



Annual Report of the Independent Monitoring Board at HMP Oakwood

**For reporting year
1 April 2023 to 31 March 2024**

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Contents

| Introductory sections 1 – 3 | Page |
|---|-------------|
| 1. Statutory role of the IMB | 3 |
| 2. Description of the establishment | 4 |
| 3. Key points | 5 |
| Evidence sections 4 – 7 | |
| 4. Safety | 13 |
| 5. Fair and humane treatment | 17 |
| 6. Health and wellbeing | 22 |
| 7. Progression and resettlement | 26 |
| The work of the IMB | |
| Board statistics | 30 |
| Applications to the IMB | 31 |
| Annex A | |
| Service providers | 32 |
| Annex B | |
| Peer support | 33 |
| Annex C | |
| Terms of reference for the violence reduction group | 34 |
| Annex D | |
| Complaints data | 35 |
| Annex E | |
| IMB applications 2023-2024 | 42 |
| Annex F | |
| Adjudications 2023-2024 | 43 |
| Annex G | |
| IMB food survey results: January 2024 | 44 |

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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 Oakwood is a privately run category C training/designated resettlement prison for men, located near Wolverhampton. It is located adjacent to HMP Featherstone and HMP/YOI Brinsford.

HMP Oakwood opened in 2012 and is operated by G4S through a contract with HM Prison and Probation Service (HMPPS). It has an operational capacity (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime) of 2,134¹ prisoners.

The prison is a modern facility, which is well maintained, clean and tidy.

A Controller and Deputy Controller from HMPPS are based within the prison and are active in the control and management of the contract between HMPPS and G4S. The previous Controller left during the reporting year and their replacement spends half their week at another establishment. However, the Board understands there is going to be a re-structure in the coming months including additional staffing.

The contracted providers are detailed in Annex A.

There is a prison council, together with four prisoner-led initiatives (PLIs) and 11 peer support services. See Annex B.

The prison has introduced an in-house TV channel, which is being used by many departments and PLIs to circulate information to prisoners. The Board is still in discussion with the media team (Oakwood Media) to produce a series of short programmes detailing the remit of their role in the prison. Prisoners are also able to access religious services via the TV.

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

3. Key points

3.1 Main findings

Safety

- There was a 40% increase in the number of assessment, care in custody and teamwork files (ACCTs) opened, used to support prisoners who are at risk of self-harm and suicide, during this reporting year compared with the previous one, with a 22% increase in incidents of self-harm over the same period.
- There has been a 25% reduction in violent incidents over the last three years.
- There continue to be issues in relation to the use of restraints on prisoners being taken to hospital and the delay in removing them when a prisoner's health deteriorates (from the Prisons and Probation Ombudsman/PPO recommendations).
- Body worn video cameras (BWVCs) are, on average, worn in 80% of all use of force (UoF) incidents. However, a recurring theme on reviewing incidents was that prison custody officers (PCOs) were not turning on their cameras early enough to pick up the context of a situation prior to it escalating into requiring the use of force.
- The Board is of the view that the prison is a safe and secure environment for prisoners.

Fair and humane treatment

- The Board conducted a food survey following widespread discontent by prisoners. Of those who completed the questionnaire, 94% found the overall food quality to be bad or very bad and 68% found they did not have enough to eat at mealtimes, with only 27% feeling they had enough some of the time.
- The food survey also reported that half had made a complaint to Aramark (the contracted catering company) in the previous 12 months, with 72% of these having complained at least twice. A total of 93% of prisoners were either unhappy or very unhappy with the response they received following their complaint.
- Throughout the reporting year there were numerous occasions when serverly staff were observed not wearing the correct personal protective equipment (PPE), serveries opened early at lunchtime (potentially disadvantaging prisoners returning from work and education) and there were long delays in repairing or replacing faulty kitchen equipment.
- The care and separation unit (CSU) is well managed at all levels, provides high levels of care and support and offers a fair regime. However, there has been concern that during good order or discipline (GOoD) reviews (when it is decided if a prisoner should remain segregated in the CSU), especially when the prisoner who is in the CSU has significant mental health concerns, there has not been a mental health professional present (although there has always been a healthcare professional).
- Property was, again, both the biggest cause for complaint in the prison complaints system and applications (prisoners' written representations) received by the Board.

Health and wellbeing

- Practice Plus Group (PPG) continues to provide a level of care equivalent to that provided in the community.
- PPG's proactive patient experience lead (PEL) holds a monthly face-to-face concerns clinic for prisoners with healthcare and prescribing concerns. This provides the opportunity for the prisoners to discuss their concerns and the PEL to arrange appropriate appointments. The clinics are well attended with all concerns documented.
- During the reporting year, there were 676 emergency escorts to hospital A&E departments; 274 prisoners were awaiting specialist treatment; and 284 were requiring follow up. The Board is aware that a relatively low number of prisoners either refused to go to hospital or were not able to go due to lack of escort staff, but this is quite a rare occurrence.
- There were 329 prisoners on psychosocial caseloads at the end of the reporting year. The Board is concerned that there has been a vacancy for a psychologist for much of the reporting period.
- All transfers to a secure mental health facility exceeded the 28-day stipulated timeframe. These are monitored on a weekly basis at a regional hospital escalation meeting and escalated fortnightly with commissioners.
- The mental health team remains concerned about the lack of availability of forensic psychological secure places, which means some prisoners remain in the CSU where there is no provision or resource for enhanced mental health support.

Progression and resettlement

- The Board has monitored education lessons across all house blocks during the reporting year and seen a very mixed picture. The Board would appreciate regular meetings with the education managers in order that it can then monitor more effectively.
- The two new library managers who were appointed (as a job share) at the end of the previous reporting year are very enthusiastic and keen to promote reading and the use of the library.
- Farms and gardens remain a hive of activity. They continue to literally grow from strength to strength.
- In the last 15 months, the number of Imprisonment for Public Protection (IPP) -sentenced prisoners has risen by 100%, to 101, with the proportion of those on recall going from one in two to three in four in the same period.
- The visits and family intervention team offered over 27,000 hours for social visits, 8,000 social video calls and provided 8,000 hours of enhanced interventions in the past year.
- Around 130 men are released from Oakwood each month, with one in eight homeless. Month-on-month, the proportion of prisoners entering employment rarely deviates from one in five.
- There were 118 foreign national prisoners at Oakwood at the start of the reporting year, but this had increased to 150 by March 2024 (a rise of 27%).

3.2 Main areas for development

TO THE MINISTER

- The Board is concerned that there are ongoing recruitment and retention issues for staff working in prison mental health services when the demand is increasing. There is still a vacancy for a psychologist at HMP Oakwood and a number of roles are being covered by agency or bank staff. What does the Minister plan to do to improve this situation?

TO THE PRISON SERVICE

- The current commissioned capacity of the healthcare provision at HMP Oakwood does not appear to be sufficient to meet the needs of the current prison population, both in terms of physical and mental health. Could the Prison Service examine the current profile of the prison population at HMP Oakwood and address these concerns? For example, all transfers to a secure mental health facility at Oakwood exceed the 28-day stipulated timeframe (with reference to the HM Inspectorate of Prisons (HMIP) thematic review, 'The Long Wait', published in February 2024).
- The current commissioned capacity of the offender management unit (OMU), in terms of the numbers of probation officers and forensic psychological support at HMP Oakwood, does not appear to be sufficient to meet the needs of the current prison population. Could the Prison Service examine the current profile of the prison population at HMP Oakwood and address these concerns?
- Since the implementation of the Prisoners' Property Policy Framework in 2022, the Board still remains concerned that it is seeing a lack of adherence to the policy, particularly with missing property from incoming prisoners. This year, we received 440 complaints relating to other establishments, of which 257 (58%) were regarding property. Can this ongoing concern be addressed?
- The number of IPP-sentenced prisoners is continuing to rise at HMP Oakwood, with the current number standing at 101 (which has doubled in the past 12 months). The prison is to begin to hold progression panels for IPP prisoners (starting in April 2024), but resources remain unchanged. Would a reduction in the number of IPP prisoners currently held at HMP Oakwood be considered to enable those who are here to receive the attention they merit following the parliamentary review and subsequent response from the Ministry of Justice/Prison Service?

TO THE PRISON DIRECTOR

- The Board is concerned by the widespread dissatisfaction among prisoners of the current food provision. How can the Director ensure that the issues raised are listened to and practical solutions are explored to try to reduce this level of discontent?
- How can the Director ensure that standards during service at the serveries are consistently high (hygiene, PPE, timings, equipment working correctly)?
- Could the Director work with the healthcare unit to try to ensure that a mental health professional is present during CSU GOoD reviews when the prisoner concerned has serious mental health concerns?

