



Annual Report of the Independent Monitoring Board at HMP Swansea

**For reporting year
1 November 2022 to 31 October 2023**

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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:

- 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 Swansea was built in 1861 to accommodate 219 prisoners, and is a category B/C prison for young adult and adult men. The residential block is structurally unchanged, although modernisation and upgrading has taken place. A new wing, G wing, was opened in September 2015, adding another 60 places. Prior to the Covid-19 pandemic, the ever-increasing prison population meant that the operational capacity (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime) was set at 475¹. Most cells accommodate two prisoners, along with a small number of single cells for those who are deemed to need them.

¹ Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

3. Key points

3.1 Main findings

Safety

- It is the Board's view, from its monitoring and general interactions with staff and prisoners, that HMP Swansea is a safe prison.

Fair and humane treatment

- Amey Projects presented significant problems regarding major works.
- Disability access remains a problem, mainly due to the complex layout of the buildings.
- Overcrowding has been a significant issue, with two men sharing cells designed for one person, and some prisoners who need a single cell unable to get them.
- Good order and discipline (GOoD) reviews (where the prison determines if a prisoner should remain segregated or kept apart from other prisoners due to their disruptive behaviour) take place at odd times, which often prevents IMB members from being able to attend for monitoring purposes.
- The education and activities department was struggling to provide a coherent service, partly due to staff being on suspension.
- From the Board's observations, key workers were appointed but had little interaction with prisoners.
- The Big Word translation and interpretation service needs to be used more.

Health and wellbeing

- The mental health of many prisoners remains a major concern, although services have significantly improved.
- A 12-step addiction programmes operate but funding is very inconsistent.

Progression and resettlement

- The bail information pilot has ground to a halt – the promised staff replacement had not materialised and the Bail Information Service were unable to assist due to work pressures.
- Accommodation on release remains a significant problem.

3.2 Main areas for development

TO THE MINISTER

- The Board is particularly concerned about the number of prisoners who have significant mental health issues and who are often on short-term sentences. Short-term sentences mitigate against constructive interventions on their behalf and, in any event, the prison is not equipped to deal with the complexity of problems these prisoners have. When will the Minister introduce measures that enable prisoners to have better calculated interventions than imprisonment?

TO THE PRISON SERVICE

- One major concern in the period covered by this report was the effectiveness of Amey Projects in providing an efficient service to the Prison. We are concerned that they have not been held properly accountable for their poor service and

recommend that their appointment be reassessed and proper value for money achieved.

TO THE WELSH GOVERNMENT

- Post-release accommodation remains a significant problem. We understand this is not an issue that can be easily resolved but would like to see the targeting of funding towards the resolution of this particular problem. The Board is very clear in its view that lacking a 'roof over your head' is a major contribution to reoffending.

TO THE GOVERNOR

- From the Board's observations, the education and activities functions have been in turmoil during the reporting period. We understand that major efforts have been put in place to rectify these problems and look forward to these functions being fully operational in the near future.
- Once again, we are hoping that the GOoD reviews can be organised in a way that enables members to observe them. We feel that a fixed time and day for each week would be best, if possible.
- Issues remain around The Big Word and body worn video cameras (BWVCs). The Board feels that greater use of both is needed.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

4.1.1 There has been an increase in the population of the prison during the reporting period. Reception has kept up with the population increase. Extra vapes have been allocated at reception which is believed to have seen a reduction in the amount of debt. Although debt still remains an issue.

4.1.2 The employment of Listener's continues to be of high importance and the job they carry out is commended. They report back monthly and feedback on important information on the mood of the prisoners. Following a death in custody they reported initial upset in the prisoners, but the support offered by staff was sufficient.

4.1.3 The number of assessment, care in custody and teamwork (ACCT) plans opened is greater in reception. Staff are aware of the need to assess prisoners and a great deal of work has been done with healthcare to ensure the vulnerable have the support on entering the prison. The number of incidents of self-harm on the first night has reduced significantly due to the changes implemented in reception and the staff support.

4.2 Suicide and self-harm, deaths in custody

4.2.1 There have been two deaths in custody during the reporting period. The IMB were informed and attended and observed the incidents and attended the de-brief. The matters are waiting the coroner's inquest. The Listener's reported the men were well supported at this time by staff and the establishment and as already stated, this was seen as sufficient by the men.

4.2.2 The prison has seen an increase in population during the reporting period. This is in line with other prisons. This has led to a reassessment of all prisoners to enable further beds to be available and those previously classed as high risk being reassessed and confirmed as being able to share cells. This led to disquiet amongst prisoners, but this has now reduced.

