2020.

d) Food at Swinfen Hall is generally acceptable and prisoners make few complaints in the food comments book on each wing. During the year there were only two IMB applications regarding food compared to six in the previous year and 13 prison complaints regarding food. Prisoners continued working in the kitchens throughout the year in Covid-19 bubbles. The provision of suitable food during Ramadan was a success and the introduction of Ramadan wing representatives worked well.

5.2 Segregation and separation

Prisoners held in the 15 cells of the CSU block have had daily access to showers, fresh air, and use of the telephone even when there have been staff shortages. The CSU regime was minimally impacted by Covid-19. There have been several new staff in the department this year and they have embraced this challenging role and managed the unit well.

Over the year:

- 22 prisoners were transferred from the CSU to other establishments, an improvement from 28 in 2020 and 37 in 2019.
- 19 prisoners were on an open ACCT whilst held in CSU.
- Not all reviews were attended by the IMB this year, but where possible members made arrangements to attend the reviews by phone so they were able to listen in and engage with prisoners.
- There were 1184 adjudications held over the year. The IMB sat in on a selection of these and observed fairness in their operation.

Year	2019	2020	2021	Change 20/21
Total residency	260	286	250	-13%
Rule 45/49	145	199	104	-48%
Rule 53/58	76	46	20	-57%
Cellular confinement	39	40	87	+118% *
Stays over 42 days	19	9	9	0
Stays over 90 days	0	0	0	0

* The increase in the number of prisoners in cellular confinement (CC) is the result of a “three strikes” policy with violence reduction intervention using CC as part of that process.

Number of YOs v Adults held in CSU:

Year	2019		2020		2021	
	Prison	CSU	Prison	CSU	Prison	CSU
Adult	44%	33%	30%	45%	31%	35%
YO	56%	67%	70%	55%	69%	65%

It is an improvement on the previous year that YOs are no more likely to be in CSU than adults.

5.3 Staff/young people relationships

a) At the start of the reporting year there were 284 directly employed staff (129 of these were band 3s) and 303 at the end (149 band 3s). 60% of Swinfen Hall staff have less than 5 years' service and 33% of staff have over 10 years' service. It is not uncommon to observe wings being staffed by inexperienced officers who by their own admission must learn very quickly on the job, cope with long shift patterns and are often unsure of procedures.

b) During the initial Covid-19 lockdown, prisoners were leaving their cells for short periods of time in small bubbles. Prisoners told the IMB they often felt safer in these small groups, had better interaction with staff and felt less threatened by violence and bullying. Over the year, the IMB received 24 applications regarding staff/prisoner concerns, including bullying: a decrease from 32 last year.

c) A prisoner council meeting was held bi-monthly over the year chaired by the head of residence. The IMB attended several meetings in person or via telephone. The meeting gives prisoner representatives from all residential units access to staff members from key departments of the prison who supply services or make decisions and policy that affect prisoners. The "you said we did" output ensures questions asked by prisoners are documented and responded to. Prisoners, via their representatives, can pose questions and make suggestions on service provision as well as having access to the senior management team. In addition, monthly wing prisoner forums are held on each wing with residential custodial managers. Minutes are fed into the prisoner council meeting.

d) The key worker programme was suspended in March 2020 but reinstated in June 2020 for the 40 most vulnerable prisoners at Swinfen Hall (as a welfare service for these men rather than an offender management service). The provision of these services changed so that two members of staff on each wing delivered the sessions through the regime. In January 2021, care leavers were also seen by key workers and by this time over 200 prisoners had more regular sessions. During the year the remaining prisoners were offered a formal wellbeing check once a month as part of their decency check.

e) The keyworker parcel scheme was suspended in March 2020 but was back up and running by June 2020. Management of the scheme was variable until December 2020 when the coordination was overhauled by a new reception officer who positively upgraded documentation and data collection. Sixty-nine parcels were received between the end of January 2021 and 30 April 2021 and the majority of these were received by prisoners within 14 days. The IMB is now able to closely monitor parcels over the coming year