- Although the use of body worn video cameras is very high during UoF incidents, how can the Director encourage officers to take advantage of the benefits of turning on their cameras early enough to capture the lead up to a UoF.
- The Board approves of Level 2 English and Mathematics being mandatory for those who have not reached this level but is concerned at the inconsistencies in transferring prior attainment information from previous establishments. Can the Director look at ways to resolve this issue?
- The Board continues to be concerned about complaints regarding property lost whilst at HMP Oakwood. Can the Director review whether there are sufficient resources to manage the internal movement of property?
- The Board is still receiving applications from prisoners who either do not understand the complaints/request system or feel that it is unfair. Could the Director look at heightening the awareness of this during the Induction process?
- The discharge lounge has previously provided good support to prisoners who are due for release and require specialist healthcare support, but it is not currently available due to staff sickness and vacancies. There is ongoing recruitment but has the Director any influence to expedite the process?
- During the reporting year, the Board made efforts to engage with Oakwood Media to produce a series of short programmes on the role of the IMB, which could be broadcast to prisoners. However, this has failed to materialise, despite our efforts. Could the Director help facilitate this to happen in the next reporting year?

3.3 Response to the last report

| Issue raised | Response given | Progress |
|--|--|---|
| To the Minister | | |
| 1. The career pathway, training and recruitment of psychologists should be addressed to increase the numbers and promote a positive and attractive career pathway within the Prison Service. | NHS England (Midlands) has commissioned a bespoke workforce plan in recognition of the local and national workforce challenges across health and justice services. The report and proposals will be shared with healthcare providers, partnerships of integrated care and workforce planning and training advisers within NHS England to agree longer-term actions to improve recruitment and retention. | There is still a vacancy for a psychologist at HMP Oakwood and a number of roles are being covered by agency or bank staff. |

| Issue raised | Response given | Progress |
|---|---|---|
| <p>2. Since the implementation of the Prisoners' Property Policy Framework on 5 September 2022, the Board remains concerned that it is still seeing a lack of adherence to the policy, particularly with missing property from incoming prisoners. Can this ongoing concern be addressed?</p> | <p>The framework introduced a new requirement that prisons must transfer excess property within four weeks unless there are exceptional circumstances which make this impossible. To avoid the problem of delays altogether, the framework places an emphasis on ensuring compliance with volumetric control limits, since anything within these limits will be transferred with the prisoner. HMPPS will monitor the impact of the framework, going forward, and will look at what further improvements can be made.</p> | <p>In the reporting year, over one in five complaints to the prison and to the Board relate to issues regarding property. Despite there being a slight improvement on last year, it still ranks first in terms of complaints to the prison.</p> |

| Issue raised | Response given | Progress |
|--|---|--|
| To the Prison Director | | |
| <p>3. With 17% of adjudications either dismissed or not proceeded with, a review of the reasons for dismissal or not proceeded with should be considered, with a view to reducing the percentage.</p> | <p>This is monitored and tracked through quarterly segregation, monitoring and review group (SMARG) meetings. However, those residing in double cells, where we regularly dismiss one of the occupants, means there will always be a high percentage. There are also occasions where violence in cell with multiple prisoners will always be placed on report in the first instance, but if someone pleads guilty, the others will be dismissed.</p> | <p>This figure has remained unchanged for the current reporting year.</p> |
| <p>4. The Board is concerned that prisoners still do not appear to understand the difference between a complaint and a request. Can the Director consider an awareness campaign to better inform the prisoners of the process?</p> | <p>New campaign awareness posters and media are currently being designed to better inform prisoners of the complaints' process and support services available. We currently have posters on the wings explaining that if the complaint is deemed a request, the prisoner will receive a rejection letter via the post. A copy of the request will then be sent to the relevant department to respond within three working days to the prisoner via the kiosk.</p> | <p>We are still receiving applications from prisoners who either do not understand the complaints/request system or feel that that it is unfair.</p> |

| Issue raised | Response given | Progress |
|---|--|---|
| <p>5. Can the Director consider what further steps can be taken, in addition to quality checks, that are already being carried out, to improve the quality and legibility of the responses to complaints? Some replies neither address the complaint nor indicate what follow up has been completed.</p> | <p>Each month, senior managers examine 20% of the responses to complaints made by prisoners. The aim of this is to help maintain and improve processes to ensure they are transparent and have the capacity to deliver thorough and fair responses. This will help assure prisoners that their complaints are dealt with fairly, supporting our ongoing improvements in staff and prisoner relations.</p> | <p>There does seem to have been an improvement in the legibility of responses, but the Board is still concerned about some complaints not being addressed satisfactorily.</p> |
| <p>6. Can the Director consider what steps should be taken to ensure that food complaints are monitored by the complaints' process? In addition, can the Director take steps to ensure that the complaints' books, which should be held on each of the serveries, are available and that they are monitored by Aramark? Can the Director consider action to ensure that all complaints regarding food submitted to Aramark via the kiosks are monitored and responded to?</p> | <p>Complaints are monitored via development & assurance (D&A) and form part of weekly performance meeting slides to show top complaint categories. Regular meetings take place between the prison council and Aramark to discuss issues. In 2023, a food survey was conducted via the prison council. The aim of the survey was to gain a general consensus and opinions from all the prisoners here at HMP Oakwood.</p> | <p>We now have access to the complaints' databases and are able to monitor them.</p> |

| Issue raised | Response given | Progress |
|---|---|---|
| <p>7. Can the Director take steps to address the standard of hygiene on the serveries? Issues of dirty or incomplete PPE are regularly noted on the Board's monitoring reports, as are concerns about missing or broken equipment. Repairs to broken kitchen equipment are often prolonged.</p> | <p>The serveries are monitored by managers, and when items are broken, they are repaired as soon as possible. Managers will challenge anyone who is not wearing PPE.</p> | <p>The Board has seen an improvement of late in terms of PPE but will continue to monitor in order to ensure that this is sustained. Repairs to kitchen equipment continue to be prolonged. For example, the hotplate in the CSU servery was out of action for six weeks at the start of the calendar year.</p> |
| <p>8. The number of key worker sessions delivered during the reporting year was significantly below target. Can the Director consider setting targets, which are more realistic? Is the Director confident that key worker resources are sufficient to meet targets going forward?</p> | <p>We continue to focus resources on achieving targets.</p> | <p>The number of key worker sessions has increased and has met the 65% target more often than not as the year has progressed.</p> |
| <p>9. At times, key worker case notes indicate a tick box approach to the sessions. Can the Director consider how the quality of key worker sessions can be improved to ensure that meaningful discussions take place with prisoners?</p> | <p>We complete a 10% quality assurance of all sessions and have a dedicated senior manager who works closely with staff to ensure quality is improved. There will be weekly focus points sent to all staff to assist with improving these sessions.</p> | <p>This was still an issue during the year, but the Board is pleased that it is being addressed (with regular updates on good practice) with a renewed focus on meetings being meaningful and addressing the issues of prisoners.</p> |

Evidence sections 4 – 7

4. Safety

4.1 Reception

The Board has observed the reception and induction of prisoners over the reporting year and has also produced an updated letter on its role. The letter was distributed with applications forms across the house blocks, together with an updated notice placed on all IMB applications boxes. The Board has noted a high degree of care and professionalism for those prisoners arriving at HMP Oakwood. The Board is, however, still concerned about the ongoing problems of prisoners arriving very late and the long journeys that have been made in a very small cell on the transport vehicle.

During the reporting year, there have been, at any one time, up to four prisoners in hospital requiring 24-hour bed watches. Two of these were long-term, requiring specialist services, and were out of the prison for 67 days and 42 days respectively. Such interventions, and their unpredictability, invariably have an effect on the operational staffing of the prison.

The Board is also concerned about the ongoing problem of property not being transferred with the prisoner, which can result in loss of clothing and personal property, some of which cannot be replaced.

The Board is of the view that the prison is, generally, a safe and secure environment for prisoners.

4.2 Suicide and self-harm, deaths in custody

There were, again, no self-inflicted deaths during the reporting period. The number of ACCTs opened during the reporting year was 560 (including 93 who came into the prison on an ACCT) compared to 403 in the previous year. A total of 67 prisoners were put on an ACCT whilst in the CSU. The Board has daily information on the ACCTs as part of the risk register and includes visits to see prisoners on an ACCT as part of its monitoring duties. On occasion, members observe the ACCT reviews and the Board is pleased to note that those attended are very thorough and comprehensive and address the needs of the prisoner and any areas of risk or concern. The Board has looked at the ACCT reports and, in most cases, they are of a satisfactory standard.