4.2.3 At the beginning of the reporting period there was an apparent trend for young adults to be amongst the highest percentage in committing self-harm. The figure for self-harm at that time was 45% of the population. The prison devised a questionnaire to send out with the assistance of a psychologist. The response was disappointing as less than 50% responded. The conclusions drawn was that this may have been a blip and not a trend. The increased support offered by the prison and in particular by the Crisis Team may have resolved the issue.

4.2.4 Despite the higher population numbers self-harm remained low. A few men made up a proportion of incidents and there were often repeat offenders. Their implements to self-harm were often razor blades and plastic knives. This led to the implementation of an electric razor pilot. This has seen a reduction in self-harm from razor blades, which is encouraging.

4.2.5 A review was carried out on levels of self-harm in the prison over the previous two years. It found that the incidents of self-harm have reduced year on year by 23%. It did reveal that the highest number of incidents took place in the Veterans wing. This is to be expected due to their complex issues and vulnerability.

4.2.6 Despite the increased population, there has not been an increase in the number of ACCTs. Staff have undergone training in this area and the quality of the information has improved. The ACCT's are reviewed on time and always with healthcare input. A review of the last 12 months has been carried out and this has shown a reduction of 16% on 2020's figures and 6% on 2021 figures. It is believed that the new ACCT (v6) is responsible for the reduction and the figures have been submitted to the regional safer custody officer to consider further. Self-harm figures also reduced for the same period and no clear trends were noted. The Care and Separation Unit (CSU) had a particularly low level of self-harm noted. Reception remains where the highest number of ACCTs are opened and most are opened by healthcare.

4.3 Violence and violence reduction, self-isolation

4.3.1 At the beginning of the reporting period violent acts had reduced by 12.5% when compared to the previous years, despite the increase in the prison population. Fewer prisoners were placed on challenge, support and intervention plans (CSIPs) and there was a reduction in the assaults on staff.

4.3.2 Incidents of violence spiked in November 2022 and again in March 2023, with the number of assaults on staff increasing to three in March from none the previous month. Most were verbal threats or spitting at staff and one incident took place in reception. This resulted in CSIP reviews being carried out more often. Despite these spikes, incidents are still low, within the norm for the prison and did not suggest a trend, although it may align with the increase in mental health issues in the prison. It should be noted that the prison now has more provision for psychiatric assistance which has been welcomed.

4.3.3 There was investment into security in the prison in 2021 and this, together with measures such as the Dedicated Search Team (DST), the body scanner and additional dog handlers, improvements were made that may have assisted in the safer environment within the prison.

4.3.4 Violent incidents against fellow prisoners were also low, given the increasing size of the population. They were also low compared to other prisons and were within the expected numbers for the prison.

4.4 Use of force

4.4.1 A review was carried out in the reporting period to consider the levels of violence in the prison. The main assaults by prisoners on staff was spitting and the use of weapons was not commonplace.

4.4.2 Violence between the men resulted mainly due to debt with occasional co-defendant violence. The violence reduction team worked with the men to reduce the violence by holding regular debt and safer custody peer mentor forums to deal with the various issues.

4.4.3 Body worn cameras are available for all officers and these have been

encouraged. They have been a useful source of evidence and are reviewed daily. There have been little incidents of complaint when force is used, and all recordings are analysed. The prison has a good record in respect of use of force.

4.4.4 The use of force was low and reducing. There have been no use of PAVA or batons during the reporting period.

4.5 Preventing illicit items

4.5.1 The prison had installed a body scanner some 18-24 months ago. This has been successful as there appears to be a reduction in illegal drugs entering the prison. Unfortunately, there has been an increase in the use of “spice” during the reporting period. The prison has tried to understand where this as emanated from but have also worked on the belief that this may be produced internally and has taken steps to remove certain items from the canteen in an attempt to irradiate the production, if indeed there is any internal production.

4.5.2 In October 2022 the prison opened ACCTs in reception for those prisoners detoxing from alcohol, it also kept a log of any man who appeared to be under the influence of illicit substances.

4.5.3 Despite attempts to control the use of spice and the measures that were taken, it still is a problem within the prison. It is noticeable that substance misuse features higher in the call outs to Listeners than before. The situation is being monitored to see that this is not a trend. The situation was still under review at the end of the reporting period.