5.4 Equality and diversity

a) Throughout the reporting period, the split between black, Asian, or minority ethnic prisoners and white prisoners has remained substantially the same at 45% black, Asian, or minority ethnic and 55% white.

b) Attendance at equality diversity and inclusion committee (EDIC) meetings has improved during the reporting year although remote attendance during the majority of 2020 was normal. After initial difficulties due to Covid-19, the committee has met monthly since August 2020. The way that data has been presented at these meetings has varied considerably during the year as the template used has been changed and therefore detailed analysis of trends is difficult. It is encouraging to note that good progress has been made on the equalities action plan. There are fewer outstanding actions and clear plans in place to complete them.

c) During 2020 (June to November only), data was presented on how many prisoners were involved in how many violent incidents. Anecdotal reports that black, Asian, and minority ethnic prisoners are more likely to be involved in violent incidents with more than one other prisoner are not supported by this data. The prison needs to collect more nuanced data to gain a meaningful picture of the situation.

Ethnicity	Total	
	Prisoners	Incidents
Asian	15	17
Black	59	58
Mixed	25	29
Other	5	5
White	72	67

Data concerning adjudications for violent behaviour show the following:

- young white prisoners are more likely to be involved in threatening behaviour.
- black prisoners are more likely to be involved in assaults.
- adult white prisoners are as likely or more likely to be involved in adjudications for violent behaviour than other ethnic groups.

		Totals		%	
		YO	AD	YO	AD
Threats	Asian	3	5	5%	19%
	Black	10	4	18%	15%
	Mixed	6	5	11%	19%
	Other	1	0	2%	0%
	White	35	13	64%	48%
Assaults	Asian	17	3	17%	6%
	Black	34	17	34%	34%
	Mixed	16	6	16%	12%
	Other	0	0	0%	0%
	White	32	24	32%	48%
Fights	Asian	5	1	11%	6%
	Black	17	2	37%	13%
	Mixed	8	3	17%	19%
	Other	1	0	2%	0%
	White	15	10	33%	63%

Ethnic breakdown of adjudications for violence

(data from EDIC briefing - only available from September 2020 to February 2021)

d) Black, Asian, and minority ethnic prisoners, both YOs and adults, are up to three times more likely than white prisoners to be in the CSU. This shows in every subcategory of black, Asian, and minority ethnic except for black adult prisoners where there is parity with white adult prisoners. Although the prison has given anecdotal evidence that black, Asian, and minority ethnic prisoners are more likely to be involved in large incidents involving more people, the Board has found no compelling data to support this (section 5.4(c)).

e) For the year May 2020 to April 2021, the ethnicity of the prison population has remained broadly stable with black, Asian, and minority ethnic prisoners between 44% - 47% and white prisoners between 53% - 56%. The probability of a black,

Asian, or minority ethnic prisoner being on the enhanced IEP level has risen from a low of 39% in August 2020 to a high of 49% in February 2021. This rise is currently sustained. The Board has an expectation that this will continue in 2021/22.

f) The black, Asian, and minority ethnic population is under-represented on D and E wings. Discussions with staff suggest that this may be the result of a reluctance within that population to engage with mental health services. A programme specifically designed to reach black, Asian, and minority ethnic prisoners is being planned. There has been a marked and sustained increase in the number of black, Asian, and minority ethnic prisoners on D wing from 20% in October 2020 to 28% in April 2021.

Historically, I wing was an enhanced wing with a large percentage of prisoners who had committed sexual offences. Late last year the prison took the decision to discontinue the status of I wing as an enhanced wing. Since that change, the number of black, Asian and minority ethnic prisoners on I wing has increased to 33% in April 2021, evidence of a slow but steady improvement. J wing had remained at around 71% until April 2021 when the black, Asian, and minority ethnic percentage decreased to 64%.

5.5 Faith and pastoral support

Swinfen Hall has a dedicated and effective chaplaincy team ably led by the imam. The team willingly continued to work on site throughout the period of this report ensuring they were available to support both staff and prisoners.

One-to-one pastoral care and delivery of faith instructions on a weekly basis continued throughout the pandemic. This was vital for prisoners who mostly felt isolated and those who find comfort in faith.

