



Annual Report of the Independent Monitoring Board at HMP/YOI Swinfen Hall

**For reporting year
1 May 2021 – 30 April 2022**

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All IMB annual reports are published on www.imb.org.uk

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:

- 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
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- 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) and category C training prison for young men. The prison is defined as a 'national resource', so receives prisoners from all over the country.

Since the delayed completion of the refurbishment of A, B and C wings the operational capacity has been reinstated as 624 (from 590). The Governor's aim is that 25% (up from 16%) of the prisoner population will have convictions for sexual offences to aid stability and provide the right demographic for the delivery of the offending behaviour programme model at Swinfen Hall.

Profile data for the establishment are as follows:

	30 April 2019	30 April 2020	30 April 2021	30 April 2022
Total prisoner population	580	556	570	583
Aged 26–28 years	44	32	42	63
Serving four years or more	97%	98%	<90%	93%
Serving life sentences	24	38	56	78
Serving indeterminate sentence for public protection (IPP)	8	2	3	0

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.

Healthcare services, including for mental health, are provided by Practice Plus Group (PPG), and estates functions are provided by Amey. The majority of education and vocational courses are delivered under the prison education framework (PEF) contract with Novus, as described in section 7. Some workshops, largely unaccredited, and four gym courses are delivered by prison staff, using the prison's own budgets.

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

3. Executive summary

3.1 Background to the report

The Board has been able to return to on-site monitoring for much of the period covered by this report.

The Board has continued to receive applications from prisoners. Many of these relate to prisoners' personal property being lost on arrival or when being transferred between wings. The Board is concerned that the prison is slow to respond to these issues, which increases the anxiety of the prisoner involved.

The IMB receives many applications about transfer requests and the lack of offender assessment system (OASys) assessments. Both these matters are in the control of the prison service, and so the IMB needs to take time to deal with a large number of matters and prisoners' expectations that it cannot effectively respond to.

The production of this report has put considerable strain on the reduced Board resources available (four full members compared to seven last year). This has not been helped by the lack of administrative support provided by the prison to the Board, including supply of data for this report. The prison does not comply with the Memorandum of Understanding in place between HMPPS and the IMBs and this adversely affects the efforts of Board members.

3.2 Main judgements

How safe is the prison?

Last year we reported that self-isolators felt safer under the restricted regime and that 'The challenge for Swinfen Hall is how this increased level of safety felt by vulnerable prisoners can be maintained as the regime re-opens.' The new Governor is making progress in reshaping the culture at Swinfen Hall with a drive to 'keep the peace' rather than an emphasis on violence reduction. The Board welcomes this new approach and will continue to monitor the progress of this initiative.

How fairly and humanely are prisoners treated?

Whilst all prisoners are expected to now have access to a full regime there have been many occasions when regimes have been restricted due to staff shortages.

The early signs are that most prisoners have coped with the restricted regimes of the past few years. Whilst there are few complaints about unfair treatment, the prison is frequently too slow to investigate and respond to specific allegations and advise the prisoner of the outcome.

How well are prisoners' health and wellbeing needs met?

Stage 3 and Stage 2 regimes resulted in limited time out of cell which meant that the wellbeing of men was detrimentally affected.

How well are prisoners progressed towards successful resettlement?

As there are only approximately work and education places for 65% of the men at the prison, much work is part-time only.

Prisoners have access to visits either in person or by video call although this remains an underused facility.

Delays in preparing OASys sentence plans and a slow return to offering programmes has hampered many prisoners' opportunity to progress. Men recategorised to category D are transferred out once a space is available, but many prisoners wait for months to progress due to a shortage of category D spaces.

3.3 Main areas for development

TO THE PRISON SERVICE

The names of prisoners to be transferred should be provided to the receiving prison by close of play on Thursday each week. This change would allow sufficient time for checks on key security and safety concerns to be completed prior to any unnecessary journey being made. Will HMPPS implement a process to ensure that this happens?

What action is HMPPS taking to improve the protocols related to the transfer of prisoners' property between prisons?

Swinfen Hall has a population with a wide age range (18-28), of individuals with long sentences, some very long. Twenty-five percent of the population are convicted of sexual offences, and these prisoners are placed within an integrated regime with other offence types. In addition, there are dedicated units, including a specialist service to facilitate an emerging personality disorder unit for 30 prisoners and a psychologically informed planned environment (PIPE) unit for 60 prisoners, alongside an enhanced support service (ESS) for approximately 15 prisoners. Will HMPPS give consideration to categorising Swinfen Hall as a complex prison to improve the outcomes for prisoners held here?

TO THE GOVERNOR

What action will be taken to improve the internal processes for the reception and onward delivery of prisoners' property within Swinfen Hall?

What action will be taken to improve the handling of the clothing parcel process from initial application to safe delivery of the parcel?

What action will be taken to continue to reduce the backlog of OASys reports that clearly impacts negatively on outcomes for prisoners?

What action will be taken to improve the detection of weapons in the prison?

What action will be taken to improve the use of body worn video cameras and to address delays in control and restraint training?