4.5.4 There are few occasions of any other illicit items being brought into prison.

5. Fair and Humane treatment

5.1 Accommodation, clothing, food

5.1.1 Failure by the Ministry of Justice (MoJ) to appoint a project manager had effectively brought much-needed cell refurbishment at HMP Swansea to a halt between May and October 2022. Having appointed Amey Projects to lead the programme, the picture became even bleaker during the reporting year, when no cell refurbishment took place, although there are plans to commence it again in December 2023. This means that although budget was allocated, no work was undertaken over a 17-month period as a result of the MoJ bringing cell refurbishment under their project management arm. The knock-on effect was that the cost of cell refurbishment increased, there was a loss of work opportunities (though limited) for some prisoners and there was no possibility of moving forward with other projects.

5.1.2 Disability access remains poor. The one disability-compliant cell, on C wing, has been used extensively since coming on stream. There is one lift, on G wing, and two lifts to access the kitchen and reception. There is a stairlift at the gate, which allows visitors with access needs to enter the prison.

5.1.3 Some issues relating to safety have been addressed during the reporting year. For example, a secondary power system has been put into all misting units, helping to improve fire safety in the prison. However, the in-cell air sampling units (for smoke detection) are not fit for purpose. The inlets become clogged in such a confined space and the units are now obsolete, so not sustainable.

5.1.4 During the reporting year, the showers were refurbished on C wing and completely rebuilt in the main gym. There continues to be a problem with blocked shower drains but Amey has a rolling schedule for dealing with this issue. Amey carries out all day-to-day maintenance and provides employment for three prisoners in the stores, ten prisoners as wing painters, and three or four prisoners in the clothing exchange.

5.1.5 The prison continues to be overcrowded, with two men sharing cells designed for one person. Curtains around in-cell toilets provide a scant degree of privacy and, with all meals eaten in a cell measuring 6ft x 9ft, men are effectively, eating in a toilet.

5.1.6 A combination of in-house laundry (providing employment for prisoners) and on-wing washing machines/driers ensures sufficient laundry services in the prison, with kit and bedding changes at an acceptable level, in the Board's view.

5.1.7 Complaints about the loss of clothing while in transit from court or transfer in from another prison are frequently heard by the IMB. There have been some successful outcomes for prisoners when the IMB has liaised with IMBs at other (usually local) prisons for assistance. Missing property/clothing has consistently been amongst the top three complaints during the reporting year (see also 5.7.2).

5.1.8 From the Board's observations and reports from prisoners, the men seem generally content with the food offered and consider portions to be adequate. They are keen to have more themed menus throughout the year, as this is something to look forward to and, therefore, raises morale. A concern for many prisoners is the lack of a hot breakfast: staffing levels do not allow sufficient time out of cells for this to occur. The last meal of the day at weekends is at 4pm, which is unreasonably close to the midday offering. For prisoners who are taking medication with their meals, and that is a relatively high number, this is an issue as medication to assist with sleeping is taken far too early.

5.1.9 Special diets are well catered for and an improved way of signposting prisoners to halal and vegetarian options, etc, is being put in place. This has taken some time, due to information being moved onto a different IT system, but it is proceeding.

5.1.10 There have been frequent visits by IMB members at different times of the week, as well as at weekends, and all consider that the kitchen remains a positive place to work. Prisoners feel satisfied that they can work towards Hospitality NVQ Level 1 and Food and Hygiene Level 2 qualifications. Staff are pleased to report there have been some successes for both qualifications and prisoners can now link up with employers before release.

5.2 Segregation

5.2.1 From its observations, the CSU is usually calm, and staff generally have positive interactions with the men. This is commendable, given the number whose behaviour is influenced by poor mental health. Prisoners report they receive visits from the Duty Governor, the healthcare department, the chaplaincy and the IMB.

5.2.2 GOoD boards and reviews have not been observed regularly by IMB due to the low number of members. The IMB is concerned about the lack of notification of boards and reviews as there are no fixed timings for either. Those we have monitored have been managed fairly and humanely, with prisoners being encouraged to express their views.

5.2.3 More effort could be made to provide prisoners with purposeful activity. There is a small selection of books and distraction packs are available, which prisoners are satisfied with, as the contents are changed regularly.

5.3 Staff and prisoner relationships, key workers

5.3.1 During the reporting period, the prison maintained an average of 290 full-time equivalent staff. Sickness absences ranged between 14.92 in November 2022 and 6.57 in April 2023, with a performance target of 9.0. Between the beginning of November 2022 and December 2022, there were between 17 and 21 new staff on new entrant officer training. Each month saw a number of officers on national detached duty, with 18 staff away in February 2023. All these factors can have an impact on the regime but, specifically, the suspension of a number of staff, from April 2023 to the end of the reporting year (12 by September 2023), clearly impacted the delivery of key working during this period (see 5.3.3). A new Governor was appointed in January 2023.

