



Annual Report
of the
Independent Monitoring Board
at

HMP ONLEY

for reporting Year
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Monitoring fairness and respect for people in custody

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1. STATUTORY ROLE

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

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison, and the range and adequacy of the programmes preparing them for release
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has
- (3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison, and also to the prison's records.

2. EXECUTIVE SUMMARY

Main judgements

Are prisoners treated fairly?

On the whole, we believe that prisoners are treated fairly in this establishment. However, replies to complaints lack detail, and in many cases drive a further complaint being taken to a higher level in HMPS. These rushed responses are not helpful to the prisoners and undermine the complaints process. There are also particular issues relating to complaints that have to be forwarded to other prisons; these are often not replied to in a timely manner, or at all, which causes considerable frustration, and without a response the prisoner struggles to claim compensation.

Adjudications in the care and separation unit (CSU) continue to achieve a proper balance between care and punishment. However, we have noted that a substantial number of adjudications are not proceeded with owing to procedural errors in processing. Property remains a significant issue to prisoners, and there are problems in connection with lost, stolen or damaged in-possession property when prisoners are moved from other prisons to HMP Onley, which can cause a lot of anguish to them.

Are prisoners treated humanely?

Prisoners are, in general, treated humanely. During the reporting year, living conditions on the larger wings improved, after a huge emphasis on cleanliness. The quality and quantity of the food served gives rise to very few complaints. The gym, library and education centre all offer good opportunities, and provision for all religious faiths is good. The general atmosphere in the association areas and on the wings is usually cheerful and cooperative.

There continue to be concerns, however, about the number of prisoners who are not engaged in employment or education but are locked behind their door for large amounts of the day, which we feel is unacceptable for a 'training' establishment. It should be noted that, in the later part of the reporting year, this situation improved.

Continuing issues with staffing levels led to a restricted regime for more than the first half of the reporting year, which does not benefit the prisoners. While attempts have been made to address these shortcomings, the loss of experienced staff across the whole prison estate has had a detrimental effect on many aspects of the establishment. However, it was pleasing to see that, in the latter part of the reporting year, there was a significant improvement in staffing levels, and this needs to be maintained.

Are prisoners prepared well for their release?

There has, unfortunately, been another difficult operational first half of the year at HMP Onley, with wide use of 'acting up' positions across all grades, including at governor level.

Likewise, any education and training opportunities in the prison are rendered less effective by staffing shortages, which have an impact on the timely allocation to work/education and cause interruptions to the regime. We welcome ongoing links with outside organisations, to provide different opportunities for the prisoners while they are at the establishment.

The Board feels that the offender management unit and the resettlement team have done good work in the last reporting year to prepare prisoners for their release. However, the continued absence of offender assessment system (OASys) reports on arrival for many prisoners hinders their progress towards successful rehabilitation, with long delays in preparing them for recategorisation to category D, through no fault of their own. This results in many frustrated prisoners making complaints.

Main areas for development

TO THE MINISTER

The inexperience of new staff sometimes undermines some of the good work carried out in the prison. Experience is needed on the wings to protect/support prisoners and staff alike. Greater training/support is needed for POELTs to ensure that they carry out their jobs to the best of their abilities.

As a rehabilitation prison, the importance of purposeful work, enabling prisoners on release to gain meaningful employment, is a priority. The current salary offered to instructors does not compete favourably with that of outside employers in this area, with the result that the prison constantly struggles to recruit instructors with the necessary skills.

The Board believes that a capital bid for new kitchen equipment has been submitted, which is essential to provide adequate facilities in the kitchen.

When prisoners are transferred, property still gets lost, stolen or damaged. Only rarely is it located at the previous establishment and returned to the prisoner, causing considerable frustration and wasting time in trying to locate it. A much better process of transferring property between prisons is needed.

TO THE PRISON SERVICE

Far from home. Although HMP Onley has moved into the East Midlands group, it is predominantly prisoners from London and the South-East who are being transferred there. Onley is a prison with poor transport links. This combination of factors has a severe impact on the ability of prisoners' families to visit them, and undermines attempts to provide stability and continuity, both for prisoners and their partners and children, which the Farmer Review felt to be of great importance.

Transfers of recategorised prisoners. There is too much delay between the award of category D or B status and the resultant transfer between establishments. The category B prisoners, in particular, have to remain in the CSU until transfer, and too often receiving prisons refuse to accept individuals, causing overcrowding at Onley and increasing the opportunity for violence and vandalism. We feel strongly that the Prison Service should take a much more active and compelling role in ensuring the swift transfer of such prisoners. Furthermore, the general shortage of places at category D prisons frequently leaves prisoners recategorised as such frustrated and depressed.