3.4 Progress since the last report

Safety

Concern/issue last year (2020-21 report)	Current assessment	Ref. paragraph
Self-harm increased in adults	Management of self-harm is effective. Statistics are influenced adversely by a few prisoners who regularly self-harm. The appointment of a safer custody senior leadership team lead plus a safety analyst is having a positives impact.	4.2
Assaults on staff	Staff assaults in decline.	
Have increased levels of safety felt by vulnerable prisoners been maintained?	The self-isolator engagement in wing regimes is improving with no tier 1 isolators (those who choose to never leave their cells) at end of reporting year.	4.3

Fair and humane treatment

Concern/issue last year (2020-21 Report)	Current assessment	Ref. paragraph
Limited opportunity for visits from family and friends	Purple Visits (a social video call service) replaced by Prison Video service and not used to full capacity. Face-to-face visits capacity increasing but not always fully used.	5.1e
Poor delivery of A, B and C wing refurbishment	Problems with C wing showers persist despite a third refurbishment during the reporting year.	5.1a
Internal property issues	Still a major concern exacerbated by the confusion over clothing parcels.	5.8
Loss of prisoner property upon transfer to Swinfen Hall	Still a major concern and will continue to be monitored closely.	5.8

Health and wellbeing

Concern/issue last year (2020-21 Report)	Current assessment	Ref. paragraph
Increase in mental health referrals	Reduction in monthly referrals from peak of April 2021 but overall increase year on year due to lack of referrals during height of Covid-19 lockdown.	6.3
Increase in external A&E visits	No longer a concern.	
Need for additional mental health services and healthcare clinics	Level 2 service, (Level 2 applies where there is professional or other evidence of the vulnerability.) currently being delivered with capacity to call in extra clinics within the region to reduce any backlogs.	6.1

Progression and resettlement

Prisoners fell behind with educational studies	Novus staff returned to work and more education programmes were delivered this year.	7.1
Out of cell workshops curtailed	Still a concern as not all workshops open.	7.2
Poor delivery of essential programmes	Still a concern although signs of improvement are encouraging.	7.3
Increased numbers of prisoners arriving at Swinfen Hall without an OASys assessment	In the reporting year the delays in OASys report preparation remained static. Prisoners had waits of five months or more to understand the requirements expected of them.	7.3

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

The Board considers that the advance preparation for the needs and concerns of new arrivals, including a weekly safer custody review, continues to be thorough and conducive to ensuring a smooth arrival and induction.

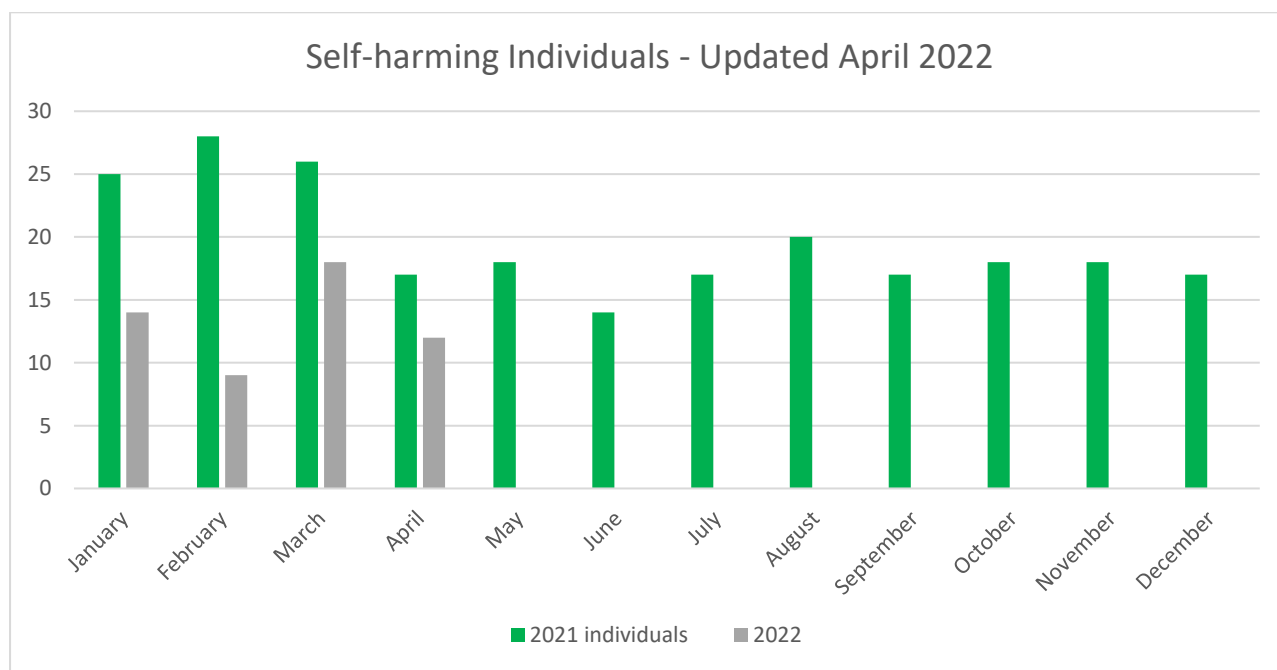
4.2 Suicide and self-harm, deaths in custody

There were no deaths in custody in the reporting year.

The Board has noted that, following a concerted focus on training as the new assessment, care in custody and teamwork (ACCT) version 6 was introduced, along with increased monitoring, entries are improving with detail of conversations and feelings now usually recorded.