5.3.2 The low turnover of staff supports relatively good staff and prisoner relationships. Re-offending rates are high, so officers have sometimes forged relationships with prisoners over a number of years. While there are challenging prisoners and situations, use of force remains low. The IMB has observed 'planned' interventions, such as removing a prisoner from his cell to CSU, or between cells in CSU due, for example, to a dirty protest, where use of force has been proportionate and dignity issues have been handled sensitively. Fortnightly prisoner representative meetings continue, are observed regularly by an IMB member and, undoubtedly, contribute towards good officer and prisoner relations.

5.3.3 Key worker sessions were markedly down on the previous reporting year. With reference to NOMIS (the internal computer system) case notes and conversations with the men themselves, IMB members had been picking up that although key workers were allocated, sessions weren't taking place. To compare, between June and September

2022, 2,294 sessions took place, whereas, during the same period in 2023, only 695 sessions took place (with only 68 held in September).

5.3.4 Reasons for the alarming drop in key working have focused on the effects on regime of staff suspensions, detached duty, escort duty, etc. Key working is the first thing to drop off the detail when there are staffing issues. At the end of the reporting period, HMP Swansea were in discussions with the Prison Group Director about becoming a pilot site for a revised key working process.

5.3.5 Alongside the key worker system, the prison also delivers the choices and changes programme, which are one-to-one sessions with young offenders who have been assessed as having low psychosocial maturity. Four key workers are trained to deliver these sessions.

5.4 Equality and diversity

5.4.1 The Head of Safety takes a lead on equality and diversity in the prison. Each protected characteristic (these include race, religion, age, disability, sex, gender reassignment and sexual orientation, which it is unlawful to discriminate against) is assigned a custodial manager or Governor lead. Equality meetings continue to be held on a monthly basis. They present a large amount of data, minutes are taken and actions recorded and followed up at the next meeting. A significant number of focus groups and forums for protected characteristics have been held within the year. Again, outcomes are recorded and actions taken forward.

5.4.2 The percentage of prisoners with an ethnic minority background peaked in March 2023 at 22% - it had been 13% in October 2022. This level continued more or less through the rest of the reporting year - the primary reason being the increase in foreign national prisoners, mainly Albanian nationals. Most of the latter were held on D wing and it has been noticeable how often those who are more fluent in English are relied on by officers for day-to-day translation. While the use of other prisoners to translate, unless the matter is sensitive, is approved by the prison, the IMB still remains concerned that the wing staff don't make sufficient use of The Big Word translation service. A new induction video for foreign national prisoners was introduced in August 2023, produced by the ESOL (English for speakers of other languages) teacher and men attending ESOL classes.

5.4.3 The removal of foreign national prisoners to detention centres is done as quickly as possible, if not on immigration bail, and there is a national drive to keep numbers in prison low. The outside immigration officer visits fortnightly.

5.4.4 With respect to outcomes for men with a minority ethnic background, while there are slight variations, no disproportionality of concern was found from a critical look at the data covering areas such as the incentives scheme, use of force, adjudications (disciplinary hearings held when a prisoner is suspected of having broken prison rules), segregation employment and gym attendance.

5.4.5 The number of discrimination incident reporting forms (DIRFs) submitted remains low: 11 between January and September 2023. DIRFs continue to be sent to the Zahid Mubarek Trust (ZMT) for quality-assurance purposes. The ZMT has continued to provide online DIRF training throughout the year for all staff who wish to attend, with Governors and custodial managers mandated to do so. The Board would like to see this made compulsory for all staff.

5.5 Faith and pastoral support

5.5.1 Full and part-time chaplains are continuing to provide a very full programme for prisoners of all faiths and none. There has been an increase in the number of men who have expressed an interest in paganism and staff are catering for this. Magazines are available in chaplaincy for several major faiths.

5.1.2 Chaplains now see prisoners the morning after their arrival rather than on the same day. This change works well for staff and prisoners, who are seen in the induction wing.

5.1.3 No concerns have been raised regarding the wearing of religious items. All prisoners have the opportunity to attend religious services, apart from those in segregation, who are visited daily by duty chaplains.