Understandably prisoners were affected by the high number of bereavements and serious illness of family members. Although not all were Covid-19-related the restrictions meant that the usual visits from family and visits to hospital or funerals did not take place. The introduction of an iPad was a welcome initiative allowing the chaplaincy to offer an alternative so that prisoners and their family were able to share their grief, the positive effects of which were evident. The prison authorities responded to requests from the chaplaincy team to relax the criteria for the use of the iPad and this allowed more prisoners to use it to contact their families remotely when bereaved.

Volunteers are a vital part of the Swinfen Hall chaplaincy team, and whilst unable to visit the prison because of the restricted regime, they helped with a variety of projects including arranging distraction packs for prisoners.

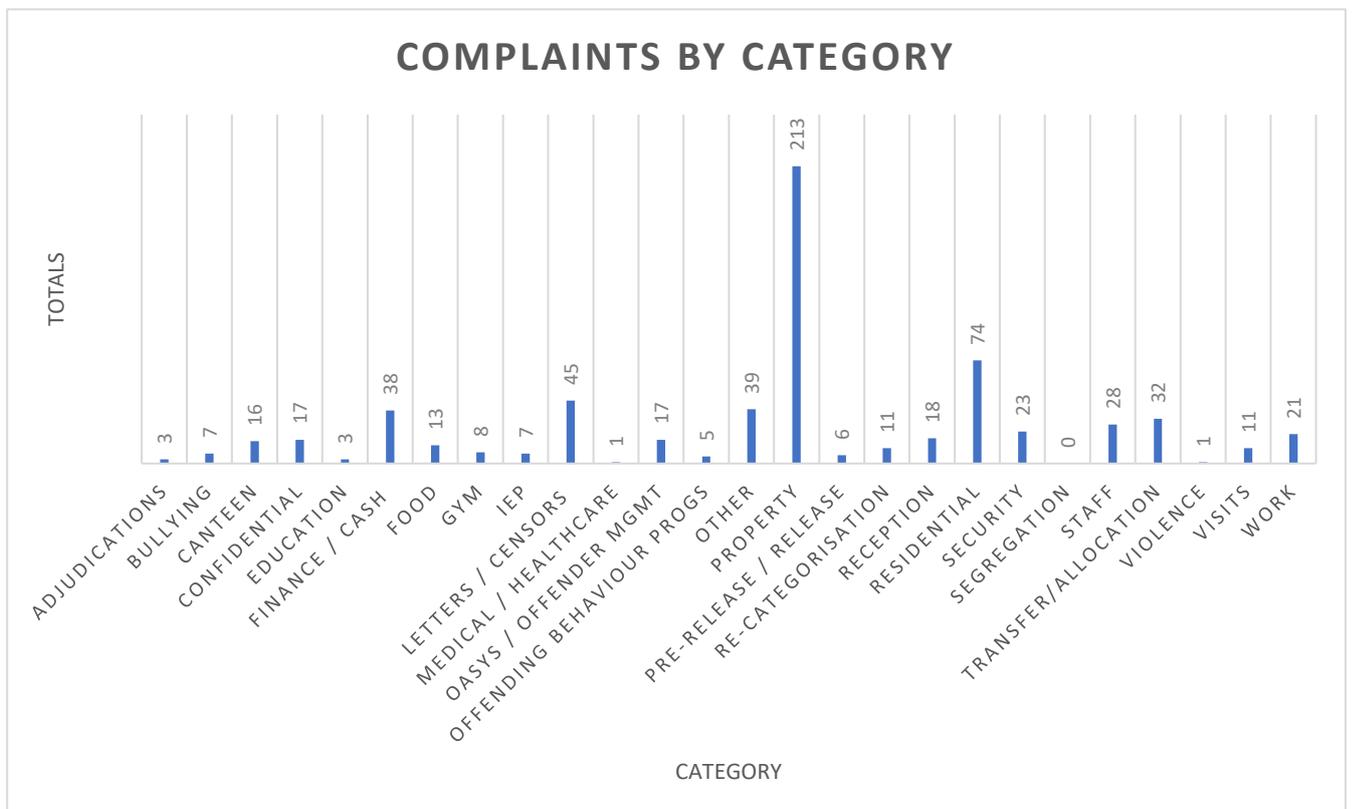
The chaplaincy continued to engage with the local community and external organisations who supplied distraction packs and festival items for prisoners during the year. A member of the chaplaincy team also worked to raise awareness of the less fortunate, and as a result the Tamworth food bank initiative saw a considerable amount of food being donated by prisoners. The member of staff involved received a Prison Officer of the Year nomination award for his efforts.

