



# **Annual Report of the Independent Monitoring Board at HMP Onley**

**For reporting year  
1 March 2021 – 28 February 2022**

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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 Onley is an adult male category C training and resettlement prison on the border of Northamptonshire and Warwickshire between Daventry and Rugby. The prison is part of the East Midlands group but the population is predominantly from the London area (80%).

The certified normal accommodation is 742. During the reporting year the average occupancy was 650. Prisoners are housed in 12 wings. Wings A-I, including F wing (the care and separation unit, or CSU), radiate from a single corridor in the main block which also includes the kitchen, gym, education unit, chaplaincy and healthcare. Wings J and K are located in a separate block as is L wing, which is the newest accommodation.

- Northamptonshire NHS Foundation Trust provides the physical and mental healthcare service. The contract is out for tender.
- Time for Teeth provide the dentistry service.
- Lloyds Pharmacy provide the pharmacy service.
- Phoenix Futures provide the specialist substance misuse support and rehabilitation services. The contract is out for tender.
- PeoplePlus provide education services. The library transferred to PeoplePlus from Suffolk Libraries.
- Resettlement transferred to the Criminal Justice Probation Service, East of England, from NOVUS.

Voluntary sector services include the Coventry Samaritans, who also train the Listeners and peer supporters, the Prison Fellowship and the Sycamore Trust.

### **3. Executive summary**

#### **3.1 Background to the report**

Throughout the reporting period, the prison operated under various pandemic national lockdown regimes. This inevitably had an impact on the Board's ability to monitor effectively and gather relevant information. Monitoring duties and visits continued in person, when safe to do so, but the opportunity to meet with prisoners was restricted.

Evidence for this report comes from applications to the Board, observations made on visits, scrutiny of records and data, attendance at meetings and discussions with staff.

The Board has been impressed with the professionalism of the Governor and senior management team (SMT). We commend them on the speed at which revised and very restricted systems of working were implemented to mitigate the threat of Covid-19 to the population. The Board is grateful for the cooperation and assistance of all prison staff.

#### **3.2 Main judgements**

##### **How safe is the prison?**

There was no change in the overall number of violent incidents in comparison to 2020. This would appear to be a consequence of the restricted regime, reduced time out of cell and prisoner movement. Violence was at its lowest in December when the prison became an outbreak site for Covid-19. There was a small reduction in the number of self-harming individuals between 2020 and 2021.

Despite severe staff shortages – due partly to a high attrition rate, shielding and self-isolation – the prison remained calm. Regular patrol states, the deployment of detached duty, overtime and implementation of the operational stability payment (OSP), enabled the prison to run efficiently and effectively. Funding was approved for eight extra operational support grade (OSG) staff to create a total of 43.

Intelligence-led searches continued to identify illicit items. Rapiscan continued to find mail containing new psychoactive substances (NPS). Drone activity notably increased with the easing of regime restrictions.

Every effort by the Governor and SMT was made to ensure that all staff, visitors and prisoners followed the infection prevention measures of social distancing, mask wearing and hand hygiene. Shortly after moving to stage 1 at the end of October 2021, the prison was designated an outbreak site following a rapid increase in the number of prisoners testing positive for Covid-19. The prison worked closely with the United Kingdom Health Security Agency to manage the outbreak. Mandatory staff testing was introduced.

The Board is impressed by the depth of knowledge and understanding held by safer custody about prisoners deemed particularly vulnerable.

## **How fairly and humanely are prisoners treated?**

The Board is of the opinion prisoners were treated fairly and humanely. Our observations of the relationship between staff and prisoners were positive. Race continued, however, to be the main reason for prisoners submitting a discrimination incident reporting form (DIRF). The Board is aware that staff training is being rolled out to increase awareness of subtle forms of discrimination.

Prisoner representatives attend the prison council and safety and equality meetings. Their views and opinions are respectfully considered and are recorded in the meeting minutes. The prison Listeners are supported by the mental healthcare team (MHCT) and the Samaritans.

The residential wings were clean and tidy. Prisoners were provided with distraction and education packs, additional TV channels, and materials and resources for different faiths to help them keep occupied. Tutors visited the wings in the latter part of the reporting year.

Property 'lost' in the establishment, in another establishment or during transfer continues to be a major issue. This causes immense distress and frustration for prisoners. This is compounded by the length of time it takes the Board and staff to investigate and resolve property issues.

## **How well are prisoners' health and wellbeing needs met?**

The prison, in collaboration with healthcare, the MHCT, Phoenix Futures, chaplaincy, the Samaritans, education and the gym, has demonstrated a commitment to meeting the health and wellbeing needs of prisoners. A wealth of data is comprehensively collected, collated and analysed to enable the identification of trends and patterns that can support health and wellbeing interventions. Waiting times for dentistry and the optician were significant but progress in reducing these delays and hence the backlog is being made. Specialist care provision and hospital appointments following referral, as a result of the pandemic, are slowly being resolved.

## **How well are prisoners progressed towards successful resettlement?**

The Board is concerned about opportunities for prisoners to undertake meaningful work. Whilst the workshops were affected by the restricted regime, the continued shortage of instructors, workshops and workshop places will have an impact on prisoner progression towards successful resettlement.

### **3.3 Main areas for development**

#### ***TO THE MINISTER***

In last year's annual report, the Board stated that there was a pressing need for increased capacity in category D (open) prisons. This situation still remains and there were a significant number of 'cat D' prisoners at HMP Onley throughout the reporting year.

The shortage of officers and probation staff needs to be addressed. Recruitment and retention of staffing is an ongoing issue at HMP Onley. Can serious consideration be given to adding HMP Onley to the enhanced payment scheme? Quality and dedicated staff are leaving, and there are difficulties in recruiting staff, due to competitive salaries within the local area.

### ***TO THE PRISON SERVICE***

There needs to be more prompt action in moving non-category C prisoners from HMP Onley. Prisoners who are re-categorised from C to B should be moved within 72 hours but often remain in the segregation unit for a significant period. Those re-categorised from C to D are also waiting too long to move to open conditions due to the lack of available accommodation in category D prisons in the London area.

The Board has serious concerns over the lack of access to programmes. This leads to a prisoner's inability to reduce their risk of reoffending and progress, and significantly impacts on their ability to move to a category D establishment.

The management of prisoner property remains a significant problem. There are often long delays in property being received from the sending prison even after the complaints process has been followed. If more resources were available to investigate missing property, prisoner frustration levels may be reduced.