The number of self-harm incidents during the year was 1388 compared with 1139 the previous reporting year, an increase of 22%. These incidents are monitored on a daily basis by the Board by way of the duty director report. Where there are several incidents pertaining to the same prisoner, these are followed up and the prisoner is seen by a member of the Board. Some incidents can be to influence a transfer out of the prison. There is a range of PLIs in place to support prisoners who self-harm. See Annex B.

During the course of the reporting year, there were eight deaths in custody. Of these, six occurred at a local hospital, with the remaining two on site. The Board monitored these and was generally impressed with the way they were handled, both by the prison and Practice Plus Group. There was one occasion following a death in

hospital when contact with the Board was not as prompt as it could have been, and this was followed up at the time.

The PPO has reported on six of these cases during the reporting year, making recommendations in relation to:

- The HMP Oakwood healthcare team must be commended for the high standard of palliative and end-of-life care they provided (for the patient). This is a great example of best practice within a custodial setting that should be shared.
- The healthcare team should agree a process with social services to be able to receive urgent requests for pressure-relieving equipment if social services staff are not available to assess.
- To ensure requests for clinical investigations, such as X-rays, are actioned promptly (head of healthcare).
- To ensure that all primary care staff are fully aware of the ambulatory blood pressure monitoring pathway, within HMP Oakwood, to be able to diagnose high blood pressure, as per national guidelines.
- All healthcare staff are fully aware of the local operating procedure related to GP referrals to hospital and this is followed at all times (head of healthcare/lead GP).
- Review the terms of reference of the multi-professional complex case clinic/conference process, ensuring that crucial information is appropriately reviewed and share at meetings and patients receive continuity of care (head of healthcare/lead GP).
- Review the use of restraints on prisoners being taken to hospital and the delay on removing them when a prisoner's health deteriorates (to the Prison Director).

The Board will continue to monitor the recommendations of the PPO.

4.3 Violence and violence reduction

The Board has seen a slight reduction in incidents of violence during the reporting year. However, compared to three years ago, there has been a 25% reduction in violence. There were 236 incidents of prisoner-on-prisoner violence over the reporting year (143 assaults and 93 fights) compared with 270 during the previous reporting year. There were also 82 incidents of violence against staff compared with 64 the previous year.

There were 702 referrals (violence = 406; challenge = 108; support = 188) in relation to challenge, support and intervention plans (CSIPs), used to support and manage prisoners who pose an increased risk of violence. A total of 162 CSIPs were opened (violence = 61; challenge = 67; support = 34) compared with 432 referrals in the previous year and 232 plans opened.

The prison has taken a number of steps to address violence-related issues, including the establishment of a violence reduction meeting under the Chair of the Director. The terms of reference for the group can be seen in Annex C. Another has been the introduction of the 'Enough' campaign, which was introduced in November 2023 to provide an enhanced regime and other incentives to the 12 wings (not already on an enhanced/Platinum regime) that remained violence-free for extended periods of time.

For example, in March 2024, three wings had remained without incidents of violence for at least 56 days and another three for at least 28 days. See also section 5.6.

4.4 Use of force (UoF)

Weekly UoF meetings are regularly observed by Board members. These have been invaluable for looking at BWVC recordings of the UoF and, from the viewings monitor, how the incident has been recorded. BWVC are, on average, worn in the case of 80% of all UoF incidents. A recurring theme was for PCOs not turning on a camera early enough to pick up the context of a situation prior to it escalating into requiring the use of force, or not capturing potentially important moments (despite cameras having an inbuilt 30-second buffer prior to a camera being activated). The Board monitored the number of outstanding UoF statements each week for a number of months during the middle of the reporting year. There seemed to have been an increase from the average, but by the end of the year, they had fallen back to around 12 and were being followed up effectively by the UoF co-ordinator.

UoF interventions are recorded on the daily duty director reports.

In the reporting year, there were 555 UoF incidents (compared with 511 the previous year), which equates to a mean average of 2.2% of the prison population per month.

During the year, six members of the Board received spontaneous protection enabling accelerated response (SPEAR) training from the UoF co-ordinator and his team, which they found practically very useful. It is a protective, reactive offence and a combat style based on human behaviour regarding the fast reaction of the flinch and converts the body's various flinches into focused self-defence tactics. The remaining Board members are due to receive training in the coming year. Prison staff were also observed receiving the SPEAR training.

4.5 Preventing Illicit items

The Board regularly attends security meetings and is kept up to date on the actions being taken to prevent the entry into the prison of drugs, alcohol and other illicit items, such as mobile phones and weapons. The following are some examples:

- Daily searches of all staff bags through the X-ray machine.
- Prisoners who arrive at the prison are body scanned unless they have a recognised exemption.
- Prisoners are cell searched as a result of intelligence reports being submitted
- Advanced cell searches are undertaken.
- Visitors are searched by specialist staff and dogs on entry.
- Visitors can give a designated phrase to any member of staff on entering to indicate that they are carrying a parcel under duress. Staff will then liaise with the Police and arrange for the visitor to be taken home and will follow it up with them later (newly introduced this year).
- CCTV is in operation throughout the prison.
- The perimeter wall is also checked periodically by Board members.

There were 1002 targeted cell searches during the reporting year. In addition, random cell searches happen daily. The security department randomly monitor 50% of prisoners when leaving work areas.

During the reporting year, the prison referred 226 incidents to the Police, compared with 109 the previous reporting year. A total of 74 were referred for Internal adjudication (a disciplinary hearing held when a prisoner is alleged to have broken prison rules), compared with 67 the previous reporting year. See also Annex F.

There were 1249 mandatory drug tests (MDTs) undertaken during 2022 to 2023 and 1272 in the current reporting year.

During the reporting year, out of a total of 768 finds, drugs have been found on 251 occasions. For the previous year, out of a total of 972 finds, drugs were found on 260 occasions.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The Board's regular monitoring of the serveries and the quality and portion sizes of the food provided, together with a widespread displeasure amongst prisoners at the response to complaints, continued to be a regular cause for concern throughout the first half of the reporting year. Due to this, the Board instigated a paper-based food survey across all house blocks in January 2024, with responses from 281 (13%) prisoners (see also Annex G). Its main findings were as follows:

- 94% found the overall food quality to be bad or very bad.
- 68% found they did not have enough to eat at mealtimes, with only 27% feeling they had enough to eat some of the time.
- When asked what one thing would make mealtimes better, the majority of prisoners mentioned either the size of portions or the quality of the food.
- Half had made a complaint to Aramark in the previous 12 months, with 72% of these having complained at least twice.
- The main subjects of complaint were regarding portion size, taste, temperature and choice, although cleanliness and special dietary needs were also very common.
- 93% were either unhappy or very unhappy with the response they received following their complaint.

Following the publication of the results of this survey, the Board met with the head of catering and the Prison Director to discuss its findings. Developments in the following months included:

- Instigation of monthly food forums in each house block, chaired by the catering manager and with prisoner representatives from each wing.
- A review of the staffing numbers/pay of prisoners working in the kitchens to try to improve food quality.
- Suggestions given at the aforementioned food forums have been acted on. For example, changing the recipe for some meals, including baked beans as an option, allowing prisoners to 'opt out' of ordering vegetables they have no intention of eating, and a trial weekend of having only one hot meal per day but of better quality.
- The daily food budget for each prisoner is due to rise from £2.70 to £3 per day in April 2024.

Monitoring has identified a number of other issues during the reporting year that relate to the serveries, namely:

- Equipment not working and delays in effecting repairs. For example, the hotplate in the CSU was out of action for six weeks at the start of the calendar year.
- Correct PPE not always being worn by serveries workers.
- Serveries opening up to 15 minutes earlier than the designated time, which potentially disadvantages prisoners returning from work and education.

Although the Board has seen an improvement in some of these areas over the last few months of the reporting year, they will remain a key focus of its monitoring in the coming year.

5.2 Segregation

The CSU has 24 standard cells, with two cells providing special accommodation and a constant-watch cell. It is a clean and well-maintained unit and is also equipped with a gym and a library room. The special accommodation was used on one occasion during the reporting period (for 22 hours).