It is noted that a disproportionate number of self-harm incidents arise from a small number of individuals experiencing crisis.

The Board believes that the responsibilities of safer custody continue to be taken seriously and implemented effectively by the safer custody team. A concern is that many custodial managers fail to supply support plans for those identified as in need in a timely manner.



4.3 Violence and violence reduction, self-isolation

The Governor has introduced a 'keep the peace' strategy to move language away from the term 'violence'. Early analysis of data related to violent incidents indicates that this strategy is having a successful impact within the prison with recorded levels of violence falling by the end of the year.

The prison contains many young men convicted of very serious violent offences and for whom gang culture and associated violence has been a regular fact of life.

At the year-end there were 78 men serving a life sentence and over 80 serving a sentence of more than 10 years. For each of the last four years the lifer population has increased.

Year on year monthly statistics record levels of violence rising as the regime was relaxed, peaking at 31 (total prisoner assaults) in June 2021 and falling in all categories to under 15 (total prisoner assaults) per month in January, February, and March 2022.

As part of the 'keep the peace' strategy the Governor plans to introduce a lifer and long-term sentence wing and review the enhanced incentives scheme options offered. The Board welcomes this development as it is expected to provide a support platform for prisoners who may be at the prison for up to 10 years, and the opportunity to develop their life skills.

There is no vulnerable prisoner unit and men are located across all wings. There is a tendency for some new arrivals to self-isolate. Of 19 individuals self-isolating in February, 14 were convicted of sexual offences and three were convicted of involvement in the death of a child.

The Board is confident that the residential and safer custody staff groups' focus on supporting and coaching self-isolators to engage in full wing regimes is improving. At the end of the reporting period there were no tier one self-isolators (those who choose to never leave their cells).

The prison has held many men who have significant custodial difficulties related to neurodiversity. Often these men have exhibited very challenging behaviour and carried out acts of violence.

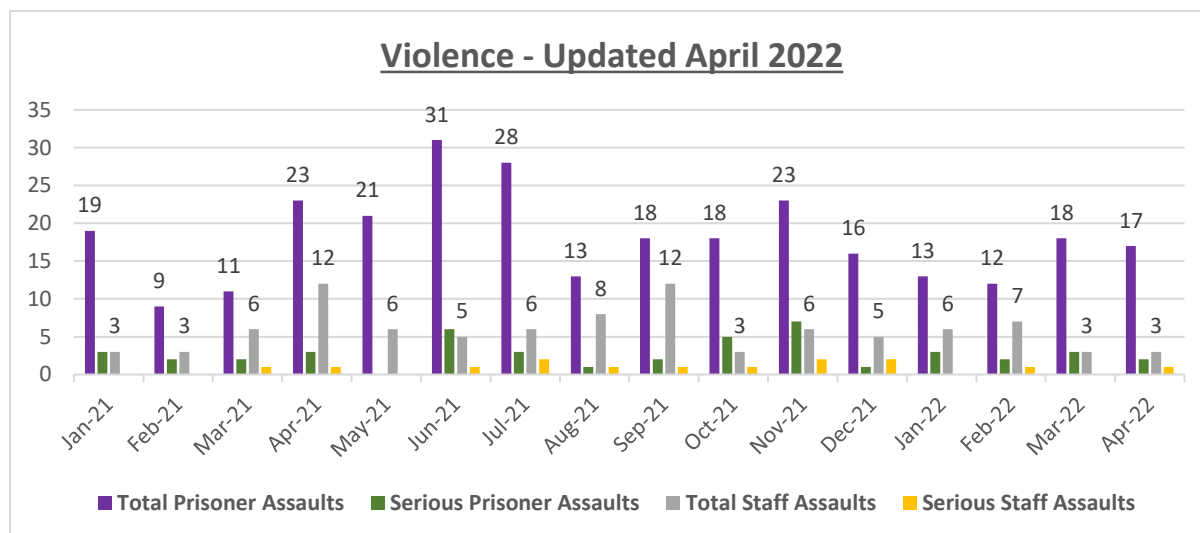
Contributions at the multi agency safeguarding health (MASH) meetings by staff from most departments, including challenge, support and intervention plan (CSIP) and SIM (safety intervention meeting (SIM) illustrated a considerable level of informed awareness and care for these men in creating plans to improve their welfare and support. A multidisciplinary approach is usually evident with the involvement of custodial managers, safer custody, ESS (enhanced support service) and psychology.

However, the Board is not confident that all reports needed from wing custodial managers have been available in a timely manner to allow for a fully informed decision to be made.

Swinfen Hall's criteria as a training prison are that men can remain at the prison from age 18 to age 28 provided they have a sentence of four years or more and are not in their resettlement window at end of sentence. This has been communicated frequently over the past 12 months to men who are demanding transfers to other prisons. On occasion some men's response has been to be violent or exhibit very poor behaviours to secure a transfer nearer home. It is evident that the SLT do not reward bad behaviour by providing a transfer.

The Board notes that whilst the multidisciplinary teams engage in actions and report back for future meetings via the SIM monitoring log, some decisions and actions take too long to be implemented.

The use of weapons has increased. The Board has a concern that searches of men as they leave residential areas and workplaces are failing to detect weapons.



4.4 Use of force

PAVA (pelargonic acid vanillylamide) spray is available to staff trained in its use. During the reporting period it has been used in 36 incidents involving 94 prisoners.