5.1.4 Prisoners continue to enjoy religious festivals, which are well catered for by the kitchen staff.

5.6 Incentives schemes

5.6.1 A comparison between January 2023 and September 2023, of the working of the incentive policy framework shows percentage of prisoners on basic at 1% - 3%; standard at 75% - 67% and enhanced at 24% - 31%. The reduction of men on standard is amply compensated for in the increase in enhanced. There has been discussion about adding a 'super enhanced' category to the framework but no firm decision has been made as yet.

5.6.2 The application process for enhanced status, which confers privileges such as more social visits, spending power, gym visits, etc, relies on officers' input on Nomis, under the 'incentive encouragement' sub-category. On the occasions when prisoners have complained to the Board that they believe the scheme isn't being applied fairly or positive actions are not being recorded, we have been able to cross check entries on Nomis and speak directly with officers/Governor on a prisoner's behalf. During the reporting year, the timescale for applying for enhanced status has fallen from 12 to six weeks.

5.6.3 A monthly forum is held between the Governor for residential services and the wing prisoner representatives. Fairness and consistency in application is a standard item covered at the meetings, alongside opportunities for representatives to present ideas for improving the incentive scheme.

5.6.4 The scheme is used positively to manage behaviour. Men placed on report or moved to segregation are automatically put on basic. Incentive levels for basic are monitored daily and form part of the Oscar 1 briefing sheet to the senior management team (SMT) on a daily basis.

5.6.5 All complaints relating to the application of the scheme go to the wing custodial managers and are copied to the Governor for residential services. The latter deals with all appeals and will consider all entries on NOMIS regarding the prisoner.

5.7 Complaints

5.7.1 The business hub collates and administers the process for dealing with all stage one (ordinary complaints) and stage two complaints (about a sensitive issue) submitted by prisoners. Comprehensive data is collected and circulated widely monthly, including to the IMB. Data collection includes where complaints have originated; response times;

complaints by ethnicity; and the subject of complaints, with the top three complaint subjects being highlighted every month.

5.7.2 Between January 2023 and October 2023, 330 stage one and 28 stage two complaints were received. The top three complaints during that period were:

- Property: missing items
- Bullying: staff
- Finance/cash: prisoners' monies

Over the previous reporting year, the top three were:

- Property: missing items
- Home detention curfew (HDC): appeals
- PIN: phones

5.7.3 The complaints system seems to work reasonably well, although a sampling of responses by the Board sometimes throws up a rather cursory response by some officers. This is where prisoners will often put in an IMB application on the same subject. Complaints submitted can often be quite complex, with a prisoner complaining about several issues on one form. Instances have been picked up where 'one' issue has been focused on, so that the complaint is not dealt with in its entirety.

5.8 Property

5.8.1 Missing property, as referred to in 5.1.8, is both a feature of internal complaints and IMB applications (prisoners' written representations) and often the most difficult to resolve. As mentioned in previous reports, the restrictions imposed by GeoAmey mean that men rely on their previous prison to forward outstanding property, which is hugely problematic.

6. Health and wellbeing

6.1 Healthcare general

6.1.1 Healthcare services are provided by Swansea Bay University Health Board. Dental services are provided through a contract with Time for Teeth and optometry services by The Prison Optician Trust.

6.2 Physical healthcare

6.2.1 There is no inpatient facility at HMP Swansea. Men requiring hospital treatment attend local hospitals. There is a daily visit by a General Practitioner (GP).

6.2.2 Prisoners were able to access GP, dentist and optician appointments. Waiting times for routine appointments with both the GP, dentist and optician appeared to be within community norms.

6.2.3 The healthcare team continued to have a high workload, with a large number of the prison population on medication. The team was involved in healthcare screening on arrival and ACCT documents. Plus, they responded to medical emergencies in the prison. In the Board's view, the healthcare team continue to provide a decent service, with men receiving timely access to healthcare services.

6.2.4 The management of external hospital appointments appeared to be good, with adequate provision, in the Board's view.

6.2.5 The majority of issues referred to the Board were quickly resolved. Healthcare staff continued to be very helpful in resolving issues brought to them by the Board. However, complaints handled by the local health board are not reported to the IMB. The IMB would value this information.

6.2.6 The healthcare team continues to have excellent links with the mental health team, an out-reach nurse for vulnerable prisoners and the doctors at the high street surgery in Swansea, where prisoners of no fixed abode could attend on release.

6.2.7 There was also access to a GP out-of-hours service. Sexual health clinics are provided by the healthcare team, with phone appointments with specialists where required.