5.6 Rewards and sanctions

Over the year the basic IEP status was suspended because prisoners were confined to their cells due to the Covid-19 restricted regime. Apart from the CSU, all prisoners were given access to in-cell TVs in recognition of the time spent in their cells during the restricted regime.

5.7 Complaints

There were 657 complaints received during the reporting year with the largest number, 32%, concerning prisoner property. At the beginning of the reporting year when the new regime due to Covid-19 was introduced, the number of complaints were at the lowest for the year. The largest proportion of complaints came from white: English/Welsh/Scottish/Northern Irish British (48%) which is in line with the population of the prison where 53-56% of prisoners are white.



6. Health and wellbeing

6.1 Physical healthcare

- Healthcare is provided by Practice Plus Group (formally Care UK Health Care) and integrated with mental health and psychosocial substance misuse services contracted to Midland Partnership National Health Service Foundation Trust (provided through its inclusion team).
- Healthcare services were realigned during the pandemic with a focus on minimising the risk of Covid-19, essential medical services and emergency treatment.
- Additional in-possession medication was agreed to support a reduction in the amount of medication given daily with risk assessments to maintain patient safety.
- Of 19 prisoners initially in the extremely vulnerable group eligible for shielding, only three took up the offer. Those who declined the offer were checked every two weeks and had the opportunity to reconsider.
- A nurse and healthcare assistant were allocated to night duty to give 24-hour nursing during the Covid-19 pandemic and remained in place for the reporting year.
- Where possible combined clinics were used for prisoners requiring more than one clinic or treatment.
- Covid-19 vaccinations were rolled out in line with community tier systems.
- A flu vaccination programme was rolled out with 81 out of 124 eligible taking the vaccine.
- At the end of the reporting year there had been only 91 positive Covid-19 cases since the start of the pandemic.
- Non-attendance of prisoners at appointments significantly improved during the year from 36% in 2019/2020 to less than 10%. However, direct comparison is not possible as for a large part of the year only essential clinics were running and were therefore more likely to be attended.
- Sub-contracted services for dentistry, podiatry, physiotherapy and optician were particularly disrupted in the first quarter which resulted in cancellation of face-to-face appointments; this situation was much improved by August 2020 when all clinics had restarted. Dentistry suffered the biggest impact due to the national suspension of all treatments creating aerosols. However, initial emergency appointments had improved from 30 days in June to eight days in August 2020. At the end of the reporting year clinic utilisation figures were:

GP	8.8% DNA rate
Dentist	77% treatments not completed within 6 weeks (77 patients)
Physio	71% of patients not seen within 6 weeks
Podiatry	0% of patients not seen within 6 weeks
Optician	56% of patients not seen within 6 weeks (9 patients)

- Whilst there was understandable disruption to clinics due to Covid-19 restrictions, the Board will monitor during 2021 to ensure improved treatment times.
- The Inspires service did not run for some months with a potential impact on patients.
- Healthcare staff routinely attend induction for new arrivals, segregation reviews and ACCT reviews although there were instances where they were not notified of planned ACCT reviews. Throughout the pandemic they continued to attend most of the safer custody and MASH meetings. Communication between the Practice Plus Group and prison managers is good with monthly local delivery board meetings and quality assurance and improvement meetings held.