Purposeful activity. While there has been some expansion of genuinely useful vocational training, the best workshops are able to take only a fraction of the numbers who could benefit. Onley needs to be able to expand successful activities placements and introduce additional ones, to enable more rewarding and useful training, and eventual employment.

General. Stability across all operational grades, including senior managers, needs to be maintained. A focus on staff turnover, to allow stability across the establishment, is also required. Given the competition for jobs in the local area (Warwickshire Police, HS2, etc.), it is felt that the local pay allowance at Onley should be increased to the London level to support recruitment and retention of staff needs to be urgently addressed, in order to help the governor with staff retention.

The speed with which prisoner complaints have to be dealt with often results in responses that have not been carefully considered. Prisoners need to have confidence in this process. This has certainly played a part in the large number of applications that the Independent Monitoring Board (IMB) has received during this reporting year.

Prisoner progression and rehabilitation continue to be undermined by the absence on arrival of OASys reports for prisoners. Greater availability of the Thinking Skills Programme and Resolve courses are needed to help prisoners gain category D status. However, once prisoners are eligible, movement to category D prisons is also very slow, causing further frustration for prisoners and staff.

TO THE GOVERNOR

The Board recognises the work undertaken in the latter part of the reporting year to run a full regime, but has concerns that after the withdrawal of payment plus and detached duties there is a risk that the regime may be curtailed again.

The Board feels that providing meaningful employment and tackling the large amount of drugs available in the establishment are the priorities that need to be improved in the short term.

The Board is concerned at the number of self-harm incidents in the reporting year (4.8), and we would like assurances about the actions being taken.

The Board is concerned that some key workers are not spending the allocated amount of time with their assigned prisoners, but rather briefly speaking to them as part of their normal wing duties. The Board often monitors P-Nomis entries by key workers, and believes that there is a need for additional training and quality assurance.

Improvements

Relationships between prisoners and staff have shown a distinct improvement over the reporting year. We have observed that dealings between prisoners and officers are usually respectful and constructive.

The introduction of the offender management in custody (OMiC) model has gone well so far, although it is still early days. The prison has tackled it with enthusiasm and a determination to make it work. We anticipate that the new key worker role and the establishment of a dedicated team of prison offender managers will mark a turning point between prisoners and staff, and drive down the number of complaints.

The recent improvements in cleanliness – on the wings, in particular – are very welcome; the emphasis has to be maintained across the establishment. It was pleasing to see the replacement of cell windows on wings A–E during the reporting period (approximately 360 cells).

The reduction in violence has been a significant improvement.

3. DESCRIPTION OF THE ESTABLISHMENT

HMP Onley is an adult male category C London resettlement prison, situated between Rugby and Daventry. The population is split approximately 75%/25% between London and the Midland area prisoners. However, the prison became part of the East Midlands group during this reporting year.

In March 2019, the certified normal accommodation was 742. Prisoners are housed in 12 wings. This is consistent with the operational capacity of 742. Wings A–I, including F wing, the CSU, radiate from a single corridor in the main block, which also includes the kitchen, gym, education department, chaplaincy and healthcare unit. Wings J and K are located in a separate block, as is the newest accommodation: L wing. Previously, A wing was designated as a non-smoking wing, but the whole prison is now non-smoking.

The agency delivering education during this reporting year was People Plus. The courses supported by industry players include Halfords cycle maintenance and repair, and Halfords motor mechanics.

Physical and mental health services, and dentistry are provided by Northamptonshire Healthcare NHS Foundation Trust. The Coventry Samaritans train the Listeners and peer supporters.

Complaints to the prison (January 2019 – December 2019)

As can be seen in the table below, property makes up a large percentage of the total prisoner complaints received by the prison, followed by general conditions, employment and recategorisation.

Complaints Received	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep1 9	Oct1 9	Nov 19	Dec 19	TOTAL
Property	30	20	20	30	32	26	11	27	27	19	242
Monies	5	3	0	2	6	20	16	9	7	6	74
Correspondence	6	7	2	7	5	1	1	3	3	7	42
Closed visits	1	0	0	0	0	1	0	1	0	0	3
Visits	5	1	0	0	3	3	0	0	0	2	14
Security	0	0	0	0	1	6	6	8	1	6	28
Employment	24	9	16	13	7	11	30	20	32	34	196
Conditions	2	13	8	4	33	18	26	35	28	42	209
Bullying	3	1	1	2	6	1	4	5	3	0	26
Segregation	1	4	0	0	0	1	0	0	0	0	6
Food	5	2	6	4	1	2	5	9	6	8	48
Recategorisation	17	14	16	24	26	15	14	30	23	12	191
Transfer	6	2	3	10	1	2	4	13	12	5	58
Regime	2	2	1	1	0	2	3	1	0	1	13
Assaults	0	0	0	0	0	0	0	1	3	4	8
General applications	1	1	1	0	1	6	1	0	0	1	12
Confidential access	1	2	3	9	8	4	14	18	19	40	118
Adjudications	1	1	2	2	2	8	6	4	1	3	30
Canteen	1	2	0	2	0	1	4	6	5	3	24
Staff	1	8	4	4	6	9	10	5	4	7	58
PIN telephones	3	2	0	1	1	0	3	1	0	2	13
ROTL	0	0	0	0	0	0	0	0	0	0	0
IEP	13	9	5	10	1	6	7	10	18	6	85
Wages	0	0	0	0	0	3	3	0	1	2	9
Facilities	1	1	0	1	0	0	1	0	0	0	4
Miscellaneous	45	2	3	19	8	8	13	6	2	9	115
HDC	1	3	0	1	1	2	8	2	3	2	23
OASys	0	0	0	0	0	1	2	1	0	2	6
Parole	0	1	0	0	0	0	0	1	0	1	3
Sentence planning	1	3	2	3	2	2	3	10	5	2	33
TOTAL	176	113	93	149	151	159	195	226	203	226	1691