6.2.8 The physiotherapy service is provided by the Swansea Bay University Health Board and the demand has been such that once weekly sessions are now available.

6.3 Mental health

6.3.1 It was pleasing to find that the move to provide HMP Swansea with a dedicated full time mental health in-reach team was completed on 1 October 2023. For much of the reporting year, part of the team had been permanently based in HMP Swansea. Funding was secured to develop healthcare support worker assistance to the mental health in-reach team. It includes four community psychiatric nurses, an occupational therapist, a part-time psychologist, and a team leader.

6.3.2 The prison is to be congratulated on the employment of a neurodiversity support manager (NSM). Daily classes are being held for neurodiverse men.

6.3.3 The prison also had one in-reach mental health nurse, providing the link between psychiatric and forensic psychiatric services to those who needed this service.

Attendance at the prison by forensic psychiatrists was arranged through them. The crisis service operated seven days a week. The team attended all ACCT reviews, saw any prisoner in crisis and offered appropriate interventions.

6.3.4 Healthcare staff liaised with the homeless team prior to a man's release, informing them of treatments and medication for the released prisoner. This continued to have a very positive benefit in the majority of cases.

6.4 Social care

6.4.1 The safeguarding panel comprised both internal and external stakeholders. The establishment continued in its endeavour to ensure it maintained consistency of care for those who had been subject to social services interventions, in line with current legal obligations. The safeguarding panel reviewed all referrals on a quarterly basis and referrals were tracked.

6.4.2 Screening at reception could highlight issues and a referral to social services could then be made. Elderly prisoners were automatically considered for referral.

6.4.3 Concerns were reviewed by collators and analysed daily before being referred to the most appropriate agency.

6.5 Exercise, regime

6.5.1 Exercise has continued at normal levels and within national standards.

6.6 Drug and alcohol rehabilitation

6.6.1 An integrated substance misuse service was provided by Dyfodol, a charity specialising in substance misuse that delivered psychosocial interventions, and Swansea Bay University Health Board, which provided clinical services. From the Board's observations, newly arrived prisoners with drug and alcohol problems were identified promptly and received an assessment and support from the primary health care team. Meetings were carried out monthly.

6.6.2 The X-ray examination for prisoners on entry to the prison and also when returning from court proved a deterrent to the concealment of drugs into the prison, although a significant number of men with 'positive' scans continued throughout the reporting period.

6.6.3 The 12-step addiction recovery programme continued to be well received, with positive feedback about the outcomes experienced. Pre-release planning focused on relapse prevention, harm minimisation and continuing treatment, if required, with referral to community services.

6.6.4 Considerable work has taken place around the proposal to provide Naloxone (medication that counters the effects of heroin and other opioids by reversing respiratory depression caused by these drugs) to men through peer mentor distribution in the prison and on release. This is a significant development, with huge potential benefits, and at the time of writing it will be the first such project in the prison system.

7. Progression and resettlement

7.1 Vocational training and workshops

7.1.1 There are 158 places available for full-time workers off the wings and 60 places for those working on the wings. Some of the workshops offer accreditation and an opportunity to work towards community-based employment. Those working on the wings include cleaners, barbers, support and peer mentors, and kitchen employees. Off-wing opportunities include waste management, tailoring, multi-skills, BICS (a qualification providing skills for those in the cleaning industry) and laundry. The call centre attendance at work is monitored and the data is discussed at regular meetings.

7.1.2 Amey carries out all day-to-day maintenance and provides employment for three prisoners in the stores, ten prisoners as wing painters, and three or four prisoners in the clothing exchange. Employment is also provided by the in-house laundry.

7.2 Offender management and progression

7.2.1 Parole hearings are held via Teams in the offender management unit (OMU) boardroom. Advocates for prisoners can attend in person if they wish. Alternatively, they can meet their clients remotely, with the OMU staff facilitating. Feedback from users is that this is a more effective and cost-efficient way of holding these hearings.

7.2.2 The Bail Information Pilot, which during the previous reporting period was working well, has unfortunately ground to a halt. The bail officer at HMP Swansea was promoted to a managerial role and as of yet a replacement bail officer has not been appointed. There is no timescale for a recruitment campaign currently. When the Bail Information Service was contacted they were unable to assist due to pressures of work.

7.3 Family contact

7.3.1 During the reporting period, 18 family days (which bring together men and their families outside of their statutory entitlement, usually in more informal settings) were delivered. The charity, Prison Advice Care and Trust (Pact), has a service level agreement to provide 10 family days every year, with the support of the local authority play team. Eight extra days were delivered. Through close working with the Imam, two Eid family days were offered for the first time, with additional uncontracted support delivered to those on the incentivised substance free living (ISFL) wing.