The Board in previous reports has mentioned the poor state of the windows in the older parts of the prison. Can Her Majesty's Prison and Probation Service (HMPPS) please advise when this essential work will be carried out, as we are of the opinion this has a detrimental effect on decency standards and needs addressing as a priority.

The Board wishes to be advised when the enhanced gate security (EGS) bag scanner will arrive on site and be operational. This essential equipment has been awaited since September 2021.

This has been a particularly difficult year for the recruitment and retention of staff and the Board would ask that HMP Onley be added to the list of establishments given a market supplement to help attract and retain staff.

### ***TO THE GOVERNOR***

The Board is of the opinion there would be considerable benefit in finding a way to integrate the reporting of complaints to healthcare with general prison complaints providing confidentiality is maintained. This would provide a more comprehensive overview of prisoner concerns across the establishment.

It is vital that the purpose of HMP Onley, as a training and resettlement prison, retains priority. More workshops and instructors need to become involved with the prison to support successful resettlement.

### **3.4 Progress since the last report**

The Board would like to congratulate the Governor for his leadership during the pandemic and the way in which the staff have worked throughout the past year during such difficult and uncertain times.

The Board recognises that significant efforts have been made at HMP Onley to provide prisoners with as much time out of cell as possible whilst maintaining infection control protocols. They have ensured there was adequate provision for phone calls and video calls to maintain family contacts when social visits were suspended. Prisoners and families were provided with weekly updates. The impact of these actions has helped to minimise the effect on prisoners. Enhanced security measures, implemented to reduce the number of illicit items entering the prison, are a welcome development since the last report. All staff and visitors are now searched on entry to the prison. The X-ray baggage equipment is expected to arrive during 2022. The issuing to all staff of standardised bags is a further enhanced security measure.

A green code has been implemented to alert staff to a drone flying in the vicinity of the prison. Additional fencing has been erected inside sections of perimeter fencing to deter prisoners from collecting throw overs.

Razor blades are no longer allowed in the prison and cannot be purchased from the canteen. Not only is this an additional security measure but it aims to eliminate one method of self-harm.

Cell bell response times on each wing are now constantly monitored, recorded and audited.

Telephones are being installed in all cells.

Telephone referrals to the MHCT from officers are no longer accepted. All referrals are now via paper application.

A recovery unit has been setup on J wing for prisoners undergoing drug treatment who want to rehabilitate. An incentivised substance free living unit is being embedded on K wing.

Part-time officer training is to commence during May 2022. This will complement the prison officer entry level training (POELTS) training programme (national vocational qualification (NVQ) and apprenticeship routes) that are firmly embedded.

## Evidence sections 4 – 7

### 4. Safety

#### 4.1 Reception and induction

Board monitoring found reception processes were efficiently and effectively organised. All new arrivals to HMP Onley were treated with dignity and respect and procedures were clearly explained. Prisoners in reception received an initial health assessment, undertaken by health care staff, and were body scanned for illicit substances.

No peer workers or Listeners were available in reception for arriving prisoners.

Following completion of the reception process, prisoners were moved to the reverse cohort unit (RCU) on H wing for 14 days of isolation before being transferred to their allocated wing. Inductions took place in cell.

The RCU on H wing returned to its previous role as the induction wing during January 2022. The Board can report that an induction room has been set up on the wing. This will offer more privacy for prisoners during induction meetings. The Board welcomes this initiative.

#### 4.2 Suicide and self-harm, deaths in custody

##### Self-harm incidents

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2019	21	21	29	21	44	38	19	31	39	32	21	37	353
2020	24	22	22	17	9	10	6	8	9	22	23	10	182
2021	18	13	19	12	12	23	19	12	23	37	17	22	227

The number of self-harm incidents increased by 25% from 182 in 2020 to 227 in 2021. October 2021 saw the highest number of incidents (37) with one individual responsible for 26 of the 37 incidents. The most common reasons for self-harm were mental health (26%), frustration (19%) and debt (15%). Cutting continued to be the most prevalent method of self-harm accounting for 60% of incidents. Although the removal of razor blades from the establishment may help to reduce the number of self-harm incidents, alternative methods are being found by those intent on self-harming.

Of the 227 incidents, 88 were committed by 16 prisoners, some with significant mental health issues. The Board is satisfied that these prisoners were well supported and cared for. It is possible, however, that prisoners with the most complex mental health needs may need specialised assessment and treatment.

There were 188 assessment, care in custody and teamwork (ACCTs) opened in 2021, which is an average of nearly 16 per month. This is a 50% increase on 2020 when the average was eight per month. The increase in ACCTs is mostly due to the increase in mental health issues of prisoners.

The Board has inspected ACCT documents during monitoring visits, has observed their closure and members have attended ACCT reviews. The Board was satisfied with the standard of entries and actions.

There have been no reported deaths in custody during the reporting year.

### Self-harming individuals

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Number of Individuals 2020	15	15	14	12	5	9	5	7	7	16	11	7	123
Number of Individuals 2021	10	8	8	11	7	12	9	10	12	8	11	14	120

There was a small 2% reduction in the number of self-harming individuals between 2020 and 2021. Most self-harming prisoners were white and fell within the age bracket 30 – 39.

A Board representative attends the monthly safety meeting. The Board is impressed by the level of detail known about each prisoner who self-harms and the circumstances surrounding each self-harming incident. Prisoners transferred into the establishment on an ACCT were reviewed on the RCU on H wing.

The minutes of the safety meeting dated 28 October 2021 reported that many prisoners and some of the newer officers did not know how the Listener scheme worked. 'Listeners on your wing' posters are now displayed prominently on each wing, in the communal areas and along the main corridor. The Samaritans and safety custody have been working together to raise the profile of the Listeners.

HMP Onley had 18 Listeners across eight wings as of December 2021. This is an increase of eight on 2020. Most calls that took in place in 2021 were 'casual' rather than requested listening due to the regime restrictions. Listeners were debriefed every two weeks.

The Samaritans' service was available via telephone. The Listener training was rewritten by the Samaritans to reflect the restricted regime. This assisted in the increase of Listeners recruited. The support from the Samaritans to the establishment and the Listeners continues to be highly valuable to prisoner outcomes.

During the reporting year, the Board was very concerned regarding the response time to prisoner cell bells. On most wings there were instances when response times to cell bells exceeded five minutes. There were a few occasions when it took 30 minutes or more to answer a cell bell. This was verified by the analysis summary report documented in the safety meeting minutes dated 28 October 2021. Response times are monitored daily by the wing custodial managers who highlight factors contributing to cell bells taking longer than five minutes to be answered. This information is fed back to the residential governors. The Board is pleased to be informed that cell bell response times are improving. The Board will continue to closely monitor cell bell response times.