PAVA should only be used where there is a serious threat to life or of serious injury. Most PAVA incidents involved several men fighting, frequently several attacking one person. Consequently, incidents with five or more participants inflate the statistics of PAVA use.

Attendance at use of force meetings confirmed that every PAVA incident is reviewed externally.

Reviews of body worn video camera (BWVC) footage and use of force written documentation by use of force instructors are used as quality assurance measures. Learning lessons and training reviews are carried out with staff where a need has been identified. Minutes note that PAVA was used twice in Q2 2021 to prevent self-harm.

In the 2021-2 reporting year the Board had concerns that the build up to use of force incidents, and incidents themselves, were not always recorded on BWVC. BWVC footage tended to be available from partway through an incident, or post-incident by responding staff. This resulted in use of force incidents being challenging to analyse after the event. The prison also recognised this concern.

Following staff training, usage of BWVC by staff involved in or attending an incident has increased marginally during the year but lack of use remains a concern. The Board has concerns over:

- The delays in training of control and restraint staff to remain qualified.
- The shortage of control and restraint instructors to provide training.
- Those staff who, despite instructions to do so, do not use BWVC when carrying out a pre-planned move of a prisoner.
- Attendance at the MASH~SIM meetings which is still irregular by some staff groups.
- Disproportionate use of PAVA against Black, Asian, and minority ethnic prisoners. The Board will continue to monitor.

The December use of force committee found that mixed ethnicity prisoners were involved in a disproportionate number of UOF incidents. This reflected a view the Board has held all year. However, it was identified that two prisoners were involved in a disproportionate number of incidents and caused the figures to be distorted. The Board will review further over the next 12 months.

4.5 Preventing illicit items

- Intelligence-led searches have resulted in an increase in drug-related finds.
- Weapons finds were reduced this year, which supports the Board's concerns over the quality and frequency of searching.
- Mobile phone finds were reduced this year. This almost certainly reflects the availability of in-cell phones which were installed last year.
- West Midlands ambulance service raised a safeguarding concern in April 2022, however this related to an alleged rather than actual overdose of a controlled drug.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

- a) During July 2021, C wing showers were refurbished for a third time during the prolonged refurbishment of A, B and C wings that caused disruption for many months as reported last year. Poor standards of work and inadequate contract monitoring caused these issues. Refurbishment of these three wings was eventually completed in October 2021. Two weeks later staff reported further concerns including peeling paint, lack of ventilation in shower areas and steam setting off fire alarms.
- b) Only three IMB applications were received over the year regarding food, one more than the previous year. There was also a drop in prison complaints regarding food (13 last year, eight this year). On some wings prisoner information desk (PID) workers control the food order distribution during meal service. Whilst this is good for prisoner development, staff are not always supervising this so there may be an increased risk of peer bullying. It's pleasing to see horticulture workers growing food for use in the kitchens and bistro. A review of menus and meal timetabling is planned for the near future.
- c) The clean, rehabilitative, enabling and decent (CRED) programme was successfully completed on J wing and has since been working on I wing. It is scheduled to complete around September 2022 when it will move to G wing.
- d) In-cell telephony was eventually rolled out in November 2021. After some initial teething problems including prisoners learning how to budget their PIN credit, the in-cell phones have proven to be a most positive addition, especially during periods of lockdown and restricted regimes.
- e) The Purple Visits social video calling system was replaced by Prison Video in January 2022. The service is often not fully utilised by prisoners and sessions are rarely full. Face-to-face visits capacity is not quite back to pre-Covid levels. Even with this reduced capacity sessions are often not full especially during the week.

5.2 Segregation

During the year 19 prisoners were transferred to other establishments from the care and separation unit (CSU) which is a decrease from 22 in 2021 and 28 in 2020.

The majority of good order and discipline (GOAD) reviews were attended by IMB members. Reviews were generally well structured with governors explaining why prisoners were held in the CSU, an exit plan discussed, and details of any adjudications to take place explained.

There were 23 prisoners who were on an open ACCT whilst held in the CSU. The Board attended reviews where men were on an ACCT and on each occasion the reasons why these men were in the CSU were in line with their best interests.

Where Board members attended adjudications, the correct processes were followed, and outcomes awarded were explained clearly and fairly to the prisoner.

Year	2020	2021	2022	Change 21/22
Total residency	286	250	333	33.2% increase
Rule 45/49	199	104	192	84.6% increase
Rule 53/58	46	20	62	210% increase
Cellular confinement	40	87	86	1.15% decrease
Stays over 42 days	9	9	5	44.4% decrease
Stays over 90 days	0	0	0	

While initially it appears the number of young adults (under 21) and adults held in the CSU over the year is similar to last year, the increase in the overall adult prisoner population held in the prison in comparison to young adults evidences a concerning disproportionality in young adults held in the CSU.