7.3.2 Additional funding was accessed through Lottery Fund Wales for enhanced support. Since July 2023, a children and young person's worker (CYP) has been contract funded for two years, providing one-to-one support for children struggling with a loved one in custody and for children with additional learning needs.

7.3.3 As part of the hidden sentence initiative, there is a school referral pathway to support families. The CYP worker is able to provide training once every three months to schools, CAMHS (child and adolescent mental health services), the police, local clubs and prison staff, etc. There is provision for school and home visits to support children who are referred to Pact. An outcome wheel is used to identify the support individual children require. The response from teachers regarding the training they received through the Hear Our Voices pilot has been positive.

7.3.4 The Children's Visiting Guide was created after Pact worked with parents of children with additional learning needs and met with staff from the National Autistic Society to create a guide specifically for children visiting HMP Swansea.

7.3.5 Support and guidance are available for booking prison video sessions, with appropriate activities developed by Pact for use during social video calls. The initiative is supported by the library staff, who deliver books to the prison video room for dads to use during their calls. Monthly Zoom sessions are organised by Pact to support social video calls.

7.3.6 Baby and toddler group sessions for children under four years old are run on a weekly basis. Fathers, stepfathers and grandfathers can participate. These sessions are run, in addition to visits' orders, and men are entitled to one visit per month. This is a two-hour visit, with the aim of encouraging bonding between the child and relative. Along with practical tasks, such as feeding and changing babies, sensory play activities are available.

7.3.7 Pact provides support and guidance for men seeking contact with children and families. This could be as a consequence of relationship breakdown or linked to offending. The team is a liaison point between other professionals and men and will support prisoners with finding legal representation.

7.3.8 The chaplaincy team facilitate visits for bereaved families or when there are exceptional circumstances. The Angel Tree Project provides gifts for men to give to their children at Christmas. The team also forges links with Christian rehabilitation centres for those wishing to address their substance abuse issues immediately on release.

7.3.9 Twice yearly surveys enable the team to evaluate provision to ensure best practice is delivered. There has been positive feedback for the Pact team at HMP Swansea from parents, grandparents and children.

7.4 Resettlement planning

7.4.1 The resettlement team continues to develop effective links with community-based probation staff and other stakeholders. There is a strong working relationship between resettlement and the OMU, with a focus on reducing reoffending.

7.4.2 There is a great demand for resettlement services, due to the churn of prisoners, which is high for the size of the establishment.

7.4.3 The multi-agency collaborative discharge board meets weekly to discuss all prisoners who are due for release within the following two weeks. Outstanding issues are dealt with and prisoners and prison offender managers (POMs) attend. Licence conditions are disclosed at this meeting.

7.4.4 Effective quality assurance of offender supervisors is achieved, as there are sufficient staff in the team. There are 13 POMS, who are supervised both formally and informally. There is an annual appraisal process. Each POM has a realistic caseload of around 25-30 men, with each one categorised by risk. Structured quality assurance is achieved, with three-monthly conversations taking place, where cases are discussed to ensure consistency and quality in approach.

7.4.5 There are sufficient staff to support prisoners through sentence and so maximise opportunities.

7.4.6 Sourcing sustainable accommodation on release continues to be a challenge. Some men are released without accommodation. Data was not available to show how many men are impacted by this. Likewise, it was not possible to ascertain how many men are released into temporary/transient accommodation. Referrals are received from POMs via the centralised operation resettlement referral and evaluation (CORRE) process. Support to complete housing applications is provided, where necessary, and thereafter submitted to the local authority.

7.4.7 The regional housing specialist correlates relevant data and provides the prison with monthly statistics.

The data below refers to those released in August 2023:

- 17% were released into short term/temporary accommodation
- 37% had accommodation with family or friends
- 43% had rental accommodation

7.4.8 The provisional data shown below is interrogated and the number of negatives is investigated to ensure accuracy:

- 77.3% with 17 negatives (3 of these were due to missing, multiple or duplicate data).
- The final data for August 2023 was 85.53% with 11 negatives (none due to missing, multiple or obsolete entries).
- Data recording errors are reviewed regularly by the homeless prevention taskforce to identify issues.
- CAS3 (temporary accommodation provided for up to 84 days): 5% of positive releases (someone released with accommodation for at least one night)
- Short-term accommodation/temporary accommodation: 17% of positive releases.
- Friends/family: 37% of positive releases.
- Rental accommodation: 43% of positive releases.