### 4.3 Violence and violence reduction

#### Violent incidents

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
2019	32	27	21	40	31	23	15	15	8	11	14	16	253
2020	27	17	29	20	13	8	7	5	11	5	15	11	148
2021	13*	13	15	10	17	12	13	12	12	9	19	3	148

\*2 incidents later removed due to not being classed as serious

The number of violent incidents in 2021 was the same as that recorded for 2020. November 2021 recorded the highest number of incidents. This may be partly due to the establishment moving to the less restricted stage 1 regime and increased movement among prisoners. The establishment reverted to stage 3 in December 2021 and in that month the lowest number of violent incidents (3) were recorded. The main reason for incidents of violence was non-compliance (47%), followed by retaliation (15%) and bullying/debt (9%).

White and Black prisoners in the age category 30–39, followed by the age category 25–29, were involved in most of the incidents of violence. There were no differentials between Black and White prisoners in these age categories concerning incidents of violence.

The under-24 age group represents 9% of the prison population. Where prisoners in this age category reside within the prison is reviewed monthly. Efforts are being made to spread this prisoner age group across all the wings.

The restricted regime is a factor in the levels of violence within the establishment.

#### Incident breakdown

	2020	2021
Assault on staff	70	61
Assault on prisoner	49	47
Fight	29	36
Total	148	144

Overall, the number of incidents of violence reported in the above categories is comparable to 2020. It should be noted that the total number of reported violent incidents is 148 but the breakdown shows 144. The establishment is unable to provide an explanation or additional data which explains the discrepancy.

- 42% of incidents were assaults on staff
- 33% of incidents were assaults on prisoners by prisoners
- 25% of incidents were fights

There were 16 serious incidents reported, of which 70% were against staff. Of these serious incidents, most of the injuries to staff were caused by prisoners refusing to return to their cells after domestic time or staff intervening to break up a fight.

The establishment had nine violence reduction representatives (VR) and gang member mentors across six wings. The establishment is working to increase the number of representatives across more of the wings. Intelligence continues to identify incoming prisoners who belong to specific gangs. Attempts are made to ensure that prisoners belonging to different gangs are not housed on the same wings.

The Board is of the opinion that prisoners were generally tolerant of the regime restrictions. Evidence indicates that the reduced amount of prisoner movement on the wings and across the establishment led to fewer incidents of violence.

The Board concludes there is the potential for increased levels of violence once the establishment returns to a less restricted regime.

#### 4.4 Use of force

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
<b>2019</b>	26	19	31	44	34	43	36	40	42	36	34	34	419
<b>2020</b>	40	48	33	29	22	28	20	14	19	21	22	23	319
<b>2021</b>	19	24	30	25	39	31	30	19	29	19	32	37	334

The number of incidents requiring use of force (UOF) increased by 4.7% between 2020 (319) and 2021 (334). The average number of incidents per month during 2021 was 28. Only two of the 334 incidents involved batons drawn therefore the incidence of baton use is low. One incident had seven batons drawn, but none were used, and the other incident had one baton drawn that was used.

Rigid bar handcuffs were used in 132 (39%) of the incidents and 239 (71%) involved control and restraint. There were no incidents requiring the use of the body belt.

December recorded the highest number of UOF incidents (37). This was reportedly due to one prisoner being involved in multiple incidents. The demographic breakdown of the 334 incidents was as follows:

##### Age demographic

21-24	70
25-29	108
30-39	112
40-49	33
50-59	9
60+	2

##### Ethnicity demographic

White	135
Black	130
Asian	24
Mixed	22
White other	9
Other	7
Not sure	4
GRT	3

Use of force among the 21–24 age group was recorded as 21% when this age group makes up only 9% of the prison population. This rate is being carefully monitored by the safety team. They visited prisoners in this age category involved in UOF incidents to identify issues and offer guidance and support. All UOF incidents involving other age groups were comparable to 2020.

Of all UOF incidents in 2021, 36% were due to prisoners disobeying a lawful order (DLO). This was mainly due to prisoners refusing to return to their cell after domestic time. Among other incidents:

- 15% were due to fights
- 11.5% involved staff assaults or the prevention of staff assaults
- 10% were due to preservation of evidence during searches

There were 28 incidents of staff injuries during UOF incidents in 2021 in comparison to 53 during 2020, a reduction of 45%. This reduction is encouraging and suggests officers are better equipped and trained in use of force techniques. The number of officers wearing body worn video cameras (BWVC) is reportedly improving but not all incidents involving UOF are captured by BWVC activation. During November 2021, BWVC activation was used only in 19 out of the 32 incidents.

PAVA spray has not to date been used at HMP Onley. Some staff are trained in the use of this incapacitant spray. The Board are advised its use will be implemented in 2022 and that the number of staff trained generally in control and restraint techniques requires improvement.

#### **4.5 Preventing illicit items**

The smuggling of drugs remains a constant challenge for prison staff and the security team, who work hard to identify trafficking routes through received intelligence.

Attempts to send illicit items into the prison continued during the reporting year but prisoner access was often thwarted due to security acting on intelligence reports, information from prisoners and the scanning of all incoming mail using Rapiscan. The preparation of alcoholic substances continued. Staff made several significant finds in carefully planned searches following intelligence.

In comparison to 2020, hooch and drug finds decreased by 9.5% and 21% respectively. Weapon, tobacco and phone accessory finds also decreased during 2021. Mobile phone finds increased by 31%.

Drone activity increased towards the end of 2021 with the easing of lockdown measures. A green code was introduced in order to alert staff to a drone sighting in the vicinity of the establishment. New fencing was also erected inside sections of the perimeter fence to deter prisoners from collecting throw overs.

Reduced prisoner movement and limited social visits led security to conclude that staff were the most likely route for incoming illicit items.

Standardised rucksacks and bags were issued to all staff employed either directly or indirectly by the establishment, in July 2021, as a measure to prevent illegal items entering the prison.

Enhanced gate security (EGS), consisting of bag searches and body metal detection, became operational for all staff and visitors entering the prison in October 2021. Due to the lack of trained EGS OSG staff, the increased security measures were initially limited to few hours each day. The Board can report that EGS became fully operational throughout the day in March 2022. Night staff are searched prior to entry into the prison but EGS is not operational following their arrival and during the night hours.

The X-ray baggage equipment has yet to arrive.