HDC, home detention curfew; IEP, incentives and earned privileges; ROTL, release on temporary licence

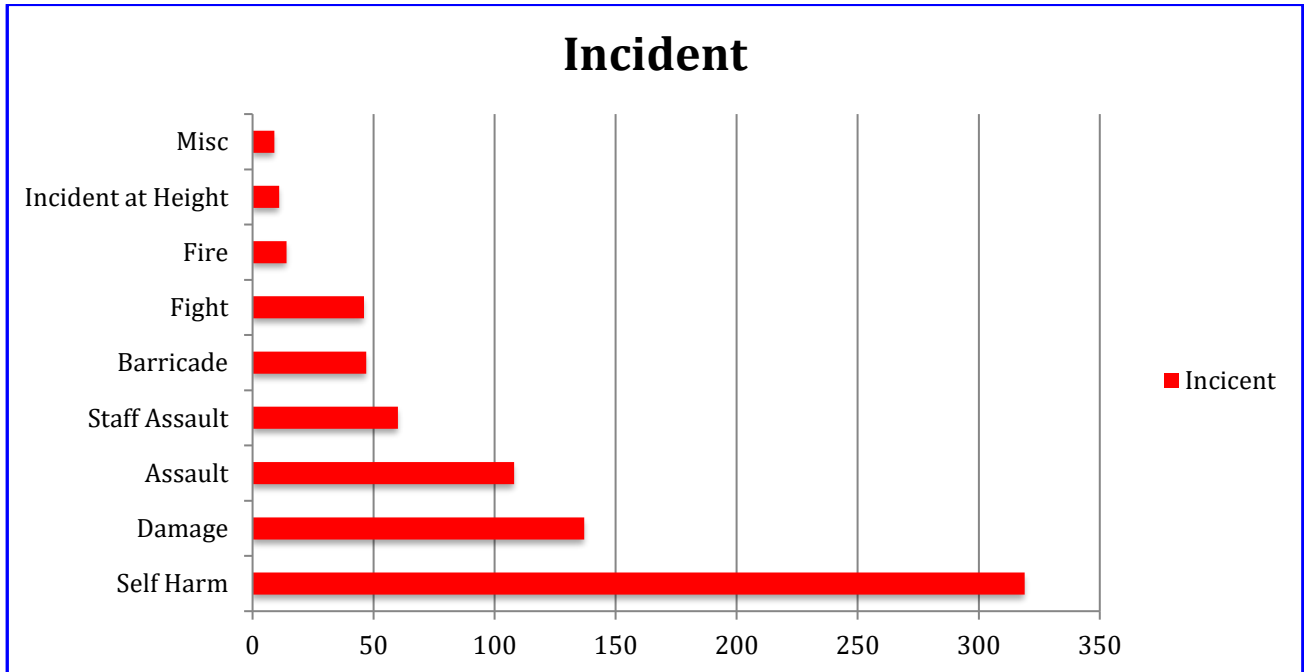
B. Evidence sections 4 – 11

4. SAFETY AND SECURITY

- 4.1** There is a well-established Listeners scheme, supported by Coventry Samaritans, which appears to be valued by prisoners.
- 4.2** Regular reports of drug finds and emergency calls to the healthcare unit due to drug use show that there is a continuing problem with drug trade and usage in the prison. This increases the likelihood of the levels of violence rising. The establishment's target for mandatory drug testing is 37 tests per month, which is being achieved. The governor has advised that suspicion-based drug testing is also under way; the average detection rate is around 25%. The national drugs strategy team (NDST) operates twice a week, and three dog units based at the prison are now in operation.
- 4.3** The levels of testing of prisoners' mail for new psychoactive substance (NPS) have increased, due to the installation of Rapiscan, and in November 2019, 127 items were tested, 16 of which contained spice and three cannabis, and five Rule 39 (legal correspondence) items were found to contain NPS.
- 4.4** The Board recognises the challenges faced by the prison due to its large number of inexperienced staff, with 65% having less than two years' experience (lower than last year, when this was 76%). The recent 12-week intervention from the standards coaching team (SCT) assisted with the excellent work of the two POELT mentors, in providing the new prison staff with mentoring and guidance. The SCT has also delivered an improvement in key prison officer skills across the board. In addition, it has identified the lack of training in clothing exchange store (CES) work, resulting in inadequate supplies of important basic clothing. Continuing staff development and management support are needed to encourage staff to develop self-confidence and positive interactions when dealing with prisoners. The Board has frequently observed staff isolated in wing offices or in staff-only groups on the wings, not interacting with the prisoners in their care.
- 4.5** Many mobile phones and illicit substances have been recovered through cell searches. While such finds are a significant cause for concern within the context of the supposed security of the prison environment, the fact that they have been intercepted does, in the long term, contribute to prisoner safety by reducing the root causes of much bribery, intimidation, violence and debt. It should be noted that there has been a reduction in violence in the reporting year.
- 4.6** There is a good working relationship between Northamptonshire Police, the London forces and the security department at HMP Onley, which results in the sharing of knowledge and intelligence. There are quarterly meetings, attended by both the local constabulary and prison governors.
- 4.7** A database containing all known gangs in London and the surrounding areas is now available, which enables prison staff to identify rival gangs and where best to house prisoners within

the establishment. It also enables a network of intelligence sharing between HMP Onley and other establishments and external sources.

- 4.8** From March 2019 to December 2019, 751 incidents were recorded, of which, 319 were self-harm incidents. The largest number of incidents of self-harm occurring in any one month during the reporting year was 44, in May 2019, and there were 41 in September 2019.



There were 11 'incidents at height' (compared with 10 in the previous year), of which the Board attended three. All of the incidents attended by the Board were dealt with in a professional manner.

- 4.9** The frequency at which incorrect rolls have been reported during the reporting year continues to have an impact on the regime, although the number of delays appeared to reduce throughout the year as the result of a new procedure being put in place.