6.2 Mental healthcare

- Initially, mental health caseload and referrals reduced from an average of 88 in the previous year to 80, however in the final quarter there was a worrying increase to an average of 104 per month with the highest figure being 150 in April 2021.
- Emergency escorts to A&E (12 against an average of five per month) and unplanned bed watch hours (222.5 against an average of 61) both peaked in June 2020 predominantly due to injury and self-harm of two prisoners. In the third quarter the figures were particularly low (two emergency escorts per month and nil bed watch) increasing to an average of six emergency escorts and 91 hours per month bed watch in the final quarter.
- The ongoing trends of mental health referrals and emergency escorts to hospital will be monitored closely in the new reporting year as the full impact of Covid-19 and regime restrictions become known.
- The Board's concern about weekend and out of hours mental health cover has been partially addressed by the introduction of weekend and bank holiday cover shared across 10 prisons. The overnight mental health service is managed using ACCT documents or A&E as a place of safety, due to limited access to prisoners at night. The Board will continue to monitor this provision especially considering the pandemic and increasing mental health caseloads.
- The Inclusion team continued to carry mental health nurse vacancies during the reporting year, but this was resolved as of April 2021.

6.3 Exercise, time out of cell, gym

During the year, gym classes comprised eight prisoners five times a day: two in the mornings and afternoons and one evening session. There were no team games and prisoners could not train together but worked on their own using dumbbells. Under the stage 4 regime activities were held on the astroturf pitch. Several in-cell study packs were distributed by the gym instructors, however no data was captured on uptake.

6.4 Drug rehabilitation

Substance misuse decreased during the year, possibly due to a reduction in ingress. The drug and alcohol outcome star is used to identify service user needs and to plan interventions. Currently there are no clinical patients, which is reflective of the younger age group, but psychological support is in place as required.

6.5 Soft Skills

Initiatives to support prisoner wellbeing have continued in the reporting year despite the impact of Covid-19 on healthcare provision:

- Health champions distributed Covid-19 leaflets and were involved in the mental health awareness week. There is a further initiative to get them to help with podiatry issues on their wings.
- Successfully ran Cell to 5k initiative in conjunction with the gym.
- Recovery month initiative run in September (from Covid-19 experience).
- Positive News newsletter delivered to wings throughout pandemic.
- Prisoners shielding received weekly one-to-one sessions with a recovery worker.
- Focus on Mental Health (dedicated week in May 2020)
- Harm reduction leaflet (risk of overdose) distributed.

Plans for social prescribing and wing drop-in clinics were delayed due to Covid-19 but are still planned and due to go live in July 2021.

7. Progression and release

7.1 Education, library

The pandemic has had a significant impact on the delivery of education programmes to prisoners, as for many months the provider, Novus, was not active in the prison. In-cell learning packs were introduced to enable prisoners to continue the theory elements of their practical courses alongside work on literacy and numeracy. The Board notes mixed success with take-up being relatively low at the start of the programme. Several concerns were raised by prisoners about the length of time it was taking to get packs collected and feedback returned. Novus responded positively to the criticisms and implemented a new marking and quality process for in cell learning. Industrial cleaning and horticulture were continued throughout the period where it was safe to do so.

Novus received a notice to improve regionally during the reporting period as targets against the contract were not being met. In Swinfen Hall, the team from Novus has worked hard to reduce the impact of the pandemic. This work included a more effective use of the withdrawal strategy which has meant an increase in achievements for the period up to March 2021 by 45% based on the previous quarter. The exam backlog has also improved with an increased completion rate for food safety, health and safety, English and maths.

Novus staff returned to the prison fully during April 2021. This has enabled some face-to-face delivery to start in small groups which the Board sees as a positive step towards progression to the next stage of the prisons recovery phase.

The Board is pleased to see the progress that has been made to engage prisoners in considering distance learning throughout the reporting year. A new tutor has been highly active in encouraging those prisoners identified to be at a suitable academic level to undertake level 3 courses to complete expressions of interest.

No library service was possible on-site during the first part of the reporting year. Staff returned to the prison in August 2020, supporting the 'busy box' initiative for prisoners on the wings. An outreach service was developed in September 2020 which supported 99 prisoners with reading materials. The library service has designed a new remote induction package and signed up new members remotely. The Story Book Dads initiative and Mother's Day recordings have been undertaken, which has had a positive impact on prisoners' wellbeing and is well received by families.