The establishment has introduced a model to understand the 'hierarchy' of drug activity on the wings which is intended to enable a better understanding of debt and threat. Interventions in place include:

- facing up to conflict
- multi-disciplinary team meetings for complex cases
- key workers
- Samaritans
- working with custodial managers (CM) to create bespoke plans to help manage poor behaviour

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

The Board observed the general condition of the establishment to be of a good standard. The residential wings were generally clean and tidy and the association areas and serveries mostly hygienic.

The yards and grass areas tended to be untidy due to the throwing of litter from wing cell windows.

Kitchen equipment was found to be in a good working order. Repairs were usually carried out within a reasonable time frame. During one monitoring visit, however, it was found that three ovens and one floor standing mixer had been waiting several months to be repaired. The Board was informed the delay was due to contractor issues.

The Board received complaints during the hot summer periods that some cells were unbearably hot and stuffy. Poor cell ventilation due to the Perspex windows, a poorly regulated heating system and hot water running through the pipes during the night were the main factors. Prison staff responded and the heating was subsequently turned off at night to allow the cells to cool down.

The installation of in-cell telephony is ongoing. As of February 2022, in-cell telephones have been installed in six of the 12 wings. The delays were due to asbestos in the roof space above some wings and problems with contractors.

Prisoners on the wings with in-cell telephones complained that calls were cut off after 20 minutes. The Board is informed this is for security reasons.

In-cell telephones will help many prisoners maintain family ties. This may contribute to improving their emotional wellbeing but the installation delays have led to frustration.

Recruiting prisoners to work in the kitchen was difficult and led to staff shortages and some complaints about food quality. Mouldy food and small meal portions were examples provided to the Board. Meals were also reported to arrive at times different to that advertised and to what was ordered from the menu. Some prisoners complained that an inappropriate substitute meal was provided on occasions.

The Board understands that some food-related complaints were due to supplier issues. The situation could have been resolved by providing advance warning of changes to the menu. It is important that appropriate substitute meals, that meet dietary needs, are provided and where possible food preferences are met.

A revised menu sheet containing foods that reflect cultural events was launched during the reporting year.

Some prisoners cook food in their cell kettle which is not desirable. There are no wing cooking facilities or microwaves. Tinned food and packet rice are examples of food items available to purchase from the canteen. The Board has brought this to the attention of the head of business assurance.

## **5.2 Segregation**

The care and separation unit (CSU) continued to be busy. The unit has a total of 15 cells, one reception cell, one non-residential telephone cell and one special accommodation cell. It is clean, tidy and well maintained.

On average, during 2021, eight prisoners were on the unit at any one time, which is a reduction from the previous reporting year. The average length of stay for prisoners was twelve days and five were held for over 42 days. This was often due to delays in transferring prisoners to other prisons who were segregated from the prison population for their own personal safety reasons or for the purposes of staff safety.

One prisoner was moved to special accommodation during the reporting year. In the Board's opinion, the move was handled well by staff and the prisoner was treated fairly throughout.

A major strength of the CSU is its officers. They work well with the individual prisoners and understand how to deal with some of the complex and extreme behaviours demonstrated by those residing in the CSU.

There were nine dirty protests during 2021. Staff seemed to respond well considering the circumstances and the difficulty involved with managing these types of incidents. The Board is confident that the process termed 'virtual segregation', under which a prisoner can be moved from the CSU to a segregation unit in another establishment, was used responsibly. The Board was concerned that the process was being used to circumvent the requirement for approval by the Prison Group Director (PGD) after 42 days of segregation. Following investigation, the Board can report there was no evidence this occurred.

Healthcare and the MHCT support the CSU. They visit the unit each day to speak with the prisoners and administer medicines. A healthcare and MHCT representative attend every review held in the CSU. The chaplaincy visit the CSU daily.

The Board is concerned that some prisoners with complex mental health needs were kept in the CSU for long periods of time rather than being transferred to secure mental health accommodation. It is understood that this was due to a lack of secure mental health accommodation.

Prisoners received a managed daily regime, which included a shower, exercise time and an opportunity to use the telephone. Library books and in-cell education packs were available to the prisoners.

The adjudication and review processes conducted in the CSU were observed to be consistent and well-managed with all required departments attending regularly. A member of the Board attended good order or discipline (GOOD) reviews on a regular basis and visited CSU residents on a weekly basis throughout the reporting year.

### 5.3 Staff-prisoner relationships, key workers

The reporting year 2021 was again extremely challenging for both prisoners and staff and the Board commends the resilience of both. Our limited observations found relationships between staff and prisoners to be generally positive. We have little evidence of overtly inappropriate exchanges. The role played by the chaplaincy and non-uniformed staff was valuable during the regime restrictions.

The Board is aware there were concerns about how some prisoners were being addressed and were addressing each other. A respect campaign was subsequently launched which centred on addressing individuals as Mr, Ms or Mrs preceding their last or preferred first name. Board monitoring observed posters promoting the campaign on the walls of some, but not all, wings.

Key worker interventions were maintained for most of the reporting period. The Board was unable to assess the effectiveness of this work but can confirm that the PGD reported very positively about key work delivery and wellbeing checks during his visits to the prison.

Weekly key worker sessions were prioritised, due to the restricted regime and staff shortages, for prisoners either on an open ACCT, on a challenge, support and intervention programme (CSIP), for prisoners coming up for parole or release or for those self-isolating. Key worker sessions were delivered when possible to the rest of the prison population twice a month.

The average percentage of monthly key worker sessions completed for all prisoners, between July and December 2021 was 83%.

Opportunities existed for prisoners to become prison council, safer custody, equality and violence reduction representatives or a Listener, gang member mentor or peer supporter.

### 5.4 Equality and diversity

<b>Discrimination Incident Report Forms (DIRFs) by protected characteristic</b>	<b>2020</b>	<b>2021</b>
Age	3	1
Disability	20	6
Gender/sex	0	0
Gender realignment	0	0
Marriage/civil partnership	0	0
Pregnancy and maternity	0	0
Race	61	68
Religion and belief	6	17
Sexual orientation	2	1
Unknown	0	2
<b>Total</b>	<b>92</b>	<b>95</b>

In December 2021, the population demographic included 37% Black and 33% White prisoners.

From January 2021 to December 2021, the number of DIRFs submitted showed a small increase of three on 2020. The Board has evidence that 16 of the DIRFs submitted in 2021 included multiple protected characteristics reported on one DIRF. Race continues to be the highest category of complaints at 61%.

On average, 85% of DIRFs were completed on time. The main reason for late completion was staff shortage or staff absence due to Covid-19. The Board has evidence that not all interim responses to DIRFs were completed on time. All DIRFs are audited by the governor.