- 4.10** During the reporting year, the following finds were uncovered:

Mobile phones	320
Alcohol ('hooch')	332 litres
SIM cards	65
Drug finds	514
Phone chargers	132
Tobacco	99 individual finds
Memory cards	29
Weapons	136

The board recognises the excellent work of the NDST, the dedicated dog team at Onley and local staff, led by the security department, to remove the above from the establishment during the reporting year.

5. EQUALITY AND FAIRNESS

- 5.1** The Board has identified on-going good practice in respect of aspects of diversity, such as recognising various key festivals and events of significance throughout the year. These were facilitated by the chaplaincy, supported by the kitchen or community donations. It is notable, however, that owing to the infrequency of visits for Rastafarians (fortnightly), it may not be possible to have celebrations on exact days of significance.
- 5.2** There is nothing to suggest that racist and homophobic incidents are not robustly challenged by officers. However, the prison has received 220 discrimination incident report forms (DIRFs) in total during this reporting year, which evidences issues that do occur both between prisoners and against staff. The prison should be conducting quality assurance on a random sample of 10% of DIRF replies, and the Board is confident of this being achieved since November 2019.
- 5.3** The continued degree of prisoner ‘churn’, with daily unannounced prisoner departures and arrivals, has the potential to undermine the system of meal choice and special diets. However, the kitchen staff manages the daily challenges in a safe, hygienic and timely fashion. One recurring issue relates to the provision of special diets for medical reasons. While complaints about this are relatively rare, and are usually in regard to intolerances, errors over the provision of such meals are problematic. Investigation suggests that such errors generally arise when a prisoner is transferred from elsewhere and the relevant information fails to reach the kitchen.
- 5.4** The prisoner council is a monthly forum in which prisoners’ views are treated in a respectful and considered manner.
- 5.5** The Board expresses concern over the cessation of the governor’s newsletter since the Ricoh print shop was withdrawn at the prison; the governor has advised that it will restart, but there has been no sight of it yet.
- 5.6** The visits hall continues to be a pleasant, softly furnished area, with toys and books available for children. The monthly family days – held on Wednesdays – are thoughtfully arranged to provide workshops and interesting activities in which families can engage, and the staff involved in these seem very enthusiastic and supportive of the visits. While the prison seeks to promote family links, the reality is that many prisoners from London receive either no or very few family visitors because of the prison’s relative inaccessibility. Prolonged lack of personal contact with family members undermines the resettlement process. Although a fixed cost for taxi travel from Rugby railway station to the prison has been negotiated, this is still expensive. It has been noted that other prisons have a van, which escorts visitors to the nearby railway station, driven by current prisoners on release on temporary license (ROTL). Current visiting days are: Tuesday, Thursday, Friday, Saturday and Sunday.
- 5.7** Prisoners at the establishment have all been in other prisons and should be fully aware of the complaints system, although they are often frustrated by failures to meet deadlines for replies (from other prisons) and the lack of depth to responses within the mandatory period. The Board flagged this with the governor during the previous reporting year, and the outcome

was a need for additional training. The Board believes that there has been a slight improvement in the process during the reporting year.