Visits to the CSU take place weekly by the Board members who speak with all prisoners to monitor their health and wellbeing. In addition, daily welfare visits are made to visit prisoners who have newly arrived, on constant watch, refusing food or engaging in dirty protests, or when the Board are alerted to any health/welfare concerns. The Board provides a letter for all new admissions to the CSU explaining the Board's role and how it can be contacted.

There were 22 prisoners held in the CSU for more than 42 days (the limit allowed without external authorisation) compared with 16 last year, and one prisoner for more than 84 days, compared with two in the previous year. The prison was proactive throughout, in endeavouring to relocate one prisoner to a more appropriate, secure psychiatric unit.

Timely reviews were held and were, invariably, well managed. The Board attends all reviews, observing 441 during the period compared with 258 the previous year. There has been a concern that, during these reviews, especially when the prisoner in the CSU has significant mental health concerns, there has not been a mental health professional present (although there has always been a healthcare professional). There are ongoing discussions between the healthcare unit and the prison on how this could be resolved.

ACCTs are generally well-managed in the CSU. During the reporting period, 58 prisoners arrived in CSU with ACCTs already opened; 47 were opened whilst in the CSU. A total of 208 prisoners were transferred to other establishments from the CSU.

Adjudications continued to take place throughout the reporting period within the CSU and on two house blocks. Board members observed 151 in the reporting year.

| Number of adjudications 2023 to 2024 | Adjudications not proceeded with (NPW) or dismissed | Percentage |
|--------------------------------------|---|------------|
| 6427 | 1084 | 16.9% |
| (6341 in 22/23) | (1057 in 22/23) | (16.7%) |

One in six of all adjudications were, again, either dismissed or NPW during the reporting period. This is an area that the Board will continue to monitor during the next reporting period. It is noted that the number of adjudications, either NPW or dismissed, does include both prisoners in double cells, who are reported for an adjudication at which the case against the offending prisoner is found proven and the non-offending prisoner's case is dismissed.

The CSU continues to be well-managed at first-line manager (FLM) and senior management team (SMT) level. The Board commends the CSU staff for the respect, patience and support provided to prisoners, particularly those with significant mental health issues. An experienced FLM transferred to another role in the prison towards the end of the reporting year and the Board will continue to monitor the provision to ensure that the high standards of care they achieved are maintained.

5.3 Staff and prisoner relationships, key workers

The prison has been proactive throughout the reporting year in the recruitment of staff, with a succession of cohorts of staff in training.

During the reporting year, there were 174 starters and 132 leavers.

There are 294 badged staff (with 11 currently in training) on the house blocks, compared with 274 in the previous reporting year, 21 operational and non-operational E1 managerial posts and 62 FLMS.

The relationship between staff and prisoners was observed by the Board to be good. The Board is concerned at the number of times officers have been observed not displaying their name badges clearly nor wearing BWVCs.

A report from HMIP in May 2021 found that HMP Oakwood *'had a culture of respectful treatment and high expectations of prisoners. The prison has a friendly and positive atmosphere in which people are treated with respect and expectations are high'*. It is the Board's view that this was still the case during the reporting year.

The number of key worker sessions completed during the reporting period was 60,716, against a target of 65,712. The Board monitored a small sample of key worker sessions across all house blocks during the year. The feedback received from prisoners did question their effectiveness and some felt they were too much like a tick-box exercise. However, some prisoners did very much appreciate their key worker input and spoke very highly of them. The prison has placed an emphasis in recent months on the quality of key worker sessions, providing a series of flashcards to suggest a focus for these meetings. The Board will continue to monitor these sessions in the coming year.

5.4 Equality and diversity

There is an equality team led by a member of the senior management team (SMT) and a team of prisoner-led equality and care worker representatives covering all areas of the prison. There is a monthly equalities' newsletter, 'LGBT News', and updates and news of forthcoming awareness days are also supported by Oakwood Media and posters.

Protected characteristics (including, among others, age, race, religion, disability and sexual orientation, which it is unlawful to discriminate against) meetings and transgender case board reviews are both held bi-monthly.

There are currently five transgender prisoners who are accommodated in the same VP house block. They are issued with their entitlements, including toiletry packs, as well as some female clothing if they are unable to access any by their own means. Personal ordering for toiletries and make-up is facilitated by an approved supplier or by ordering with canteen items. There is also a monthly LGBTQ+ social gathering. This is a chance for anyone who is part of the LGBTQ+ community or supports it to

gather in a safe environment to talk, do quizzes, play bingo or listen to music. Attendees come from all house blocks.

A total of 132 discrimination incident reporting forms (DIRFs) were submitted during the reporting year, of which 71 related to race. A total of 61% of DIRFs were not proven. In the previous reporting year, 131 DIRFs were submitted, of which 72 related to race, with 55% were found not proven. This is an area that the Board will continue to monitor closely.

At the end of March 2024, 608 prisoners were identified as having a disability, which equated to 29% of the total population. With some prisoners declaring that they have more than one disability, a total of 915 disabilities were recorded. The most common were mental illness (256), learning difficulties (154), and learning disabilities (including autism) (52).

The prison, with the support of PLIs, is proactive in supporting prisoners with disabilities. Some prisoners who have autism spoke to Board members during the year to say they felt they did not receive as much support as they had in other prisons, which provide facilities such as a sensory room. The care and support of disabled prisoners with mobility problems will be an area the Board will be monitoring during the coming year.

There are almost 100 prisoners who have previously been members of the Armed Forces. The veterans' support group was re-established towards the end of the last reporting year and is supported by a committee chaired by the Deputy Director. The committee continues to meet monthly for the benefit of these prisoners. There was a celebration lunch for Armed Forces Day, which 60 veterans and their families attended and included guest speakers talking about support available on release.

There were 118 foreign national prisoners at Oakwood at the start of the reporting year, but this had increased to 150 by March 2024 (a rise of 27%). The Board will be monitoring their management during the following year.

5.5 Faith and pastoral support

The chaplaincy team continues to provide first-class support throughout the prison and particularly to the CSU, with most religious denominations represented. Bereavement and pastoral support are offered to all denominations.

Oakwood Media TV provides access to faith services at different times, with Christian worship primarily on Sundays, and on Fridays for followers of Islam. During the week, there are also services for other denominations, including Sikhs and Buddhists.

During the reporting year, the Board made efforts to engage with Oakwood Media to produce a series of short programmes on the role of the IMB that could be broadcast to prisoners, but this has failed to materialise, despite the Board's efforts.

5.6 Incentives schemes

The Oakwood incentives scheme, which was first introduced in September 2022, offers entitlements and rewards for each level. The levels are bronze, silver and gold, with an additional level, platinum, for those serving life sentences. There are detailed criteria for positive awards at all levels and a defined list of serious incident downgrades, where the most serious would mean a demotion to bronze status.

Each prisoner has the opportunity to earn points by demonstrating positive behaviour, which accumulate and are available to be spent at the end of each month. When 25 points have been accumulated, they can then be exchanged for a range of benefits, including social visits' vouchers, pin phone credit and meals at kitchens. There are three levels of negative warnings, which result in points being deducted.

Another scheme, 'Enough', was first introduced during the November of this reporting year and is focused on violence reduction on each wing across the main house blocks for prisoner who are not already on the platinum level. Privileges that are available on the latter include: an enhanced, structured activity regime; the facility to order dairy products and spend more money from their accounts; cooking facilities; phone credit; and receiving a themed enhanced servery meal. There is a sliding scale of incentives, which increases week by week (for up to four weeks when they start again), provided the wing remains violence free.

5.7 Complaints

The total number of complaints received by the prison for the reporting year, excluding those relating to Practice Plus Group and DIRFs, was 4617. However, 2062 (45%) complaints were deemed by the prison to be 3-day requests, as opposed to being treated as a Comp 1 complaint. The manager administering the system determines what constitutes a request, which is then dealt with by E1 managers either on the house blocks or via the kiosks on the landings.

The five top areas for complaints were: property (21.8%); staff (11.7%); re-categorisation (9.6%); residential (9.4%); and OMU (7.6%). More information can be seen in Annex D, which includes the proportion of complaints upheld.

Annex D also shows the areas for 3-day requests. The Board will continue to monitor the submission of complaints, which are subsequently deemed requests, as this remains an area that confuses some prisoners, as they do not fully understand either the process or the rationale, which is different in other (public) prisons.

5.8 Property

During the reporting year, property was both the biggest cause for complaints in the prison complaints system and applications received by the Board (see also Annex E).

The Board regularly monitors the admissions' process for new prisoners, including the reception of their property.