Following investigations, 18 DIRFs submitted were upheld. This is 19% compared to 8.6% in 2020. The Board has been advised that the reason for the increase in upheld DIRFs is due to staff having more time to complete a thorough investigation due to the restricted regime.

The Board is encouraged to see a reduction in complaints regarding disability despite the number of registered disabled prisoners remaining constant at 20%.

The number of DIRFs submitted regarding religion and belief saw an increase in 2021. The Board has been advised that no specific trends were identified following investigations.

The Board can report that the race equalities action team (REAT) and equalities action team (EAT) meet quarterly and explore any disproportionalities. If disproportionality is identified, further investigation is conducted and reported back at the following meeting.

The establishment had six equality representatives across five wings.

## **Adjudications**

During 2021, there were 1,582 adjudications held. By February 2022, 845 were proven (53%). This is not a finalised outcome as several adjudications from November and December were remanded pending further information. Some adjudications were adjourned throughout the reporting year due to the restricted regime.

During the months of July, August and September, there were 368 charged adjudications. Of these, 189 (51%) involved White men, which is disproportionate compared to the White prison population (33%). Of the 189 charged, 116 (61%) were proven.

It was identified that a specific group of White men were responsible for this disproportionality. Fifteen White men were responsible for 85 charged adjudications.

In general terms, no other disproportionality was identified although age and disability were close to within range. The Board will continue to closely monitor.

## **5.5 Faith and pastoral support**

The chaplaincy team consists of full-time, part-time and sessional chaplains catering for a diverse mix of faiths. They represent the main Christian faiths, Islam, Sikhism, Hinduism, Judaism and Paganism. Although there is no representative for prisoners

of the Buddhist, Rastafarian and Mormon faiths, the chaplaincy supports the spiritual and emotional needs of all prisoners regardless of their own religious beliefs.

In the absence of corporate worship, the chaplaincy produced weekly worship packs for the different faiths. On a rota basis they visited each wing cohort every two weeks. This enabled them to hold one-to-one or small group meetings with prisoners within their cohort. Wing visits were not faith specific. If a prisoner requested a visit from a faith leader of their religion it was accommodated where possible.

Worship services were made available on Wayout TV and on National Prison Radio via the TV.

Religious festivals for many faiths were celebrated throughout the year. The chaplaincy is aiming to make them more inclusive to prisoners of all faiths and religions, for example by providing generic food as well as token food for the specific religious festival being celebrated.

To enable prisoners celebrating Ramadan to eat a hot meal following their period of fasting, electric lunch boxes were provided. The boxes are only suitable for use by a prisoner in a single cell or where only one prisoner in a shared cell is celebrating Ramadan, as each cell only has two electric sockets.

Chaplains continued to be accessible to new prisoners the morning following their arrival. They made visits to the CSU daily and to prisoners on an ACCT weekly. The chaplaincy made sure they were actively involved in ACCT reviews.

The chaplaincy team continued throughout the year to provide important pastoral and bereavement support to prisoners and staff, regardless of faith or religion. They have identified the need for prisoners to have access to professional counselling and talking therapies.

## **5.6 Incentives schemes**

The prison monitored the incentives scheme during the reporting year. All wing reports were analysed, the scheme amended and training implemented. The Board has reviewed the incentives policy data carefully and can report that, for the period April to December 2021, no disproportionality was identified in relation to ethnicity. The Board will continue to monitor closely.

## **5.7 Complaints**

There was a total of 1,876 of complaints during the reporting period (compared to 1,873 in 2020). Of these, 27% were recorded as miscellaneous, 15% as relating to property, 11% as relating to recategorisation and 6% as relating to correspondence. It may improve clarity and hence direct the appropriate actions if the miscellaneous category could be subdivided as appropriate.

Whilst the total number of complaints remains almost unaltered from the previous reporting period (2020), there was an increase in complaints relating to correspondence of 140%, property 49% and miscellaneous 26%.

There was, however, a 63% reduction in complaints relating to confidential access. It may be interesting to know if this reduction is a result of targeted actions by staff.

In addition to the total number of complaints (1,876) a further 389 were regarding other establishments. Of these 389 complaints, 218 (56%) related to property. There were 176 appeal complaints during the reporting year.

The prison has an effective system and clear procedures for dealing with prisoner complaints. However, the Board is aware that on some occasions complaints and appeals are investigated by the staff member who is the subject of the complaint. This should be avoided and the complaint dealt with by a different staff member who is able to provide a balanced and independent response. Any subsequent complaint appeal should be investigated by a different person more senior to the one who responded to the initial complaint.

The Board commend the complaints clerk who, in a timely and efficient manner, processed a high volume of complaint applications. We have evidence, however, that when the complaints clerk was absent, not all complaints were processed and inputted into the system on the day of their collection from the wing boxes. The spreadsheet showed that the complaints were replied to within the appropriate time scale but did not take into account the delay in the complaint being recorded onto the system.

Delayed responses can undermine prisoner confidence in the complaints process. The Board will continue to monitor this closely.

## **5.8 Property**

Property continued to be one of the commonest areas of complaint (section 5.7). It was also the commonest area of complaint to the Board. Throughout the reporting year, the Board received and processed 170 applications relating to property. This was an increase of 26% on 2020.

In total, 33% of all applications to the Board concerned property. The most common complaint (146 cases) concerned property 'lost' in the establishment, in another establishment or during transfer. This issue was responsible for over a quarter (29%) of all applications to the Board.

It is the opinion of the Board that staff could be more proactive at times in dealing with a prisoner's property queries rather than advising prisoners to make formal complaints or the submission of Board applications.

A property protocol was issued by the governor, October 2021, in response to the length of time prisoner property was sitting in reception. During monitoring, the Board found that this protocol was not being followed. The reasons given to the Board for this were:

- staff shortages on the wings

- a return of the regime to stage 3
- the length of time it took to scan all items entering the prison
- the extended time it was taking to process items when the sniffer dogs were not available

Lost property causes unnecessary aggravation and frustration to prisoners. Responding to property issues are time consuming for staff and the Board.

The Board can report that it frequently discussed the issue of prisoner property with both the governor and deputy governor. Following these discussions in early 2022 the prison introduced a new property protocol stating that property is to be issued within one week of its arrival.

## **6. Health and wellbeing**

### **6.1 Healthcare general**

Northampton NHS Foundation Trust continued to provide HMP Onley healthcare services.

Complaints to healthcare totalled 222. Nearly a quarter of all complaints were related to treatments (23.4%) followed by medications (15.3%). An additional eight healthcare complaints were escalated directly by prisoners to the attention of the trust.

The Board will monitor healthcare complaints carefully during 2022 to understand any patterns and trends.