- 5.8** As with many areas of prison life, the complaints system severely disadvantages individuals with low levels of literacy. It is hoped that the return of the Shannon Trust literacy scheme will address some of these concerns. While many individual officers will offer assistance in such cases, prisoners do not always seek help, and hard-pressed officers might not necessarily have the capacity to engage in this type of support work. The newly introduced OMiC model (wing based) should provide more opportunities for prisoners with low literacy levels to engage in the complaints system.
- 5.9** The Board has continually criticised the recategorisation process as being inconsistent. A large number of complaints to the Board evidence this. The Board believes that this issue is causing tensions between prisoners and the establishment. The outcome of recategorisation reviews differs, depending on which governor undertakes them, and the Board believes that there needs to be clarification and communication throughout the process, to assist in managing expectations.

6. SEGREGATION/CARE AND SEPARATION UNIT

- 6.1** The CSU remains typically busy. Staffing appears to be a key strength; the officers on the unit know and engage well with individual prisoners. There is a shared understanding of expectations, which leads to a consistency of approach, with a commensurately positive impact on prisoner wellbeing. Staff continue to face problematic behaviour by the residents of the unit, as is expected by their location, but we consider that this is dealt with professionally and humanely.
- 6.2** There is a consistent and well-structured adjudication process, with the required departments represented. The Board has not received any complaints about this process, although we have noted that a large number of adjudications are not proceeded with owing to procedural errors in processing.
- 6.3** Prisoners on the unit receive the appropriate amount of exercise and also have access to a daily shower and a well-stocked selection of library books, although, given the fact that these prisoners are on the CSU, the amount of time out of cell is minimal. However, confinement with limited access to in-cell education continues to be problematic – particularly for prisoners detained on the unit for long periods, waiting for a transfer. During the reporting year, one prisoner was held on the CSU for two months after being recategorised to category B, pending a move to a suitable establishment.
- 6.4.1** The unit is well supported by the mental health team, who visit the CSU daily, from Monday to Friday, to dispense medication and speak to every prisoner. This team continues to be present at every review held in the CSU, and creates a mental health care plan within 24 hours if a prisoner is on assessment, care in custody and teamwork (ACCT) measures.

Quality of accommodation

- 7.1** We continue to be concerned about the cleanliness of the prison in general. In simple terms, there is a huge difference between wings, with some in very good condition but many in a poor state and dirty. There has been a clear focus by the governor to improve this. The new residential governor has given clear directions on the expectations of the staff and the wing cleaners and this has resulted in a marked improvement over the last three months of the reporting year.
- 7.2** An infestation of rats continues to pose an on-going significant problem in many areas of the establishment, especially at night, when they are often seen inside the establishment. The Board has highlighted to the governor the need to bring this under control, and he has provided a comprehensive action plan to the Board. We will continue to monitor this into the next reporting year.
- 7.3** During the reporting year, the Board has received many complaints from prisoners about the lack of availability of basic prison-issue bedding and clothing, such as duvet covers, medium- and large-sized T-shirts, and coats, which is clearly unacceptable. The SCT has identified that insufficient training has taken place for the CES (stores) staff. There has been unnecessary spending on items that are not required, and the 'one-for-one' exchange process has not been followed. The Board flagged this to the governor during the January 2020 Board meeting, as he was unaware of these issues. The Board believes that there has been a significant overspend, and that the stores do not hold the appropriate stock. We are aware that a new process for CES was to be piloted shortly after the end of the reporting year, and we hope that this will drive improvements.
- 7.4** As raised in the last three annual reports, there are on-going issues with a large amount of kitchen equipment, with constant breakdowns of equipment and long delays in fixing them. For example, problems with the small ovens, large oven, Bratt pans and freezer continue. The presence of rats in the stores is also of great concern to the Board. The catering manager should be commended for her persistence in trying to resolve these on-going matters with the contractor (Amey), but much of the equipment simply needs replacing, as it has reached the end of its life.
- 7.5** The relationship between Amey and the prison is good, with the majority of reported faults being addressed within a timely manner and Amey staff working hard to action repairs within the service level agreement.
- 7.6** Prisoners, particularly when transferring from other establishments, bring far too much property with them. Volumetric controls at other establishments are not being observed; this causes resentment at HMP Onley when property is put into storage. This is one of the biggest causes of applications to the Board, with members spending a considerable time chasing property from sending establishments. Complaints about missing property are rarely responded to by other establishments, which causes considerable distress to prisoners. A better consistency of reception staff and a custodial manager would greatly improve the processes.