6. Health and wellbeing

6.1 Healthcare general

In the Board's view, Practice Plus Group (PPG) continues to provide a level of care equivalent to that provided in the community. Regular monthly local medicine management meetings continue to be held, as well as safer prescribing meetings.

Due to the size of the prison population, PPG does one big promotion every quarter, in addition to circulating 'bite size' material monthly, on different topics via Oakwood Media, in-cell packs and information leaflets given out by health champions. The prison continues to have open communication with families who contact PPG with their concerns.

PPG's patient experience lead (PEL) holds a monthly face-to-face concerns clinic for prisoners with healthcare and prescribing concerns. This provides the opportunity for the prisoners to discuss their worries and the PEL to arrange appropriate appointments. The clinics are well attended, with all concerns documented. The Board believes the clinics have prevented an escalation of health-related complaints. The Board has appreciated the support of the PEL in responding to health-related applications.

Following healthcare concerns from prisoners due for release, plans were put in place towards the end of the reporting period to provide a discharge lounge where prisoners can book in to see the clinical team prior to their release. This was a collaborative initiative supported by G4S and prisoners who helped create the lounge. The discharge lounge was utilised in the summer of 2023, offering appointments to men due for release. Although this clinic has been unable to be offered due to staff sickness and vacancies, the prisoners who require specialist support with their release have been offered appointments to support the continuity of care. Recruitment is ongoing for the admissions and discharge nurse roles and, once filled, the discharge lounge should be operational again.

During the reporting year, there were 676 emergency escorts to A&E departments; 274 prisoners were awaiting specialist treatment; and 284 were requiring follow up. The Board is aware that a relatively low number of prisoners either refused to go to hospital or were not able to go due to lack of escort staff, but this is quite a rare occurrence. From March 2023, the healthcare unit has welcomed secondary care consultants on site to complete clinics, so helping to reduce the staff escort demand. This is working well for cardiology and ENT specialities, with further specialties due to commit in the near future.

A total of 282 prisoners are currently undergoing dental treatment, with 374 on a dental waiting list (initial and follow up) as at the end of the reporting period. Of these, 133 prisoners are awaiting an initial appointment, with 241 awaiting follow up.

In September 2023, the NHS England clinical quality team attended for a focused visit. They concluded that the service was well led and of a good standard.

Integrated healthcare quality meetings, for the Board to monitor PPG, lapsed in the early part of the reporting year, but these have now been restored and incorporate the patient safety meeting. We look forward to being part of these bi-monthly meetings in the next reporting year.

6.2 Physical healthcare

PPG has been proactive throughout the reporting period regarding health promotions and prevention.

The Oakwood healing hut structure was completed in November 2023 and will be in use during the summer 2024. The healing hut is a beautiful wooden structure outside the back of the healthcare unit, which is probably the quietest place in the prison. Oakwood's healing hut followed a focus group in Douglas house block and was part of the Suicide Prevention Month of September 2023. As well as handing out leaflets and information on the subject, the prisoners wanted to create something long-lasting; that they could use for years to come. Prisoners had told the PEL that, at times, it was difficult to grieve in a custodial setting, as it was such a busy site and although men had the chaplaincy service, which they did appreciate and access sometimes, they just needed a quiet space to just be and process the bereavement. Following discussions between the PEL, the Director and the security department, it was agreed that a wooden structure would be made available for prisoners to access with a member of any staff team following bereavement and to support the mental health team and the substance misuse service. This has now been completed and will be available once the logistics of the movement of prisoners safely has been resolved.

The PEL wanted to create an 'Oakwood Man Club' which mirrors the Andy's Man Clubs (a charity that co-ordinates weekly peer-to-peer support groups for men) in the community, to explore the possibility of them supporting men in custodial settings. The PEL obtained material from Andy's Man Club for the prison to start their own group in preparation for release. The group runs from 6pm-8pm every Monday, in line with the community groups. This was piloted from October 2023, with the support of inclusion staff. Although the group was supposed to conclude in December, but the prisoners said they were enjoying it so much, they did not want it to stop.

The PEL has organised a 'park run' to take place in June 2024 for Men's Health week. Health champions will encourage men to come out of their cells to complete a 'park run' within the prison to raise money for their chosen charity, Birmingham Children's Hospital.

From spring 2024, the healthcare unit will have an allocated social prescriber on site twice a week. They will be working on a number of initiatives, from wellbeing packs and relaxation tools to yoga training for gym staff to offer to groups of prisoners. There is work ongoing to explore the use of an interactive projector to work with prisoners in the 'soothe room' to manage patients who self-harm. The social prescriber will work closely with the PEL, GPs and the prison to add to the social prescribing activities already offered across the prison and ensure they are appropriate for the prisoners.

All of the above initiatives have been fully supported by prison staff and Midlands Partnership University NHS Foundation Health Trust (MPFT) mental health team, which provides staff to help the Oakwood Man Club to run. This could not be achieved without this partnership working and is key to its longevity.

6.3 Mental health

Routine mental health referrals should be seen within five working days and urgent referrals within 48 hours. Urgent referrals are usually seen the same day. The time frames are challenging due to ongoing pressures on the service. On a number of occasions during the reporting year, the number of referrals has exceeded over 100 a month.

There were 329 prisoners on psychosocial caseloads at the end of the reporting year. The Board is concerned that there has been a vacancy for a psychologist for much of the reporting period. It should be noted that whilst there has been, and remains, a substantive vacancy for a band 8b psychologist, there has been a period of three months - November to January - when a locum psychologist was in post. The team can also source support for psychologically complex cases from the inclusion lead psychologist, who has provided, and will continue to provide, ad hoc site visits.

All transfers to a secure mental health facility go over the 28-day stipulated timeframe. They are monitored on a weekly basis with a regional hospital escalation meeting and escalated fortnightly with commissioners.

The mental health team remains concerned about the lack of availability of forensic psychological secure places, which means some prisoners remain in the CSU where there is no provision or resource for enhanced mental health support.

6.4 Social care

Three patients were in receipt of social care packages during the reporting year, all located on Ash house block. The packages are facilitated by two healthcare professionals provided by PPG. There are four social workers assigned to the prison by Staffordshire County Council. The social workers do not just cover Oakwood; they cover all prisons in the Staffordshire area. It is difficult to monitor these most vulnerable prisoners, as the social workers are unable to attend multi-agency meetings.

Currently, there is a prison-allocated occupational therapist (OT), who comes into the prison at the request of either the head of safer custody, PPG, or the social care team. When a social care referral is done, the OT will work alongside the social worker and, where needed, aids can be sent in for any prisoner who may need to have reasonable adjustments made for their day-to-day living. Assessments are also carried out for prisoners who are due for transfer or release, whether it is to an Approved Premises or even to home. This is to ensure the continuity of support.

At the end of the reporting year, there were 111 prisoners who were showing as retired, with a further 23 listed as medically retired.

There is a supported living wing on Ash house block for older and vulnerable prisoners who need a higher level of social care support. Much of this support is provided by their peers.

The Board continues to be impressed by the excellent level of support provided to those men who are terminally ill and pass away in prison, particularly by their peers, healthcare staff and wing officers.

6.5 Time out of cell, regime

Currently, prisoners are unlocked, on average, for 9.5 hours per day, with a weekly average for purposeful activity at just over the target of 24 hours.

The Director and SMT regularly review the regime and time out of cells to ensure that the wellbeing and social needs of the prisoners are accommodated. Where weekend and bank holiday regimes are affected by staffing constraints, all prisoners are notified of regime changes in advance.

The Board asked a group of prisoners about weekend regime. They explained that they are unlocked at 8am for canteen, then the wings are split into left and right side, with each allowed out for one hour in the morning for association and one hour in the afternoon. They would also have exercise for one hour at some point during the day, serving at 11.30am, then dinner from 4.30pm-5.30pm, after which they would be locked up for the rest of the evening. The Board is also satisfied that there are activities available to prisoners, such as the use of snooker tables. After talking to a number of prisoners and officers on Cedar house block, the general consensus was fairly positive, with not many issues raised specifically around weekend regime, although some were unhappy about the wing being split in two for association.

This is an area that the Board will continue to monitor, particularly the weekend regime for time out of cell.

6.6 Drug and alcohol rehabilitation

A dedicated drug recovery unit (DRU), located on Elm house block, supports prisoners who participate in a 16-week course. It is currently operating at its maximum capacity of 80 and does have a sizable waiting list. Throughout the reporting period, 182 prisoners started the course compared with 150 for the previous year. During the year, 27 prisoners were de-selected for reasons of security intelligence, violent behaviour or bullying, compared with 40 the previous year.