The number of applications to the Board relating to healthcare (44) were similar to last year (42).

### **6.2 Physical healthcare**

Testing for, and vaccination against, Covid-19 was promoted by healthcare with every effort made to encourage prisoner vaccination. In January 2022 approximately 48% of the population had received the first vaccination, 38% the second and 25% the booster.

Healthcare access and waiting times were reasonable and managed on a wing basis. Application forms were triaged according to medical need. A general practitioner (GP) was on site daily.

Regime restrictions affected the provision of specialist care, for example, physiotherapy and podiatry. Delays with hospitals booking appointments and the restricted availability of wing officers for escort duty resulted in a reduced number of referrals being made and the introduction of needs-based prioritisation.

The impact on healthcare of staff shortages was minimised by the regular use of agency and bank staff provided by healthcare agencies. A new paramedic started in February 2022 and healthcare assistants were being recruited.

Induction packs containing information on wellbeing and on how to contact healthcare were available to all prisoners on arrival at HMP Onley. Some information on health and wellbeing was displayed along the main corridor and on the wings. National awareness days were promoted.

A health promotion strategy, to raise awareness of various health issues, was launched in January 2022 by healthcare, education, safer custody and the gym. The Board would welcome a greater focus on promoting physical as well as mental health and emotional wellbeing.

The dental service had a significant waiting list during 2021. At one point there were 130 prisoners waiting for routine care, 30 waiting for treatments and 30 waiting to see the dental hygienist. The waiting list for routine dental care had reduced to 84 by January 2022 with no list for the dental hygienist or for aerosol generating

procedures (AGPs). Five prisoners were waiting for a dental hospital appointment following referral.

Urgent care treatments, once resumed, were affected by prisoners arriving late for their appointment. The Board was informed this was due to the shortage of wing officers. Completion of treatment sometimes required another appointment.

Optical services resumed once a fortnight. The optician's waiting list in January 2022 was 50.

The dispensing hatch on the main prison corridor is open only between 8am and 9.30am and 3.45pm and 5.30pm. This means night medication is not received at a clinically appropriate time. The Board is informed this is due to staff shift patterns.

Prisoners who fail to report to the medicines hatch are promptly identified and their medication is subsequently reviewed by either healthcare or the mental health care team in conversation with the prisoner.

Of the medicines taking population approximately 20%-25% self administer (in cell possession (ICP)). The majority with this ICP provision are in a single occupancy cell. There are, however, a number of prisoners in dual occupancy cells that have no secure medicines storage facility.

This issue was identified in Her Majesty's Inspectorate of Prisons (HMIP) inspection in 2019 and is a concern of the Board. We are aware that Mirtazapine has been found on occasions in the possession of prisoners not prescribed this medication.

### **6.3 Mental health**

Staffing levels within the MHCT remained good during 2021. In December, one Band 6 registered mental health nurse (RMHN) was being recruited to join the existing complement of six RMHNs. The team further consisted of one occupational therapist, one learning disability nurse, a support worker, one psychologist, two assistant psychologists and one psychiatrist. Three of the RMHNs are non-medical prescribers.

The MHCT responds to all referrals including those that are deemed to be inappropriate: for example, a request for sleeping medication. Urgent referrals are assessed by the MHCT within 48 hours of referral and non-urgent referrals within five days.

The number of applications for mental health support received between January and December 2021 was 91. This was not significantly different from the number of applications received in 2020.

The new information technology (IT) system for recording referrals to mental health from wing officers and staff was reported to be firmly embedded. Telephone referrals to the MHCT from staff are no longer accepted. They are required to complete a paper application.

The Board welcomes an initiative for all prisoners to have a direct line to mental healthcare on completion of in-cell telephony. It is planned the line will operate

between the hours of 9am and 5pm. Out of hours calls will be answered by wing Listeners.

The MHCT work closely with Phoenix Futures and the integrated drug treatment system (IDTS) by sharing consented information regarding a prisoner's needs including mental and physical health and substance misuse.

Progress to increase mental health awareness among all staff and introduce trauma informed care was impacted by the regime restrictions. The MHCT report they are working closely, however, with safer custody and the Samaritans to adopt a trauma focused care approach to improve how they support prisoners with mental health issues.

There is no professional counselling service at HMP Onley. Counselling techniques and skills are incorporated into many therapeutic and psychological interventions. The psychiatrist, chaplaincy, Listeners and Samaritans offer valuable support. The chaplaincy and the MHCT both identify, however, that there is a need for a 'professional' counselling service and talking therapies to improve mental health and emotional wellbeing outcomes.

#### **6.4 Exercise, regime**

The various regime stages imposed limitations on the amount of time spent out of cell. Nevertheless, the Board is of the view that with all their complexities the regimes were managed efficiently and effectively. All prisoners had daily access to showers, fresh air, exercise and in cell activities. The Board believes prisoners were out of their cells for approximately one hour per day but due to no direct monitoring taking place this cannot be verified.

Prisoners were offered more daily time out of cell with the easing of restrictions and the allocation of one activity area to each wing (stage 2 regime). With the move to the stage 1 regime, prisoners on different wings were able to mix in workshops, education, the gym, social visits and the chapel. This was made possible by dividing the prison into three sections for movement (wings ABCD, wings EJK and wings GHIL). The reintroduction of a more restricted regime (stage 3) during November 2021 followed a rise in Covid-19 cases.

The gym reopened during April 2021. Organised on a wing cohort basis, prisoners were offered two gym sessions per week. This consisted of at least one weights session in the gym and either one football session on the Astro turf or one badminton session in the sports hall. The use of gym equipment remained limited. Free weights, resistance machines and kettle bells could not be used. The gym maintained the stage 3 regime throughout stage 2.

Many activities were halted or severely disrupted as a result of the pandemic and the Board does not know how much this, and the time spent prisoners spent in their cells, will impact on their mental health, wellbeing and rehabilitation.

## **6.5 Drug and alcohol rehabilitation**

The substance misuse service continued to be provided by Phoenix Futures. The contract is currently out to tender. The service, therefore, may be configured differently in the future depending on the outcome of the tendering process.

The role of the recovery champions, to meet new prisoners during induction and assist them to become familiar with existing services, remained suspended during 2021. Instead, new prisoners received a letter from the team containing information on how they could contact the service.

The first HMP Onley drug strategy was in the process of being developed. It reflects the National HM Prisons and Probation drug strategy and local drug strategy which aims, through a coordinated approach, to reduce drug dependency by decreasing demand and supply. The completion of the strategy and its implementation will be welcomed by the Board.