7.2 Vocational training

- a) In 2020/2021 the number of vocational training places was reduced from 124 to 22 as only those activities considered essential remained open. Swinfen Hall implemented a compartmentalisation approach to ensure bubbles were maintained when attending. This was achieved by allocating prisoners from only two different wings, one working am and the other pm.

b) The four areas open were waste management (see 7.3 (c)), tailoring (see 7.3 (d)), grounds maintenance, and the bistro. Each area restricted the capacity of those employed to allow for social distancing.

- Waste management – open six prisoners per session, reduction from 14.
- Tailoring – open with six prisoners per session, reduction from 16.
- Grounds – open with six prisoners per session, reduction from 24.
- Bistro – open with four prisoners, reduction from six.

All those attending work received an ‘essential workers’ extra pay of £0.50 for every session they worked as an incentive to continue their work. Covid-19 wing-cleaners received an extra £5.00 per week.

c) Many of the prisoners who enrolled on the waste management course were not able to put into practice what they had learned on the unit but were able to carry this out on their residential units. Although the extent of this was not captured, feedback was gathered and out of 27 prisoners who completed the questionnaire, 85% thought the course was either helpful or very helpful, 81% felt they learnt new skills and 26% felt they had gained confidence. 33% felt safer at work now they had completed this qualification.

d) Prisoners were identified from one wing to work in the tailoring workshop based on their experience and skills. This workshop remained open as the prison garments it produces are for public sector prison industries (PSPI). Morning and afternoon working groups were allocated, increasing the overall employment to 12. As a result, more prisoners were upskilled and out of cell during the pandemic. Novus delivered a new course within the tailoring workshop, level 2 NQV in creative crafts; five prisoners enrolled and completed the 12-week course.

e) Two programmes of in-cell training were introduced which prisoners could undertake in their cells:

- A new eight-stage Makaton course was delivered to 18 prisoners with an interest in the sign language.
- 17 prisoners were issued with guitars and self-teaching packs for use in cell. Four keyboards have also been issued.

7.3 Offender management and progression

In some aspects of their role, the OMU has continued to deliver in a 'business as usual' manner. For example, attendance at ACCT reviews, video links to court hearings, video links to assist with legal visits (10 in March 2021), oral hearings in relation to parole, public protection work, category D boards and progression to open prisons.

Resource has been an issue during this year with official staffing figures estimated at 75%. However, there have also been staff on long-term sick leave, multiple staff required to isolate following track and trace and the two prison POMs being operational resulting in regular allocations to other duties.

a) category D

Last year we reported that 46 prisoners had achieved category D status and had then successfully been transferred onward to open establishments. We are pleased to note that despite additional restrictions imposed this year, that figure has increased to 53. This is to be commended given the fact that some potential category D prisoners have been hampered by the unavailability of programmes required for their progression and the periods of unavailability of places at open establishments due to Covid-19 outbreaks. To get so many young men to progress in this way is a challenge well navigated at Swinfen Hall.

The IMB was invited to attend category D boards in an observational capacity and found them to be well managed with the prisoners given ample opportunity for input. Prisoner expectations were very realistically managed by staff at the boards, ensuring that they were clear what the process would be if successful but also exactly what would/could happen should this process be abused by the prisoner both whilst awaiting their transfer and once they were resident at the category D prison.

b) OASys

The new offender flow process introduced in September 2020 states that reception prisons now only hold newly sentenced prisoners for a maximum of 10 days prior to them being assigned to their longer-term prison. This could have meant that fewer prisoners would arrive at Swinfen Hall with a completed OASys. However, although we noted in our annual report 2020 that Swinfen Hall had received 235 prisoners, of which 85% arrived with no initial OASys assessment, during this current reporting period the prison received 291, of which 50% (146) had no initial OASys assessment in place. This is a considerable increase in the percentage of prisoners arriving with a completed OASys assessment. These figures exclude arrivals from the juvenile estate. In addition, 249 OASys assessments were completed this year with 106 outstanding, compared with 250 completed and 124 outstanding in the annual report period 2020, representing a reduction of 12% in assessments outstanding. The Board will continue to monitor OASys as it is expected that only arrivals from the juvenile

estate or transfers in from other category C establishments will arrive with completed OASys, putting additional pressure on an already stretched resource.