6.7 Soft skills

There were over 20 peer-led groups at the beginning of the reporting year, which were reviewed and rationalised. They were operating throughout the prison and contributed to the living experience of prisoners and assisting staff in providing support and advice. The peer-led groups provide a wide range of support for prisoners including Listeners, peer mentoring and support, mentoring those with challenging behaviour, and building better relationships between prisoners and staff.

Those providing the peer-led support benefit from developing a range of life skills - see Annex B.

7. Progression and resettlement

Education

Novus Education is the contracted provider for education within the prison. In addition to basic courses in English and Maths (Levels 1 and 2), they offer a range of courses across the house blocks, from art and performing arts to business enterprise and IT, together with a suite of employability skills units.

The Director has mandated Level 2 English and Maths for those prisoners who have not reached this level.

This year, there were 91 prisoners on 134 distance learning courses (53 Open University, 30 Pocket Courses and 51 Prisoner Education Trust/other).

The Board has monitored lessons across all house blocks during the reporting year. It is a very mixed picture, but there are some common themes:

- Prisoners complained that they have already completed the mandatory English and Maths courses but if they decline to attend, they know that there will be consequences.
- Attendance and retention can be very variable. For example, a Level 2 English class, which was monitored by the Board, began with 12 members: seven were still attending by the final week but only four were present in that lesson (three were at an event at that time). Also, many lessons seem to have prisoners absent for medical appointments, visits and other such reasons.
- Courses on the DRU such as 'Anger and Aggression' and 'Personal Confidence' seem to be universally well received and appreciated.
- Prisoners found that English for Speakers of Other Languages (ESOL) courses were engaging but complained that there was a need for more of them.

The management team at Novus changed during the year and it has been difficult for the Board to obtain its management structure. The Board would appreciate regular meetings with the education managers so that it can then monitor more effectively. The Board's approach to facilitate such meetings was not successful, although the meetings' schedule has since been provided and we hope to be able to observe them in the forthcoming year.

The Duke of Edinburgh's Awards scheme had started in the gym towards the end of the reporting year for cohorts of prisoners under the age of 25, with the aim for a new cohort starting each month. The Board will monitor the progress of the scheme.

Library

The two new library managers who were appointed (as a job share) at the end of the previous reporting year are very enthusiastic and keen to promote reading and the use of the library. When the Board have visited it has always been busy and has a positive, helpful, and calm atmosphere. The library continues to be a part of the Storybook Dads initiative. They are also trying to encourage outside speakers to come into the library to talk to the prisoners. The Board attended an excellent talk by renowned author and TV comedy scriptwriter Jeremy Dyson (of the 'League of Gentlemen' fame). He spoke to 19 prisoners from Ash and Douglas house blocks

about his life and how he came into the industry. A second talk was then given to 30 men from Beech and Cedar house blocks.

7.2 Vocational training, work

Industries Skills A offers courses for around 100 men in such areas as plastering, Railtrack, car valeting, warehousing, bricklaying, painting and decorating, carpentry, joinery, motor vehicle maintenance, art, and hospitality/barista training. The prisoners the Board spoke to almost always found the courses worthwhile, rewarding, and enjoyable. There is also a very successful Barbering Academy on Ash house block and a gym tutoring course in the Sports Centre. In-cell work on Ash is available with support from Safer Custody. Reintegration, Intervention, Safety and Engagement (RISE) PLI are also running a small work party to support self-harm and drug misuse. Neurodiversity courses are also offered.

The number of prisoners in Industries Skills B and C is also high with Skills B having a roll of 255 and Skills C with 350. Skills B offer employment in areas such as welding, light plastic assembly, sewing and embroidery, material cutting and packing and landscaping. Skills C also offers work in wood assembly / fence panelling, recycling, and furniture manufacture for the Timber Shop. The Board does occasionally hear from prisoners complaining that the levels of pay are low in comparison to the amount of work that they have to carry out.

Farms and Gardens continues to be a hive of activity. There are now 6 prisoners working in this area (an increase of 2 from last year). The 100 apple trees planted last year are doing well, with an additional 200 planted around the houseblocks this year. The issues regarding drainage have been resolved and they now have a picnic / bench area for staff to be able to utilise. They will be planting 5,000 bedding plants this spring including strawberries (which are available for sale to prisoners). The flowers grown in this area are now being replanted across the prison site. Food items have also been donated to a local charity. A large and attractive 4-feet deep pond has been created, which will have a variety of pond plants. There are also heated polytunnels to enable the prisoners to increase the varieties of plants that can be cultivated. Overall there are in excess of 30,000 plants.

7.3 Offender management, progression

The Board has continued to monitor IPP-sentenced prisoners throughout the year and received regular updates from senior probation officers based in the OMU. In December 2022o the prison had 49 IPP-sentenced prisoners (24 on recall). By the end of this reporting period this number had increased to 101 (75 on recall) and represents a 100% increase. There has also been a marked shift in the proportion of prisoners on recall from 1:1 to 3:1 over the same period.

The Board spoke to IPP-sentenced prisoners in May 2023 following the publication of Sir Robert Neill's letter regarding the IPP Action Plan. They were again disappointed by its contents but were pleased that they had a chance to speak to the Prison's Head of Rehabilitation on 1:1 basis regarding their own personal situation. Many were also glad that the Board had continued to take an interest in their wellbeing and progression.

The prison was also part of the thematic review of IPP-sentenced prisoners, published in early 2024, when 17 prisoners and a number of staff were interviewed. On speaking with senior probation officers and the head of OMU, they were concerned with the national difficulty in recruiting and retaining probation officers and OMU staff, including forensic psychologists. They were also worried that the prisoner profile was changing at HMP Oakwood, with a high number of prisoners with indeterminate sentences (with no release date) and those that currently pose a high level of risk if released.

The plan from April 2024 is to hold regular progression panels for IPP-sentenced prisoners, with priority given to those who are on recall. The idea is for these to focus on one individual, empowering and encouraging them to take ownership of their situation – the IPP prisoners themselves will be an integral part of that panel. The Board will monitor these and has been invited to attend, so we can observe, once they become established.

A potential stumbling block to progression has been the lack of provision of some courses (such as Horizon or Kaizen) at the prison. Many prisoners, especially those serving long sentences who have settled here and taken on responsibilities in the PLI programmes, do not want to have to transfer to another establishment to complete courses in order to satisfy future parole board requirements. Recently, however, the Board has been informed by the Prison Director that a new generation of programmes is being rolled out in the coming year, which are more personalised to a prisoner's needs. He is hopeful they will include the successor to courses such as the aforementioned Horizon and Kaizen. The Board would welcome such a development.

7.4 Family contact

The visits and family intervention team offered over 27,000 hours for social visits, 8,000 social video calls and provided 8,000 hours of enhanced interventions in the past year. They also offered 360 hours of parenting classes. Popular Interventions have included:

- Kids Clubs (2,940 hours) have continued to be sought after every weekend, with almost all of the 120 spaces filled, and a waiting list each month.
- Family Days (3,340 hours) such as a five-hour Family Day for Dads during the school holidays, which had a Disney Partners theme. The children had lots of themed activities, music and games to enjoy and the whole family took part in a quiz, bingo and carnival-style games. The families were also taken on a tour of the visits' gardens and met the resident animals and enjoyed lunch together.
- Family Cooking (165 hours), where up to 12 prisoners and their families were given the opportunity to spend time cooking together on a Saturday afternoon. They laid the table, sat, ate and washed up, then sat together talking and playing games. These visits create an 'at home' type environment for the children.
- Lifer Lounges (308 hours) and Lifer Cooking (149 hours), where approved Platinum-level prisoners with life sentences, have had the chance to enjoy a Sunday afternoon extended visit in the lounge rooms with their families, with some also cooking and dining together beforehand.

Previously the Board has been concerned that too many visits had been booked, but the prisoner had not actually attended (without good reason). There is now a graduated warning system in place so that if a prisoner continues to do this, it will result in an incentives scheme warning being issued, which appears to be successful.

7.5 Resettlement planning

Around 130 men are released from Oakwood each month, with 1 in 8 homeless.