Mandatory drug testing (MDT), in accordance with national policy, remained suspended. Limited testing briefly resumed during November 2021 but ceased weeks later due to a rise in Covid-19 cases. The absence of MDT meant there was correspondingly an absence, throughout 2021, of prevalence data on substance misuse. The substance misuse service worked closely with safer custody, security and the head of residence to monitor drug usage amongst the population. The Board can report that MDT resumed during February 2022.

Referrals to the service were received mainly from healthcare and the MHCT but also from wing officers. Although the range of provision during 2021 was curtailed and group work put on hold, individualised psychosocial interventions were maintained via in cell structured workbooks. Individual progress was monitored and assessed and one to one support offered. Care plans were reviewed every 12 weeks.

For the period January–December 2021:

- total number of prisoners referred to the service needing drug treatment – 265
- total number of prisoners assessed as required to undertake impact interventions as part of sentence planning – 255
- prisoners who were offered the service but declined to engage – 119
- prisoners who completed all work with their allocated worker – 46

A recovery unit was set up on J wing during 2021 for prisoners undergoing drug treatment and wanting to rehabilitate. They can be referred, or apply to move, to the unit. Prisoners on the unit should get priority access to various substance misuse support services, for example, auricular acupuncture, cognitive behavioural therapy (CBT) interventions, recovery gym and alcoholics anonymous (AA) when it resumes in 2022. At the end of the reporting period (February 2022), 43 prisoners were residing in the unit. This is 57% of the J wing population.

The embedding of an incentivised substance free living (ISFL) unit on K wing for prisoners who want to stay free of drugs is in progress. The Board is informed it will mirror the approach taken at HMP Pentonville.

## **7. Progression and resettlement**

### **7.1 Education, library**

In comparison to 2020, there was a 563% increase in the number of courses achieved (up from 70 to 394) and a 290% increase in the number of in-cell workbooks delivered (up from 67 to 194). Of the in cell workbooks accredited packs increased by 263% (from 62 up to 163) and unaccredited packs increased by 620% (from 5 up to 31). Twenty prisoners were studying with the Open University.

The Board is pleased to report that education has plans to develop its provision. This includes introducing courses in construction and health and safety (Construction Skills Certification Scheme (CSCS)), barbering and warehousing as well as additional mathematics and English. The Board welcomes any developments that will provide opportunities for prisoners to gain meaningful and relevant skills and qualifications.

The Board is encouraged that an employers' champion role is to be developed. The role aims to specifically to build a stronger working relationship between education, employers, workshops and activities.

Education underwent a period of instability during the reporting year along with staff shortages. The Board is informed the issues are being resolved.

By the end of January 2022, all education vacancies were filled. Two senior managers were replaced by two new senior managers. A waiting list for English and mathematics led to the appointment of an additional tutor in these subjects.

The transfer of the library to PeoplePlus from Suffolk Libraries was difficult for the staff involved. The appointment of a full-time librarian assistant, to support the two part-time customer and information advisors, subsequently helped to resolve some of the issues.

The library opened Monday to Friday during 2021 but offered only an application and delivery service to each wing twice a week. Monitoring visits found the library to be well stocked with a wide range of books, including audiobooks, puzzle sheets, quick reads, self-help resources and books in different languages. Prisoners with specific needs were catered for on request. A large stock order for 158 items was placed in September.

The Board is hopeful that a seamless service will be provided now that education and the library are both under PeoplePlus. For example, it should enable library stock to be better aligned to specific courses and the needs of learners.

Improvements to the library environment included new computer desks, DVD shelving and improved shelf signage. A project that entailed re-barcoding the entire library stock and entering the prison population onto the computer system was completed.

### **7.2 Vocational training, work**

Throughout 2021, the opportunities for meaningful work were affected by regime restrictions. Most of the workshops were closed, although approximately 112 prisoners were able to work throughout the year in either the kitchen or on the wings.

The move to stage 1, in October, enabled more prisoners to work part-time. This was facilitated by a morning and afternoon two-shift pattern across approximately 430 work places:

- 280 part time workshop places
- 100 wing worker places
- 50 orderlies and mentors

Workshop attendance was 62% during stage 1. Unfortunately, not all available workplaces could be filled due to the complexities involved in allocating workspaces to each wing.

Encouraging prisoners to work was a challenge. This was partly due to the £10.50 per week unemployment rate of pay and partly due to the number of work spaces available. The unemployment rate was reduced once the establishment moved into the stage 1 regime stage. A few weeks later most workshops again closed, following a rise of Covid-19 cases, and the unemployment rate of £10.50 was reinstated.

The Board observed, during monitoring visits, that the workshops were being run by committed trainers. We were pleased by the level of enthusiasm demonstrated by the prisoners when at work. Due to the stop and start nature of the workshops throughout 2021, the ability for prisoners to achieve a meaningful qualification on release has been severely affected. Whilst in-cell training packs have been useful, they cannot replace face-to-face and practical tuition.

Workshop staffing has been a challenge throughout the year due to absences and vacancies. As of the end of January 2022, the establishment has six Band 3 instructor vacancies and four Band 4 (those that can teach) vacancies.

The Board has highlighted in past reports the highly competitive local employment market. In order to stimulate greater interest among potential instructors and expand the provision of workshops and training spaces at HMP Onley, the establishment has submitted a business case to move some of the Band 3 positions to a Band 4.

The Board recognises the establishment needed to create a Covid-safe work environment and that this prevented work opportunities being available to all prisoners. The Board, however, is very concerned how this will impact on prisoner outcomes.

The Board is encouraged by the establishment gaining a new contract with WasteCare (recycling of white goods service) and is hopeful this may provide employment opportunities for some men on release.

### **7.3 Offender management, progression**

Offending behaviour courses were severely disrupted by the restricted regime throughout the reporting year. The thinking skills programme (TSP) and the Resolve courses ran but in a different format. A combined total of 20 prisoners completed these courses during 2021. The lack of trained group facilitators prevented more TSP and Resolve groups from running.

There were 23 prisoners on the waiting list for the TSP and 22 for the Resolve programme in February 2022. The backlog of prisoners waiting for a suitability assessment was 86. The Board is concerned that the number of prisoners waiting to attend an intervention course will affect their progression towards gaining category D status.

Resolve is in the process of being phased out, therefore referrals to this intervention programme ceased at the end of 2021. This has created a gap in provision for prisoners assessed as medium risk of violence who would benefit from attending this course as part of their rehabilitation.