The number of prisoners serving IPP sentences has increased from two to three during this past year (one of the three being a recall).

There are currently 56 prisoners at Swinfen Hall serving a life sentence and although they all have a sentence plan in place, it has not been possible this year to action any lifer or indeed care experience forums.

c) Programmes

This is one of the areas within the prison which has been most affected by the restrictions imposed during the past year as there has been no opportunity to deliver any programme to any group of prisoners and it could take some time to recover from the resulting impact on progression for prisoners. Although there would normally be an option for some programmes to be completed either at a resettlement prison or indeed in the community post-release, none of these options have been available during the past 12 months, giving the prisoners no alternatives for progression.

The programmes team were additionally hampered by the fact that six of the nine members of the team had resigned shortly before lockdown, albeit for normal and expected career progressions. Although now fully staffed, and prison-based training for ACCTs, clinical interviewing and PNAs having been successfully completed, these new facilitators are still awaiting programme-specific training (TSP, Resolve, Horizon). Furthermore, even once all training has been completed, they will require some considerable support from the few experienced members of the team before starting work with prisoners. This will continue to be on a one-to-one basis for the foreseeable future and means that the list of prisoners awaiting the programmes relevant to their progression towards a successful release grows ever longer and could ultimately have a negative impact on a prisoner's ability to remain outside prison once released.

While alternative delivery format (ADF), which allows for small groups, was introduced in July 2020, the Covid-19 regime at Swinfen Hall and the requirement for the prisoners on the same programme to be at a similar level of readiness made this virtually impossible to achieve. Despite this, the programmes team did continue to deliver, largely on a one-to-one basis, to a small number of prisoners as detailed in the table below. Generally, these were prisoners who had already started attendance at a programme prior to restrictions being imposed.

PROGRAMME	Completions 2019/20	Completions 2020/2021
Horizon	28	1
Kaizen (inc Kaizen for general violence)	20	7
'Becoming New Me+' for general violence	6	7
'Becoming New Me+' for men convicted of sexual offences	3	0
Resolve	41	2
Thinking Skills programme	16	1

In addition, 23 PNAs (programme needs assessments) have been completed to ensure prisoner readiness for attendance at their required programmes once restrictions are eased.

7.4 Family contact

Family engagement at Swinfen Hall is largely via their FEW (family engagement worker) from Barnardo's and key initiatives this year have been:

- Family support groups via Zoom for the final four months of this reporting period which involve family members logging on via Zoom and having an opportunity to discuss their concerns & worries both with the FEW and with other families. Although the participating numbers are relatively low (in the region of 10 per meeting), it is hoped this number will grow. Feedback to date has been very positive and the IMB will continue to monitor both the numbers and the feedback received. In addition, this format is now being utilised for a similar forum but with the Governor in attendance. Future plans will widen the participation from Swinfen Hall staff in accordance with requests from families.
- The FEW has continued to support families directly, dealing with queries and carrying out welfare checks on families who have missed out on face-to-face visits. Where Purple Visits (secure video calling system) have not been utilised, they have helped families set it up.
- Working with prisoners to help them maintain family ties with their loved ones and build relationships up again which had been strained as a result of their imprisonment. This is through memos, letters, emails and engaging POMs to help get messages across.

7.5 Resettlement planning

Swinfen Hall released 132 prisoners directly during this reporting period with 97% having been secured accommodation prior to release. The Homelessness Prevention Task Force during the pandemic also ensured that, by law, local councils are obliged to find 52 days' accommodation for any prisoner released without accommodation by the end of which period the accommodation will be managed by probation in the community.

The Board has spoken to several prisoners due for imminent release during this period and was satisfied that they had received an appropriate level of support from both POMs and key workers in relation to where they would be housed, details of their licence conditions, contact details for outside probation and details of next steps.