Year	2020		2021		2022	
	Prison	CSU	Prison	CSU	Prison	CSU
Adult	30%	45%	31%	35%	58%	36%
Young adult	70%	55%	69%	65%	42%	64%

5.3 Staff-prisoner relationships, key workers

- a) A new Governor joined Swinfen Hall in September 2021 – the day the prison came out of a Covid outbreak. Since then, there have been changes in the SLT and more recently the custodial manager structure. Staffing levels have been variable over the year, but most have dealt well with the complex challenges presented by Covid-19 and the ever-changing regime which resulted in a need to be flexible and work in often challenging situations. Regular staff have also been joined by detached staff over the year. Swinfen Hall has a high proportion of newly qualified staff in their first two years of service. The standards coaching team completed a successful 16-week period of work at Swinfen Hall in February 2022, working alongside staff to build confidence and competence.
- b) Key worker sessions have been ad hoc with high numbers being provided in January and February 2022 then trailing off slightly in the following months. The quality of key worker sessions will be monitored over the coming year.
- c) There have been some great examples of staff and prisoners learning and working well together over the year including ‘two sides of the same door’ workshops, ‘keep the peace’ events including a football tournament and knife crime talks, and a care experience event that brought together staff and care experience representatives from most wings.

5.4 Equality and diversity

The Board notes that the prison's commitment to equality, diversity and inclusion (ED&I) has been revitalised by the new Governor. All protected characteristics now have a lead on the SLT with all but one having a deputy. The appointment of a Band 6 to lead on ED&I issues is a welcome development.

There has been a marked improvement in the monitoring and reporting via the ED&I committee with greater context given in the minutes for the data presented. This is helping the prison to address ED&I issues more quickly and effectively.

An ED&I health check was carried out by HMPPS in March 2022 and was very positive about the efforts being made in Swinfen Hall to address the way that ED&I was being tackled, but there remain challenges, mainly around race equality.

There is a significant imbalance in the number of Black, Asian and minority ethnic (BAME) prisoners on the enhanced incentives scheme level. On average the prison population is 47.5% BAME and 52.5% White, whereas BAME prisoners make up only 39% of the prisoners on the enhanced level.

The prison has made significant progress in addressing the racial imbalances on the wings. D and E wings (PIPE and Enabling) remain unrepresentative, but this is due to a reported reluctance of BAME prisoners to engage with mental health support services. However, the Board notes that several initiatives have been put in place to address this.

Gender and LGBTQ+ issues have been given much attention over the period of this report and the Board welcomes the real progress made in addressing these issues not only with prisoners but also staff.

There were 18 discrimination incident reporting forms (DIRFs) submitted in the reporting year of which 13 were related to race. The prison has now relaunched the DIRF system and early signs are that prisoners are now engaging more with the process. The Board welcomes the relaunch and will continue to monitor the handling of these complaints.

The Board has examined the data on prison complaints that were rejected and has found no biases.

The prison sometimes struggles to interpret the data it collects, primarily because, on occasions, the data sets are too small to support meaningful conclusions. This is particularly true of equalities data for CSU occupancy where one individual may skew the data significantly. The Board will continue to monitor the effectiveness of the data analysis carried out in this area.

Disproportionate use of PAVA against Black, Asian, and minority ethnic prisoners remains a concern that the Board will continue to monitor

5.5 Faith and pastoral support

Swinfen Hall is fortunate to have a dedicated team of chaplains ably led by the imam. The chaplaincy team are visible throughout the prison, regularly visiting prisoners individually in their cells and engaging with prisoners through collective worship. These have continued throughout the regime restrictions. Ramadan was a great success with the imam ensuring that all staff were aware of the issues and

culture and culminating in a very successful Eid celebration. The chaplaincy continues to offer support and guidance to prisoners experiencing major life events such as the death of a close relative.

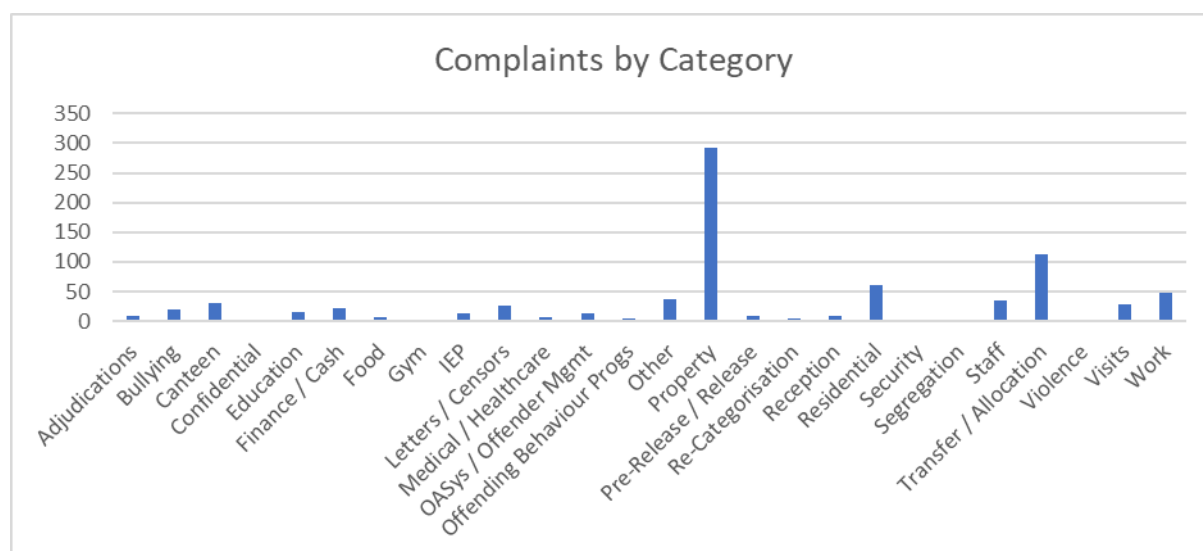
5.6 Incentives schemes

A new incentives scheme policy was being written at the end of the reporting year. Fundamental changes are the renaming of levels to bronze, silver, and gold with an additional platinum level for those who maintain good behaviour over a sustained period. There is also the addition of the potential for an immediate upgrade for a single exemplary act to mirror immediate downgrade for a serious incident. The Board will monitor these changes and report next year.