The planned introduction of the Identity Matters intervention for prisoners convicted of group and gang-related offences remains on hold. Gangs are identified as a significant area of concern at HMP Onley. A gap in provision remains for prisoners convicted of gang-related or intimate partner violence offences.

The Board is concerned that probation continues to be understaffed. During September 2021 there was a shortage of 3.5 probation officers. This left only two probation officers to manage the caseloads of prisoners assessed at high risk of reoffending, approximately 50% of the population.

The total number of prisoners transferred to category D establishments during the period January to December 2021 was 151. This was a 11% decrease on the 169 prisoners transferred during 2020. One hundred and seven prisoners who met the eligibility criteria for a category D establishment were awaiting transfer as of the end of December 2021.

The lack of category D accommodation, particularly south of HMP Onley, and difficulties with securing transport, were the main factors. These factors are beyond the control of the offender management unit (OMU). The Board has evidence that prisoners meeting the category D establishment eligibility criteria, and waiting months to be moved feel very demoralised and frustrated. This inevitably has a negative impact on their mental and emotional health and wellbeing.

Parole hearings continued to take place remotely although some did occur face to face. A total of 56 prisoners were granted home detention curfews (HDC) following HDC boards.

As of December 2021, 71 prisoners were without an offender assessment system (OASys) sentence plan. Whilst this is a significant reduction since 2020, the delay in having a sentence plan can impact on prisoners. It may be a factor contributing to the 29% increase to the Board of applications (67) relating to issues concerning sentence planning, including HDC, release on temporary licence, parole, release dates and recategorisation, in comparison to 2020 (52).

#### **7.4 Family contact**

Physical no-contact social visits resumed in April 2021 on a wing rota basis. Initially 13 spaces were allocated to each wing per week but this increased to 25 in November. Prisoners were entitled to two visits per month, each lasting one hour. Visitors were required to produce a certificate showing they had tested negative for Covid-19 within 24 hours of the visit.

Visitors were invited to order, the day before their visit, a £5 refreshments box to be collected on leaving the prison.

Applications for Purple Visits (secure video calls) averaged 200 per week. Each wing was allocated a number of time slots on certain days of the week for a call of 30 minutes. Due to the low overall usage of Purple Visits, prisoners were often able to book more than one video call per month. On wings with a higher uptake of booked video calls this was not always possible. All video calls were monitored.

## **7.5 Resettlement planning**

Resettlement continued to work with all prisoners in the three months leading up to their release. Contact with each prisoner, between April and July 2021, was conducted remotely via a paper questionnaire to assess need, except for the most vulnerable of prisoners when face-to-face contact was maintained. Staff commented to the Board that using the paper questionnaires did not generally affect their ability to assess a prisoner's resettlement needs.

Resettlement services transferred to the Probation Service, East of England, in June 2021, from NOVUS. The subsequent introduction of a new operating model has affected the way the service is delivered.

Prior to the transfer, an education, training and employment specialist was responsible for all outcomes. Under the new operating model, education, training and employment are community-based interventions. Support for prisoners in this area will be provided, therefore, only once they have been released into the community. Resettlement, therefore, are exploring if the information, advice and guidance (IAG) team (Novus Advise) can assist in picking up referrals for prisoners in their last 12 weeks prior to release.

A housing service is no longer based at HMP Onley. Resettlement staff therefore now liaise with outreach housing services. They are predominantly St Mungo's in London and Seetec in the east of England. The percentage of prisoners who were released into settled accommodation each month during 2021 was consistently above 75%.

The Board will carefully monitor the impact of the new operating model of service delivery on prisoner outcomes during the next reporting year.

The return of the job centre and job centre work coaches, in July 2021 for four days a week ensured prisoners received help in finding employment and preparing a claim for universal credit.

The departure lounge continues to provide a valuable service to prisoners on the day of their release. Of the 91 prisoners who were released between September 2021 and the end of December 2021, 56 chose to attend the lounge (65.5%) on the day of their departure. On arrival, each prisoner received a detailed release information pack including tailored guidance and support appropriate to their need.

Prisoners were able to leave prison with items of clothing, free of charge, from the departure lounge clothing donation scheme. Good quality unwanted clothing is donated to the scheme by prisoners and staff.

Bank accounts were opened for 51 men prior to their release between July and December 2021. Resettlement is aiming to use some of the available Reducing Reoffending, Partnerships and Accommodation (HMPPS) money to help prisoners coming up for release apply for their birth certificate. This will provide them with an additional form of identification.

The prison purchased 25 mobile phones during 2021 for resettlement to issue to the most vulnerable prisoners on release.

## The work of the IMB

During the reporting year, three of the eight Board members resigned and a new member was appointed. The recommended complement was not achieved despite a recruitment campaign but the Board managed to conduct monitoring activities and handle prisoner applications.

Structured rota visits took place on two or more days each week. The visits involved observations and speaking with uniformed and non-uniformed staff. Face-to-face contact with the prisoners in the main was not possible. The Board is aware this is a limitation of the report.

Board representatives attended the prison council, safety, equality and equality action team meetings. Representatives of the Board also resumed their attendance at the use of force meetings. The monthly East Midlands region Board meetings were attended by the Chair or vice chair.

A Board member visited the CSU once or twice a week and attended reviews and adjudications. A few monthly Board meetings were conducted remotely but the majority were held in the prison. The Governor (or deputy governor) was invited to attend part of the meeting for approximately 30 minutes to discuss with the Board any relevant issues and answer questions. Part of the Board meeting was set aside for an invited governor, custody manager (CM), officer or staff member to update the Board on new developments within their area of work in the prison.

Board members attended mandatory training courses and professional development opportunities such as webinars throughout the year run by the Secretariat. Board members also contributed to operating the 0800 line.

### Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	6
Total number of visits to the establishment	413
Total number of segregation reviews attended	267

## Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	24	18
B	Discipline, including adjudications, IEP, sanctions	30	10
C	Equality	2	0
D	Purposeful activity, including education, work, training, library, regime, time out of cell	16	22
E1	Letters, visits, telephones, public protection restrictions	15	17
E2	Finance, including pay, private monies, spends	2	3
F	Food and kitchens	4	12
G	Health, including physical, mental, social care	42	44
H1	Property within this establishment	52	24
H2	Property during transfer or in another establishment or location	83	146
H3	Canteen, facility list, catalogue(s)	4	11
I	Sentence management, including HDC, release on temporary licence, parole, release dates, re-categorisation	52	67
J	Staff/prisoner concerns, including bullying	29	37
K	Transfers	12	34
L	Miscellaneous, including complaints system	84	52
	COVID	1	0
	Confidential Access	16	12
	Total number of applications	468	509



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