Links to secure employment upon release from Swinfen Hall have not been in place for most of this reporting period. However, an IAG (information, advice & guidance) full time post was secured in December 2020. Lockdown restrictions meant that this staff member did not actually come into the prison until February 2021 but is now building a framework within the pathways initiative to ensure every effort is made in the future to fulfil this critical role. The contract for this post ends in November 2021 and it is hoped that a tender for this to continue into the future will be successful.

8. The work of the IMB

Throughout this year the Board has attempted to retain its stability across all the elements of its monitoring including attending various meetings as observers, monitoring three times a week, and attending segregation reviews either in person or virtually. Board meetings have been undertaken through a mix of face-to-face meetings when safe to do so or via Zoom to continue to have dialogue with the Governor and each other. The Board has continued to develop its use of digital tools to support its monitoring including the tracking of daily briefing data and developing the prisons complaint system to support better reporting both for the prison and the Board.

Board statistics

Item	2018/19	2019/20	2020/21
Recommended complement of Board members	14	14	14
Number of Board members at the start of the reporting period	8	7	8
Number of Board members at the end of the reporting period	6	8	7
Total number of visits to the establishment	274	300	199
Total number of segregation reviews attended	220	233	165 [†]

[†] Not all segregation reviews were attended in person. Some were attended via telephone link.

10. Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	9	14
B	Discipline, including adjudications, IEP, sanctions	7	7
C	Equality	5	0
D	Purposeful activity, including education, work, training, library, regime, time out of cell	9	7
E1	Letters, visits, telephones, public protection restrictions	22	10
E2	Finance, including pay, private monies, spends	15	7
F	Food and kitchens	6	2
G	Health, including physical, mental, social care	10	13
H1	Property within this establishment	26	16
H2	Property during transfer or in another establishment or location	24	16
H3	Canteen, facility list, catalogue(s)	5	3
I	Sentence management, including HDC, release on temporary licence, parole, release dates, re-categorisation	52	36
J	Staff/prisoner concerns, including bullying	32	24
K	Transfers	24	9
L	Miscellaneous, including complaints system	5	1
	Total number of applications	251	165

The following observations are made on the applications data:

- a) The Board remains concerned that the number of applications relating to property continues to account for 20% of the overall number of applications.
- b) Category I, sentence management still accounts for the highest number of applications (22%).
- c) Applications relating to category A, accommodation, have increased by 65%. This is likely to be related to the increased number of hours prisoners have been kept in their cells during the Covid-19 pandemic.

11. Glossary

ACCT	Assessment, Care in Custody, and Teamwork
AR2020	Annual Report published in 2020; analogously for AR2019 and AR2018
BAME	Black, Asian and Minority Ethnic (combined black, Asian, mixed, and other categories, based on the Home Office self-defined codes)
CATD	Category D Prisoners (suitable for open prison conditions)
COVID-19	Coronavirus Infectious Disease identified in 2019
CSIP	Challenge, Support, and Intervention Plan
CSU	Care and Separation Unit
DIRF	Discrimination Incident Report Form
DL	Distance Learning
DNA	Did not attend
DPS	Dynamic Purchasing System (a public sector procurement system)
HDC	Home Detention Curfew
HMP	Her Majesty's Prison
HMPPS	Her Majesty's Prison and Probation Service
IEP	Incentives and Earned Privileges scheme
IMB	Independent Monitoring Board
IPP	Imprisonment for Public Protection
LDD	Learning disability or difficulty
LGBTQ	Lesbian, gay, bisexual, trans, and those questioning their identity
NHS	National Health Service
NOMIS	National Offender Management Information System
OASys	Offender Assessment System
OMU	Offender Management Unit
PEF	Prison Education Framework
PID	Prisoner information desk
PNA	Prisoner Needs Assessment
POM	Prisoner Offender Manager
PS	Psychoactive substance

ROTL	Release on Temporary Licence
SH	HMP/YOI Swinfen Hall
SMT	The prison's senior management team
WAMITAB	Waste Management Industry Training and Advisory Board
YO/YOI	Young Offender/Young Offenders' Institution



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