As of 30 April 2022 1.2% of the population were on basic level, 47.5% standard and 51.3% enhanced.

5.7 Complaints

The number of complaints received has returned to pre-Covid levels with 817 received during the reporting year (up from 657). The largest number, 36% (up from 32%), concerned prisoner property. The largest proportion of complaints (42%) came from White English/Welsh/Scottish/Northern Irish prisoners (42%). The complaint rejection rate of 29% was similar across all ethnic groups.



5.8 Property

Property continues to be a major source of complaints to the prison and applications to the IMB. Whilst the Board has observed some good working behaviours in reception there are clearly issues with the demarcation of duties between wing officers, custodial managers, and Band 3 reception officers. The IMB does have concerns about failures by the prison to manage prisoner property fairly and reasonably. Examples include:

- The time taken to replace a stolen Freeview box taken from a prisoner's cell in December 2021 which had still not been replaced at the end of the reporting year. Poor communication between a governor and a custodial manager caused unnecessary delays for this prisoner.
- A prisoner was admitted to hospital for several days. Staff returned his property to HMP Swinfen Hall in clinical waste bags which were then destroyed. The prison initially offered him compensation well below the purchase price of his trainers. He had to claim for his lost property and was asked to provide receipts for trainers purchased prior to him being sentenced. He was then offered £70 which he refused, and the complaint is still ongoing. This process to date has taken over four months.
- Two prisoners had all their in-cell books removed following an instruction as an external security requirement. Most of the books were then approved for return. A failure by staff meant no one returned the books for over two months. Some of the books related to educational studies.

Clothing parcel distribution is too dependent on the approval of a single member of reception staff. Delays occur when this person is reassigned to other roles. Whilst wing staff regularly note the delays and raise concerns there is no oversight, awareness or resolve to address this issue.

The Board has raised with the Governor the matter of clarity on how prisoners access the clothing parcel scheme. The advice given was that the process would no longer be handled by key workers but by wing staff. However, it seems that many staff and senior managers were not aware of this change and the most recent induction booklet (June 2022) still refers to key workers as processing applications. Personal clothing is frequently a very important part of how a prisoner serving a long sentence can present himself. If Board members cannot get clarity on the process, it is clearly even more of a challenge for a prisoner frequently in his cell for many hours a day. The inconsistency of advice from staff to prisoners if the staff misunderstand the process themselves further hampers the process. The Board will continue to monitor this process.

6. Health and wellbeing

6.1 Healthcare general

Healthcare is provided by Practice Plus Group (PPG) and integrated with mental health and psychosocial substance misuse services contracted to Midlands Partnership National Health Service Foundation Trust provided through its Inclusion team.

Healthcare and their subcontractors/visiting specialists were delivering a Level 2 service in line with approved exceptional delivery models. Nurse clinics, GP service, dental service, podiatry, physiotherapy and opticianry were all running and within the region there is capacity to call in extra clinics as needed to reduce backlogs created by Covid restrictions during the reporting year.

Staff vacancies have arisen during the year, however, there is concern about recruitment of a registered nurse with specialist training in mental health which was advertised on four separate occasions between August 2021 and February 2022. A pharmacy technician returned to site in April 2022.

Covid-19 outbreaks during the reporting year affected performance of services, particularly in December 2021 when 77 prisoners were confirmed positive in an outbreak which returned services to Stage 4 delivery to focus on management/monitoring of Covid patients, emergencies, medication administration and reception/discharges. Overall, during the pandemic, 394 prisoners were confirmed as Covid positive.

Prison complaints (7) and IMB applications (8) regarding healthcare are very low in number and represent less than 1% of prison and 4% of IMB numbers overall; no specific trends are noted. In the same period there were 14 concerns raised with PPG of which only one progressed to complaint stage. Patient experience surveys completed May – December 2021 were mostly positive.

Healthcare night cover ceased as of June 2021. The Board is not confident that the out of hours GP service will carry out visits to the prison over the night period, and therefore the risk to prisoners is increased.

A new pathway is in place between gym and healthcare where new arrivals are seen by healthcare before going to the gym.

6.2 Physical healthcare

Statistics at end of reporting year 30 April 2022:

Service	Sessions per week/month	Wait time: urgent appt	Wait time: routine appt	Routine not seen in 6 weeks	Wait list	Clinic utilisation	% DNA
GP	6 p/w	2 days	10 days	n/a	69	59.9%	7.0%
Dentist	2.5 p/w	2 days	54 days	21	130	63.1%	22.6%
Optician	2.5 p/m	n/a	22 days	7	15	65.5%	17.2%

Podiatry	1.5 p/m	0	0	2	1	90.9%	0
Physio	2.5 p/m	n/a	35 days	0	5	6205%	12.5%

Backlogs for all clinics peaked around September/October as did emergency escorts to hospital. There were no routine blood tests during this period or GP outreach. Dentistry suffered from reduced capacity due to the deep cleaning required between patients when aerosol generating procedures were used. To reduce fallow time between treatments and increase clinic capacity additional equipment was purchased in April 2022.