The information, advice and guidance (IAG) team (from the Shaw Trust) consists of five staff, assisted by two PLIs who work with prisoners from their fifth day in the prison, producing action plans for their learning/training pathway. Twenty weeks before their release date, prisoners are reviewed so further help can be offered; a leaving pack, which signposts help, is available; and a pre-release booklet is currently being written. Creating future opportunities (CFO) works with prisoners one-to-one or in small groups, where a presenter from outside comes in and helps with short courses to assist with realistic goal setting and sources of help outside, as well as providing workbooks covering finance, independent living and self-employment. CFO has community activity hubs in the West Midlands, Staffordshire and Shropshire to help prisoners after release. The Jobcentre Plus work coaches are able to build prisoners' claims before they leave the prison, enabling them to receive their subsistence payment. Information is provided so their Universal Credit claims should go live seamlessly after release.

The employability hub regularly holds resettlement fairs for prisoners approaching their release dates in order to promote the services and support available. Another similar initiative is run by members of the resettlement advice line peer helpdesk (RALPH) PLI entitled 'Through the Gate' and is delivered to small groups of prisoners. They also work on the induction wings daily and use a '28-day' list to follow up with men approaching their release.

RALPH also offers a variety of services dealing with finance, identification and starting and ending tenancies, with a focus on new arrivals at the prison and those approaching release.

The IAG team informed the Board that, month-on-month, the proportion of prisoners entering employment rarely deviates from 1 in 5. Also 1 in 4 are deemed to be 'red', which meant they had no intention of looking for potential employment.

8. The work of the IMB

The Board has undertaken the following work throughout the course of the reporting year:

- Participated in regional recruitment campaigns, both in relation to offering to be on interview panels, and at recruitment campaigns e.g. radio interview.
- Production of detailed guidance notes for members on all key areas of prison monitoring.
- Continued to lead the regional work on the production of an induction folder for new members across the West Midlands region.
- Carried out and published a prisoner food survey.
- Created a comprehensive member online resource base using Kahootz.
- Created and supported a Kahootz data base for the regional Board development officers and, alongside this, arranged information sessions for them.
- Produced letters about the work of the Board for all prisoners, with targeted letters for new arrivals and those prisoners in the CSU.
- Had regular meetings with SMT, PPG and Aramark catering.

Board statistics

| | |
|--|---|
| Recommended complement of Board members | 18 |
| Number of Board members at the start of the reporting period | 10 (including 1 on a sabbatical) and 4 more in training |
| Number of Board members at the end of the reporting period | 10 and 2 more in training |
| Total number of visits to the establishment | 608 |

Applications to the IMB

(see also **Annex E**)

| Code | Subject | Previous reporting year | Current reporting year |
|-------------|---|--------------------------------|-------------------------------|
| A | Accommodation, including laundry, clothing, ablutions | 47 | 21 |
| B | Discipline, including adjudications, incentives scheme, sanctions | 5 | 14 |
| C | Equality | 27 | 12 |
| D | Purposeful activity, including education, work, training, time out of cell | 29 | 36 |
| E1 | Letters, visits, telephones, public protection, restrictions | 27 | 21 |
| E2 | Finance, including pay, private monies, spends | 12 | 19 |
| F | Food and kitchens | 27 | 40 |
| G | Health, including physical, mental, social care | 98 | 69 |
| H1 | Property within the establishment | 56 | 47 |
| H2 | Property during transfer or in another facility | 71 | 66 |
| H3 | Canteen, facility list, catalogues | 12 | 13 |
| I | Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, re-categorisation | 76 | 58 |
| J | Staff/prisoner concerns, including bullying | 88 | 31 |
| K | Transfers | 26 | 19 |
| L | Miscellaneous | 131 | 128 |
| | Total number of applications | 732 | 594 |

Annex A

Service providers

- Practice Plus Group (healthcare provider replacing CARE UK from April 2019, including the provision of the pharmacy from 2021)
- GEO Amey (transport provider between prisons and the courts)
- DHL (ordering and delivery of canteen items)
- Aramark (catering services)
- Novus (education provider)
- Staffordshire Library Services
- Staffordshire County Council (social work and care support)
- Restart (social enterprise offering support)
- Invisible Walls (family support service)
- NACRO (resettlement services)

Annex B

Peer support

HMP Oakwood is at the forefront of peer led initiatives (PLIs) as a result of the support and confidence of the Director and his SMT.

Prisoners are supported by other prisoners in two ways. The first is through PLIs and the other is through peer support services (PSS). Peer-to-peer projects are an invaluable resource in a prison environment, which houses some of the most vulnerable people and those with very challenging behaviour. Each PLI and PSS has a member of the SMT who acts as its champion, working with the project lead, to advise on job descriptions and expectations for the role.

The PLIs and PSS are expected to keep records of the work they undertake, and this is then shared with their respective champions. A representative from each PLI will also attend a monthly meeting with prison and third-party senior managers (prison council meeting).

Following a review during the last reporting year, the following are in place:

Peer led initiatives

These are unique projects that have been created from ideas by prisoners. PLIs developed from ideas that prisoners have taken to the SMT as ways they feel could help support aspects of prisoner life.

- Training, rehabilitation and culture (TRC)
- Behavioural intervention group (BIG)
- Peace and community engagement (PACE)
- Reintegration, intervention, safety and engagement (RISE)

Peer support services

These developed from prisoner-led projects. They include peer education and practical support mechanisms to help prisoners with everyday life:

- Leading individuals together (LIFT)
- Recovery champions
- Drug recovery unit (DRU)
- Health champions
- Health and safety line (HAS LINE)
- Oakwood Media
- Project Unite
- Your consultation group (YCG)
- Prisoner OMU pre-release looking at rehabilitation (POPLAR)
- Resettlement advice line peer helpdesk (RALPH)
- Family intervention team (FIT)

A booklet has been developed by the media team, available to all prisoners, to raise awareness about the roles and functions of each group.

Annex C

Terms of reference for the violence reduction group (stabilisation meetings)

Purpose

To encourage strategic planning that will reduce the levels of violence and disorder by identifying trends and themes for the causes of violence and disorder within our establishments. We will use data analysis and encourage communication between departments to discuss good practice and developmental needs, and outline plans of action to improve outcomes.

Objective

To provide a safe and controlled prison environment for staff and prisoners, where prisoners feel supported and able to focus on addressing offending behaviour and future planning without fear for their safety and where staff feel they can impact on the reduction of risk associated behaviours in a safe and effective manner.

Aims

To reduce both violence and disorder within our establishments and uphold levels of decency through positive staff-prisoner interactions; ensuring procedures are fair and just; addressing disproportionality; and maintaining a safe and rehabilitative environment.

MEETING SCHEDULE

| | |
|---------------------|--|
| Frequency | Monthly |
| Day and time | Earliest practical Tuesday following the 9 th of the month at 2pm |
| Duration | 1 hour |
| Minutes | Safer custody administrators |
| Venue | The boardroom |