Communication:

- 7.7** In general, the Board has observed good and respectful relationships between staff and prisoners in their day-to-day interactions.
- 7.8** The prisoner council works well, with regular meetings, where issues are raised by representatives from each residential wing and openly discussed with the establishment. The governor is working with the council to improve the general environment within the establishment, which he should be congratulated on.
- 7.9** The day-to-day management of the regime during the reporting year has seen long periods with a substantially reduced regime, caused by a shortage of staff and the lack of experienced officers (65% of the officers have less than two years' service, down from 76% last year). It should be noted that considerable effort has been made by the establishment to offer the best regime possible, with payment plus and detached duty helping in the last six months to improve the situation substantially. The Board feels that the establishment would benefit greatly if, due to its location, it attracted the London pay scale, which might help with attracting new officers and also retaining experienced staff.
- 7.10** During the Board's weekly monitoring, it has observed that a large number of officers stay in wing offices instead of associating with prisoners on the wings. While we appreciate that this is mainly due to the inexperience of these officers, we feel that more should be done by senior managers to encourage higher levels of interaction between officers and the prisoners in their care.

8 HEALTHCARE (including mental health and social care)

- 8.1** During this reporting year, there has been an improvement in the efficiency of achieving a correct roll, and this is generally reported before 10am, allowing more prisoners to be seen by healthcare staff.
- 8.2** The Board believes that communication between healthcare staff and prisoners is professional. Staff shortages have been problematic during the reporting year, although the healthcare team is now almost fully staffed with only one available position (February 2020). A new position, for a band 7 clinical team manager, has been filled, to develop clinical pathways and treatment plans. NHS England has also provided finances to develop the mental health team and trauma-informed treatment. The workload has been managed well and has continued throughout the reporting year.
- 8.3** The Board believes that the impact of the regime on delaying hospital visits has improved, as two prisoners can go out in the morning and two in the afternoon, with the occasional planned escort (which is cancelled if there is a need for an emergency escort). Dental waiting times throughout the reporting year have been up to two weeks, which is similar to those in the community. An additional dental healthcare position is being recruited to improve waiting times.
- 8.4** The Board is concerned about the waiting times for prisoners on the induction wing to see the doctor, as there have been delays of up to two weeks to receive their medication. The Board recognises the need for more dedicated officers to support healthcare staff to help reduce and manage the medication queues from J and K wings.
- 8.5** The Board is also concerned that the prison is accepting prisoners at reception with severe health needs that it is unable to cope with, and for whom it is unable to support regular escorts to outside hospitals.
- 8.6** There have continued to be numerous 'code blues' over the last reporting year but the increase in the number of healthcare staff should help with this. The number of referrals for NPS has continued to reduce during the reporting year.

9 EDUCATION AND OTHER ACTIVITIES

9.1 The prison continues to offer, in principle, a varied range of educational, training and work opportunities. There are links with outside agencies, such as Halfords and Ricoh, and good levels of vocational training are provided in many areas. The Board believes that additional opportunities should be identified and introduced, to enable employee shortages to be matched in the predominant areas to which the prisoners will return on release – in London.

9.2 Current availability of educational places (February 2020):

- 68 places in education classes
- 68 places in the workshops

Attendance levels were at 59% from April 2019 to December 2019, and retention levels were at 82% during the same period. Pass rates are currently 77%, against a maximum expected pass rate of 93%. It is clear that once the prisoners attend courses, they do well. New initiatives planned by the new provider, People Plus (see below), should increase attendance and engagement. It is recognised that filling the current places available and increasing attendance are a priority.

9.3 Classes in subjects such as art continue to prove popular and beneficial to prisoners' wellbeing, and can be a stepping-stone to more formal education. However, engagement in English and mathematics is more difficult to achieve. People Plus is looking to introduce the following initiatives:

- Way Out TV. Courses will be delivered through the prisoners' televisions, with a virtual teacher. This will be rolled out during 2020.
- Student support worker. This is a new position, providing an individual to work on the wings, engaging with reluctant prisoners, explaining course work and supporting prisoners who are nervous about classroom learning – in particular, English and mathematics. This role should be introduced during 2020.
- Peer mentoring will be level 2 accredited from April 2020.
- Higher levels of accredited learning will be introduced from April 2020. More courses will carry an approved, recognised and accredited qualification.

9.4 The availability of the library continued to be problematic during this reporting year. It has been shut for extended periods, and is often only open during working hours, when the prisoners are at work or in education classes. However, it remains well stocked with books, CDs and DVDs. The library supports education groups during the week. The library contract is currently out for tender, and should be finalised by April 2020. The Board believes that the library should be open outside of normal working hours and at weekends, to give prisoners more access, but recognises that appropriate prison staffing will need to be in place to support this.