A new initiative to reduce 'did not attends' (DNAs) by giving advance notice of appointments commenced in April 2022 – night staff put a slip under cell doors advising prisoners of an am or pm appointment the next day.

There was a notable increase of 23% in prescribed medicines in May – December 2021, with average 96% prescribed as per formulary.

Hospital appointments	May 21	April 22	Average over reporting year
Escorts delivered	30	37	34
Appointments booked	27	31	31
Emergency escorts	12	14	11
Total cancellations + (patient)	9 (4)	8 (3)	8 (3)
Bedwatch	1	1	0.8
Bedwatch hours	151.2	63.6	63.7

There was an overall increase in the number of secondary care appointments during the reporting year which included appointments via telephone from July 2021 as hospitals endeavoured to work through backlogs. Hospital waiting times are under scrutiny so there is an increased number of appointments; less restriction on the times of prison staff availability for escorts will be needed to facilitate attendance and avoid increased cancellations.

Covid-19 vaccinations were rolled out in line with community tier systems and all eligible patients were offered a booster by 31 December 2021.

6.3 Mental health

Mental health referrals showed an increase from the previous year, with the monthly average increasing to 36 from 27. This is not an immediate concern; monthly figures are lower than the peak in April 2021 and lower referral rates in the prior year are explained by reduced referrals during Covid-19 lockdown. Trends will continue to be monitored.

Routine interventions continued throughout the year including, from May, plans for small wing-specific groups covering sleep/hygiene/anxiety management. In February 2022, two prisoner mentors were identified in preparation for recommencement of the mentor programme.

The difficulty in recruiting mental health nursing staff is a potential risk to mental health support.

6.4 Social care

There have been four safeguarding incidents and no social care referrals during the reporting year. As of September 2021, all social care referrals went through safer custody. Care Act assessments follow the same process and were reviewed accordingly.

6.5 Exercise, regime

The gym has been open throughout the reporting year with staff working hard to maximise opportunities for prisoners at all stages of Covid-19 recovery. The park run initiative restarted for four weeks until it was forced to close due to a Covid-19 outbreak in December 2021. Staff are keen for it to restart as soon as possible.

Football games were able to restart on Sunday mornings and gym staff were instrumental in an initiative to reduce knife crime which featured on Channel 4 news.

6.6 Drug and alcohol rehabilitation

Substance misuse service (SMS) referrals showed an increase from the previous year to a monthly average of 10 from seven. This is not an immediate concern because in the previous year referral rates were low at the height of Covid-19 lockdowns and current year monthly figures are all below the peak of February 2021. Trends will continue to be monitored.

Sixty percent of referrals for substance misuse declined support from the service.

The drugs strategy is under review along with the reconfiguration of residential wings.

6.7 Soft skills

Health champion training commenced August 2021 and a rota was implemented both on the wing and within the healthcare setting in April 2022. A monthly peer meeting is held in healthcare.

Wayout TV was utilised for health promotion from May 2021 and patient forums were held on individual wings regarding Covid vaccination hesitancy. In addition, a patient newsletter is generated monthly.

Patient forums were completed regarding Section 7a screening (barriers to access within health in the justice system). No key themes arose.

There have been several excellent achievements over the year. Changing Tunes had many of their sessions cancelled over a large part of the year due to wing lockdowns, but sessions have continued where possible on wings and by February 2022 a new workshop and home for the group was found. Beats for Bars have provided in-cell guitars and keyboards, and these have been positively received by prisoners. The Changing Tunes band have played at staff events including Hidden Heroes.

Social prescribing started in July 2021 with a cohort capacity of 30 and an initial caseload of 14 rising to 21. There is a six-day wait from referral to appointment, and

initially yoga, drama and Art Inside were offered, with later additions of Green Walks, Beats for Bars, in-cell packs and sleep hygiene.

During the year, as Covid restrictions eased, various social prescribing functions have been (re)introduced to support men with the greatest needs:

- Critterish Allsorts with exotic pet therapy sessions
- yoga sessions
- pets as therapy (PAT) dogs to provide therapeutic support to those in crisis

7. Progression and resettlement

7.1 Education, library

Novus staff fully returned to Swinfen Hall just before the beginning of the reporting year and have delivered education programmes over the year. The regime was reduced and the pandemic restricted staff and prisoner attendance.

Whilst slightly more prisoners started education programmes than the previous year, the number who stayed for the planned duration of a course dropped, although the number who achieved their learning aim did improve. The success rate against possible achievers less early leavers due to prison requirement was 65% – an improvement on 39% from last year although not at pre-pandemic level of 80%.

Board members have visited classrooms over the year and have observed a wide range of teaching methods but note that prisoners have limited access to IT in classrooms and work areas.

The barbering academy has been successful over the year with 39 learners achieving the introduction to barbering qualification and one learner completing the full national vocational qualification (NQV).