7.4.9 A world homeless day event took place at HMP Swansea on 13 of October 2023. The purpose of the event was to raise awareness and share information around accommodation-support services and review referral pathways into services. There were opportunities for prisoner networking and staff networking. Staff from resettlement, CRS (commissioned rehabilitative services), probation and Dyfodol were in attendance, as were staff from external service providers such as local authorities, supported housing providers, approved premises and third-sector organisations.

7.4.10 Forward Trust (a charity that supports those whose lives are affected by addiction) has an employee based in the prison four days per week. Support is also provided in the community post-release with those who choose to engage. St Giles Trust continues to provide 'through the gate' services as part of the wellbeing pathway for those who request it. Those involved in the Clink project also receive support post-release for up to 12 months.

7.4.11 Prison Link Cymru assists with general tenancy support, such as seeking to end or maintain tenancies and maintain payments. They work with prisoners 6-12 months pre-release. Contacts have been developed with a number of outside stakeholders, such as those offering supported accommodation and private accommodation. Strong links have been established with Housing Options and CTI Crisis.

7.5 Employment/employment hub

7.5.1 The percentage of prisoners in employment six months after custodial release is:

- April 2023: 25%
- May 2023: 23.08%
- June 2023: 15.38%
- July 2023: 24.24%
- August 2023: 20%
- September 2023: 22.73%

The data refers to prisoners released on licence and is provided by the Probation Service.

7.5.2 Two weeks prior to release, prisoners meet with the employment and resettlement Board. The multi-agency board comprises members of the healthcare department, Dyfodol, the OMU, the PEL (prison employment lead), the DWP (Department of Work and Pensions) and The Include Hub. The Board works to help ensure men are released with the right level of support and guidance so they can be rehabilitated into the community as swiftly as possible.

7.5.3 On average, between 5 and 10 bank accounts are set up monthly. Assistance is given to those applying for universal credit. Sample data for 31 August 2023 shows 16 men indicated they needed assistance, 11 men attended the meeting, and 10 appointments were made.

7.5.4 Every prisoner has the opportunity to attend the employment hub in the last 12-18 weeks of their sentence. It operates on similar lines to a job centre, where prisoners have conversations on a one-to-one basis about how they see their future. Department of Work and Pensions staff are present to advise and 'right to work' documents are created. Links have been developed with a range of employers, including those in manufacturing, hospitality and construction. CWIC (Construction Wales Innovation Centre) delivers a labouring scaffolding course in the prison.

7.5.5 Advice is given around qualifications and funding for courses available through Careers Wales. Training is delivered on site for a CSCS (construction skills certification scheme) card for those wishing to work in construction. Guidance and support are provided with creating CVs, applying for jobs and developing job interview skills.

7.5.6 A 'departure lounge' was set up for prisoners in their final two weeks in custody. This comprised of the BOSS Project, C4W, Swansea Working, CTI Crisis and other housing agencies, and Cyfle Cymru.

7.5.7 Working Wales are a valuable resource and are based in the prison a minimum of two days each week. They speak to prisoners who are close to release and who are ready for work. There is a strong effective working relationship between the PEL and Working Wales, which saw the inclusion of a construction academy and links with local education providers and employers for the construction industry. The employment hub set up a number of construction courses, including Cal and Jenny, Abrasive Wheels, Posma Towers and Slinger Signaller, which were funded by ReAct

8. The work of the IMB

Board statistics

Recommended complement of Board members	12
Number of Board members at the start of the reporting period	6
Number of Board members at the end of the reporting period	7
Total number of visits to the establishment	167

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	11	2
B	Discipline, including adjudications, incentives scheme, sanctions	2	12
C	Equality	0	0
D	Purposeful activity, including education, work, training, time out of cell	7	4
E1	Letters, visits, telephones, public protection, restrictions	21	5
E2	Finance, including pay, private monies, spends	12	9
F	Food and kitchens	0	1
G	Health, including physical, mental, social care	28	22
H1	Property within the establishment	11	11
H2	Property during transfer or in another facility	9	3
H3	Canteen, facility list, catalogues	7	5
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, re-categorisation	14	15
J	Staff/prisoner concerns, including bullying	14	25
K	Transfers	2	1
L	Miscellaneous	6	3
	Total number of applications	144	118



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Any enquiries regarding this publication should be sent to us at imb@justice.gov.uk