9.5 There are major factors preventing optimal engagement in purposeful activity, including insufficient places (see section 10). This results in a large proportion of prisoners remaining on their wing during the day. This has been recognised as a significant problem, and the commitments the prison has made (see paragraph 10.2) will need to be delivered.

- 9.6** For prisoners who do have a placement, attendance continues to be problematic (see paragraph 9.2). Gym sessions are still being scheduled during the working day. This has been a long-standing issue, noted in previous reports; however, the problem has been lessened as the prison staffing levels have increased. In addition, prisoners who go to an activity placement are occasionally sent back because the session is overbooked, or no trainer is available owing to staff shortages; this is likely to have a detrimental effect on motivation.
- 9.7** The Board has seen an increase in the number of complaints relating to work, education and time out of cell during the current reporting year.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1** The training and education opportunities offered by the establishment can prepare many prisoners for employment. The workshops currently available include barbering, industrial cleaning, woodwork, waste management, Blockbusters, assembly, Technicolor and, recently added, flooring. New activities, such as dry lining, have also been recently added. New Futures Network bridges the gap between prison and business, and some work has been done with local companies in identifying the skills shortages, working together to train future employees. The management team is committed to exploring further opportunities.
- 10.2** At the end of the reporting year, only 624 places were available to prisoners of which a high number are wing workers, who maybe under-employed. The management team accepts this is below where it should be and is unacceptable for a training prison with a population of approximately 730. Commitments have been made to achieve 650 places by April 2020 and 700 places by December 2020. In April 2019, 450 places were available, so progress has been made since that time but there has been limited progress year on year. The breakdown of work places is as follows.

Area	Places	Area	Places	Area	Places
Wing workers	140	Mentors	23	Gym course	12
Technicolor	55	Health and safety	20	Lock-in	16
Orderlies	38	Woodwork	16	Industrial cleaning	12
Kitchen	33	Waste management	15	Facilities management	11
Blockbusters	30	Horticulture	15	Halfords	10
Assembly shop	30	Flooring	14	Barbering	8
Market gardens	30	Contact centre	14	Stores	4
Concrete	25	Rail awareness	12	Non-wing cleaning	4
Dry lining	24	Auto centre academy	12	Specialist painter	1

From this breakdown, it is clear to see that a large number of work places are 'non-skilled', which could have an impact on prisoners seeking employment on release.

- 10.3** Attendance rates are currently at 65%, against a target of 80% (in February 2020, there were 60 prisoners refusing to work). The activities department is relying on the incentives and earned privileges (IEP) process to encourage a higher attendance rate, and should consider alternative methods if the target of 80% is to be achieved.
- 10.4** Information, advice and guidance (IAG) was introduced in June 2019, which enables a discussion during reception/induction to identify prisoners' aspirations on leaving the establishment. This will enable better matching of prisoners to suitable work placements. The activities governor has identified skill shortages in London (which is where the majority of the prisoners originate from) as being in scaffolding, roofing and hospitality. Currently, prisoners have the opportunity to work in the Lock In, a café situated within the establishment, which supports hospitality. However, there are currently no opportunities for scaffolding/roofing, which should be considered. The IAG programme enables a further discussion after six

months, to assess progress and the suitability of placements. The six-month reviews have only just started taking place, and to gain a fuller understanding of the impact and effectiveness of IAG, the Board will need to revisit regularly to assess progress.

10.5 Level 2 national vocational qualifications are within the establishment's capability but there are no level 3 options available. The availability of level 3 qualifications would enable a higher employment rate – in particular, in the skills shortage areas. There are currently seven vacancies for training instructors (out of a team of 24), which is inhibiting the growth of the places available, and alternative methods of recruitment, such as offering part-time or flexible positions, should be considered. It will be essential to reduce vacancy levels if the targets to which the prison has committed (see paragraphs 10.2 and 10.3) are to be achieved.

10.6 Sixty-three per cent of prisoners leave the establishment with work, further education or training positions in place. The Board considers that it is important to measure the situation at six weeks, 12 weeks and six months after release. The management team believes that this figure of 63% is slightly higher than in other training and rehabilitation prisons.

10.7 Some other key initiatives (run by the education department) are still running:

- Employability skills tracking. This system tracks prisoners' attendance over a four-week period and looks at, for example, dress code, promptness and teamwork.
- CV writing and disclosure (new). This involves educating prisoners on how to complete job applications and how to disclose their convictions.
- Starting own business/self-employment. The prison is looking to progress this initiative during 2020.
- Basic information technology (IT) skills – Word, Excel and general computer skills.
- A parenting course, delivered in-cell on computer tablets, has received great feedback from prisoners, which also introduces new technology to those who are not IT literate.