At the start of the reporting year, library staff were still delivering an outreach service with books available from Swinfen Hall and other local libraries. The library opened in October 2021 (the first time in over a year) to small groups of prisoners. Library staff were able to devise a rota to try and maximise the number of prisoners that could be reached whilst the outreach service continued. IMB members visit the library several times each month but sadly on many occasions due to regime restrictions the library has had no prisoners in attendance.

Library staff have worked closely with prisoners to deliver Storybook Dads and Fathers Day and Grandparents Day recordings – this has had a positive impact on prisoners maintaining contact with their children, siblings and other family members. In March 2022 the first session of New Chapters (part of the National Literacy Trust) went ahead. A visiting author spent time with eight prisoners delivering a poetry and creative writing session. The Shannon Trust reading plan has also been established in Swinfen Hall. There are currently seven trained Shannon Trust mentors identifiable by their T-shirts and signs on their cell doors. They are able to mentor prisoners who have difficulty reading or who would like to learn to read.

7.2 Vocational training, work

By March 2022 prisoner attendance at work was approximately 80% against those allocated a space (being 70% of the population). Many work placements are part time. The SLT vision is for 90% of prisoners to attend work, training, or education by the end of the year. Currently there are 280 work spaces for a population of approximately 600 prisoners and we note that many work placements are as wing workers (e.g. laundry cleaner, stairs cleaner) where little is achieved beyond meeting these employment numbers. The Board will closely monitor this over the coming year.

Several workshops remained closed at the end of the reporting year, including plastering, general construction, and upholstery, whereas some, including bikes 1 & 2 and carpentry, are thriving. Positive interactions between instructors and varied

teaching methods have been observed in these three workshops on several occasions.

Several staff have attended a beekeeping class and the plan is to introduce hives to Swinfen Hall soon. Food Behind Bars have held several workshops and in November 2021 hosted their first guest chef workshop as part of training. This was a great success. Want2Achieve have delivered some productive workshops at Swinfen Hall with positive feedback from prisoners.

7.3 Offender management, progression

There continue to be delays in reducing the offender assessment system (OASys) assessment backlog. The Board was advised in March 22 that current capacity was 21 OASys completions per month against a backlog of >60 and an average of >30 new arrivals, the majority of whom have no OASys. This is an outcome of the offender flow protocol where convicted prisoners are moved on within 10 days of conviction.

The delivery of programmes has continued throughout the year:

Programme	Completions 2019/20	Completions 2020/21	Completions 2021/22
Horizon	28	1	11
Kaizen	20	7	6
Becoming New Me+	9	7	4
Resolve	41	2	13
Thinking Skills Programme	16	1	12

Programmes are making steady progress as they recover from the restrictions placed on them by Covid, e.g. one-to-one sessions instead of small group sessions. The Board will continue to monitor progress in this important area.

7.4 Family contact

Visits have continued throughout the year within the restrictions placed on the prison by Covid. Prisoners are offered the option of social video calls where it is not possible for family to make the journey to Swinfen Hall, although take up is below capacity.

7.5 Resettlement planning

Whilst His Majesty's Inspectorate of Prisons (HMIP) noted in its independent review of progress debrief that the prison had a credible plan to resume full programme delivery and meets the treatment needs of the population, the Board remains concerned that too few men were able access the resettlement provision. A focus on improved access is a matter of urgency as the prison has now moved out of all Covid restrictions.

The work of the IMB

The Board has four experienced members, two who commenced training in the year and one member on a sabbatical.

The Board has had no clerk over the reporting year

Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	4 active members, 2 in training, 1 on sabbatical
Total number of visits to the establishment	147
Total number of shifts on the 0800 telephone line*	Not known
Total number of segregation reviews attended	~200

*if relevant

Applications to the IMB (including via the 0800 telephone line)

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	14	6
B	Discipline, including adjudications, incentives schemes, sanctions	7	8
C	Equality	0	1
D	Purposeful activity, including education, work, training, library, regime, time out of cell	7	9
E1	Letters, visits, telephones, public protection restrictions	10	15
E2	Finance, including pay, private monies, spends	7	18
F	Food and kitchens	2	3
G	Health, including physical, mental, social care	13	8
H1	Property within this establishment	16	36
H2	Property during transfer or in another establishment or location	16	23
H3	Canteen, facility list, catalogue(s)	3	0
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	36	33
J	Staff/prisoner concerns, including bullying	24	15
K	Transfers	9	37
L	Miscellaneous, including complaints system	1	5
	Total number of applications	165	217

Glossary

ACCT	assessment, care in custody and teamwork
BAME	Black, Asian and minority ethnic (combined Black, Asian, mixed, and other categories, based on the Home Office self-defined codes)
Covid-19	coronavirus infectious disease identified in 2019
CRED	clean, rehabilitative, enabling and decent
CSIP	challenge, support and intervention plan
CSU	care and separation unit
DIRF	discrimination incident reporting form
DNA	did not attend
HMP	His Majesty's Prison
HMPPS	His Majesty's Prison and Probation Service
IMB	Independent Monitoring Board
IPP	imprisonment for public protection
LGBTQ	lesbian, gay, bisexual, trans, and queer or questioning
OASys	offender assessment system
OMU	offender management unit
PEF	prison education framework
PID	prisoner information desk
SLT	the prison's senior leadership team
YOI	Young Offender Institution



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