10.8 The Board has seen a reduction in the number of applications relating to wages, due to the removal of the probationary rate.

10.9 In this reporting year, 30 students engaged in distance learning; one student recently passed his Institution of Occupational Safety and Health Managing Safety course and is going on to study for a National Examination Board in Occupational Safety and Health qualification; two learners are applying to study for a master's degree; and three applications are going forward to the Prison Education Trust for March 2020.

10.10 The recent Her Majesty's Inspectorate of Prisons report highlighted work, vocational training and employment as making 'insufficient progress'. Onley is on a recovery journey, and the Board believes that, to fulfil the role of a training and rehabilitation prison, progress in all areas is a critical success factor. Positive commitments have been made that must be delivered. The Board will ensure regular monitoring of the department, to assess progress.

11 RESETTLEMENT PREPARATION

- 11.1** The issue of London prisons transferring prisoners to HMP Onley without completing their OASys reports, as a result of staffing pressures, continues, and this, in turn, continues to hinder sentence planning and recategorisation. Furthermore, there continues to be a constant backlog of OASys reports, which frustrates prisoners as it has an impact on their ability to progress through the prison system. However, staff at the establishment recognise this, and a great deal of effort has been made to try to reduce this backlog over the past year. For example, at the beginning of December 2019 there were a total of 125 outstanding OASys reports to be completed, and this had reduced to 89 at the beginning of January 2020.
- 11.2** The offender management unit (OMU) has a good relationship with probation staff in London, and this has increased the effectiveness of progressing offenders who are eligible for the home detention curfew (HDC) scheme. However, liaison with the London probation staff in general remains problematic owing to the substantial workload that these staff are faced with.
- 11.3** The resettlement team continues to be extremely effective at managing the challenges associated with resettlement. The dedicated resettlement wing and the resettlement team's open-door policy combine to offer prisoners appropriate levels of practical and emotional support at a potentially challenging period in their lives.
- 11.4** The resettlement team continues to have a variety of specific offender management programmes, with a range of initiatives designed to reduce the risk of reoffending. These include:
- finance, benefit and debt workshops
 - disclosing convictions workshops
 - a short course on living independently, which teaches prisoners a variety of skills, such as budgeting and identifying suitable housing options
 - a 'Getting it right' course, which focuses on responsible thinking skills, relapse prevention and making positive changes.
- The overall feedback from prisoners who have attended these courses has been very positive. However, the main challenge that the resettlement team faces is in getting a larger proportion of prisoners to attend, as attendance at courses is voluntary. Therefore, the beneficial effects of these courses are somewhat limited.
- 11.5** The biggest issue for the OMU this year has been the backlog of category D reviews, which has caused unrest among the prison population. No prisoners gained category D status from September 2019 through to November 2019, and then only five obtained this status from the beginning of December 2019 to the end of January 2020. Furthermore, when a prisoner has gained category D status, there are often delays in transferring them to an appropriate establishment due to shortage of spaces in these prisons. This issue is reflected in the number of official complaints received by the prison on this subject during the current reporting year, at 191 (11.3% of all complaints).
- 11.6** For prisoners who were released from March 2019 up to, and including, December 2019 (327), data suggest that the majority (82%) had settled accommodation, 63% were released into education, training or employment, and 44% had bank accounts opened pre-release.

C The work of the IMB

The Board started the reporting year with three members and finished the year with 10. Of these 10, four are within the 12-month probationary period and three are on sabbatical. Despite the lack of Board resources, we have achieved a good level of monitoring and high visibility throughout the reporting year.

BOARD STATISTICS	
Recommended complement of Board members	19
Number of Board members at the start of the reporting period	3
Number of Board members at the end of the reporting period (three of whom are on sabbatical)	10
Total number of visits to the establishment	588
Total number of segregation reviews attended (up to 25th February)	316

D Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	9	6
B	Discipline, including adjudications, IEP, sanctions	4	21
C	Equality	0	3
D	Purposeful activity, including education, work, training, library, regime, time out of cell	49	22
E 1 & E 3	Letters, visits, telephones, public protection restrictions	10	18
E 2	Finance, including pay, private monies, spends	7	18
F	Food and kitchens	10	10
G	Health, including physical, mental, social care	24	13
H 1	Property within this establishment	22	42
H 2	Property during transfer or in another establishment or location	78	182
H 3	Canteen, facility list, catalogue(s)	15	12
I	Sentence management, including HDC, ROTL, parole, release dates, recategorisation	98 (60 concerned recategorisation)	200 (175 concerned recategorisation)
J	Staff/prisoner concerns, including bullying	58	10
K	Transfers	31	56
L	Miscellaneous	62	21
	Confidential access	31	Not reported separately
	Total number of IMB applications	508	634