CORE MEMBERSHIP

Deputy Director and head of safety: Chair

Head of residence

Head of security

E1 managers from each main residential area

Intel security manager

Safer custody: violence reduction manager

Security analyst

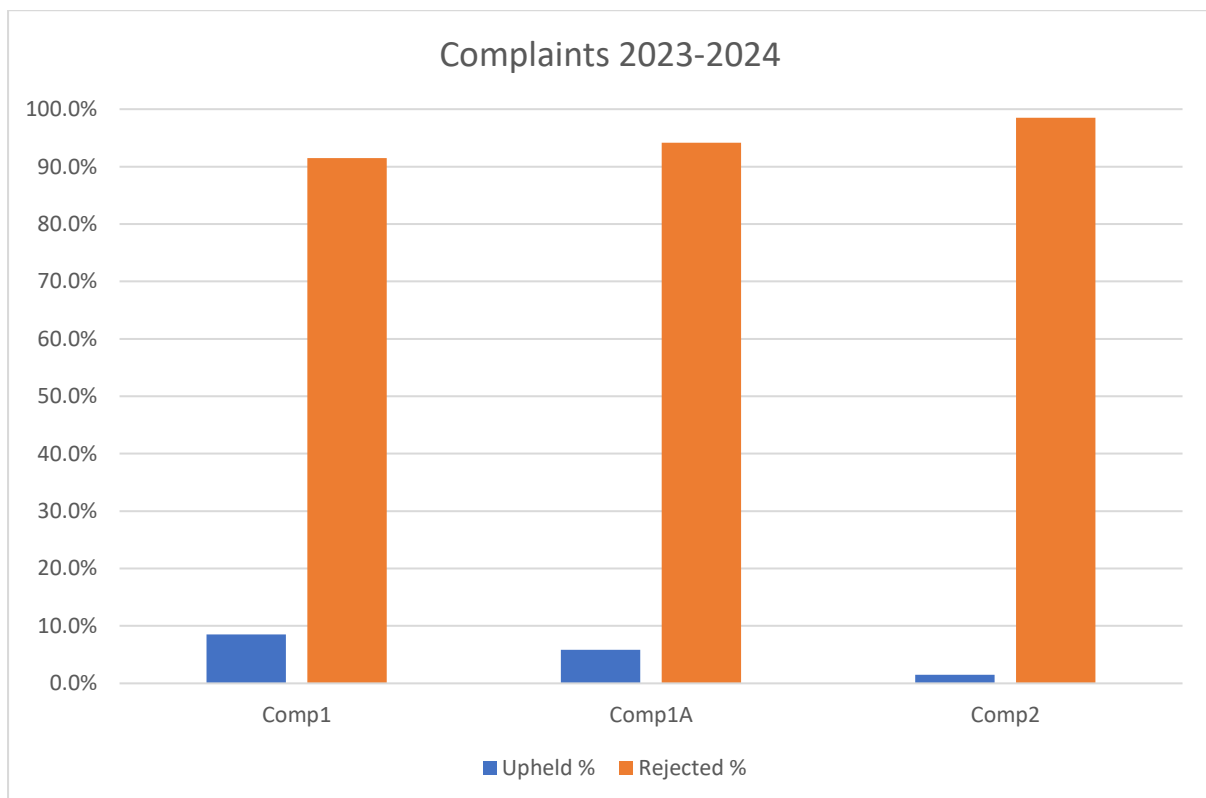
Mental health team representative

(IMB invited, as observers)

Annex D

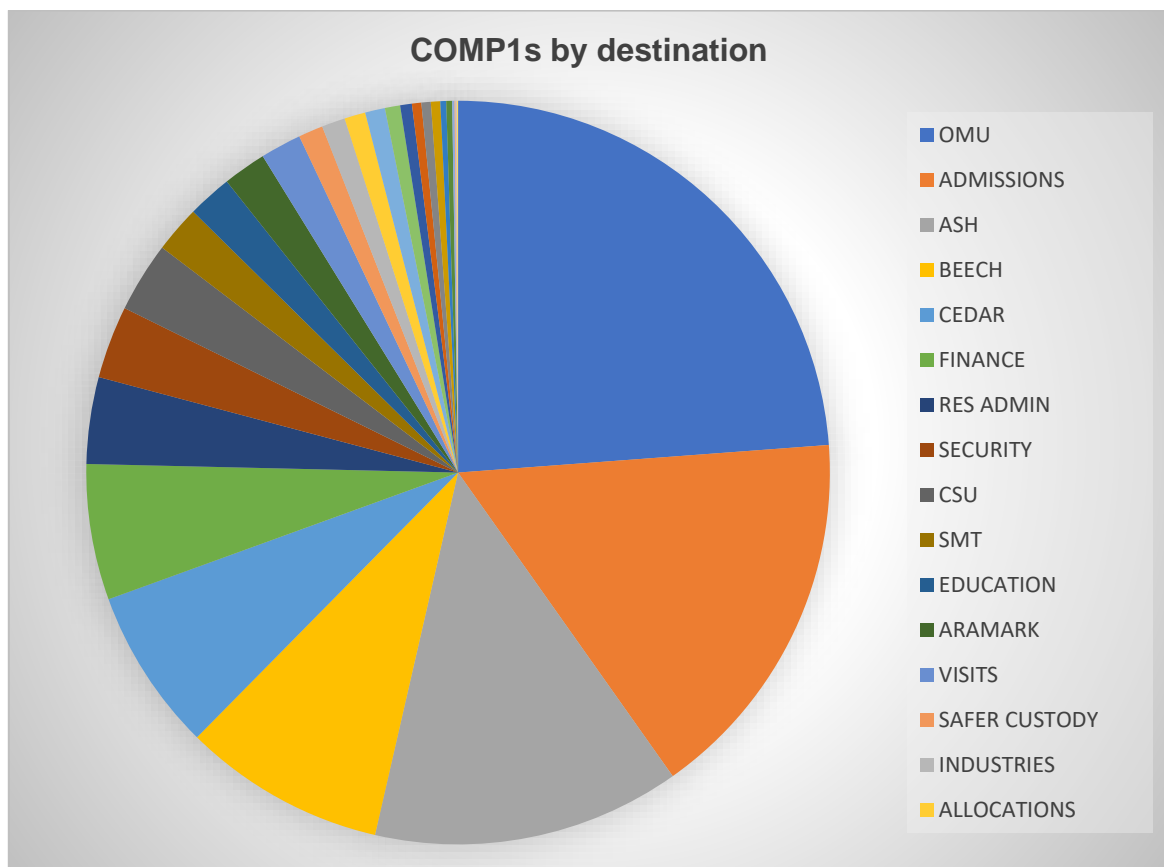
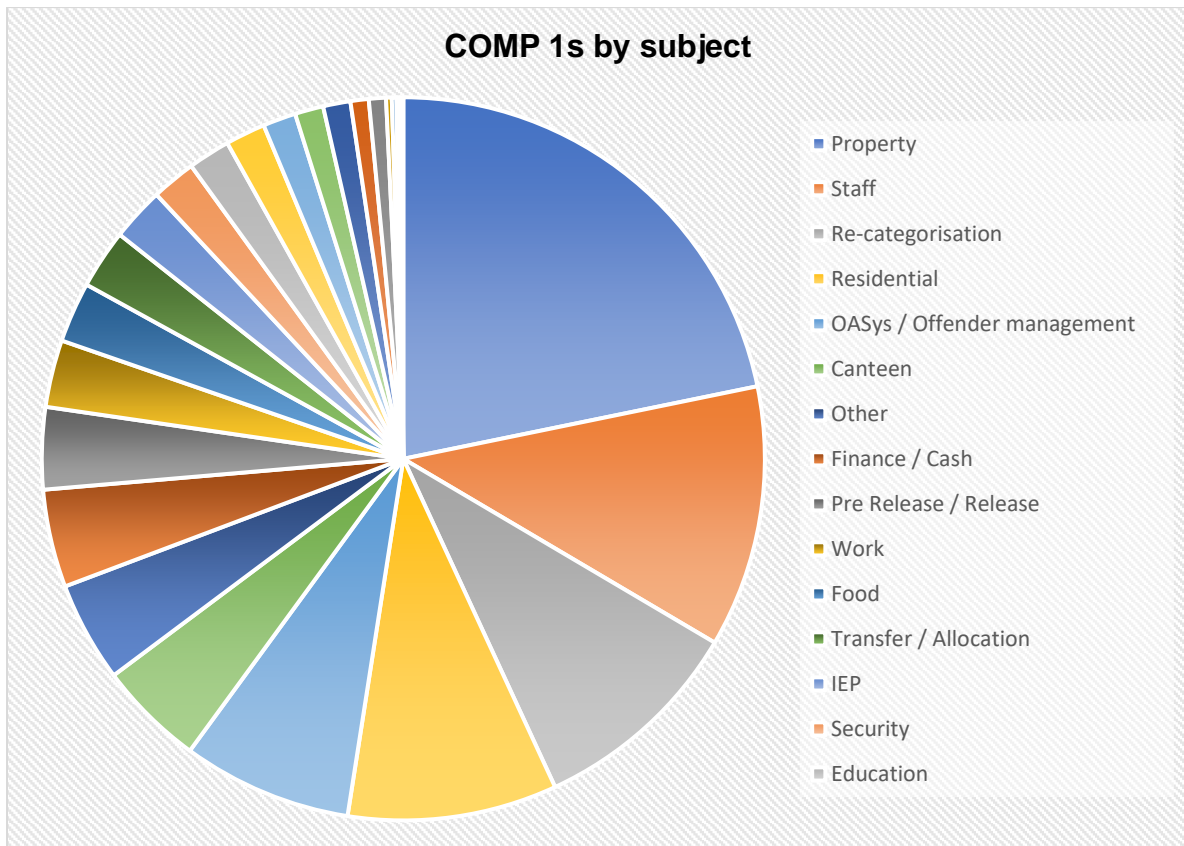
Complaints data (Comp 1s are ordinary complaints; comp 1 As are appeals; and Comp 2s are confidential complaints)

| Complaints 2023-2024 | | | |
|----------------------|--------|---------|--------|
| Outcome | Comp 1 | Comp 1A | Comp 2 |
| Upheld | 167 | 11 | 6 |
| Rejected | 1798 | 178 | 395 |
| Total | 1965 | 189 | 401 |
| Upheld % | 8.5% | 5.8% | 1.5% |
| Rejected % | 91.5% | 94.2% | 98.5% |



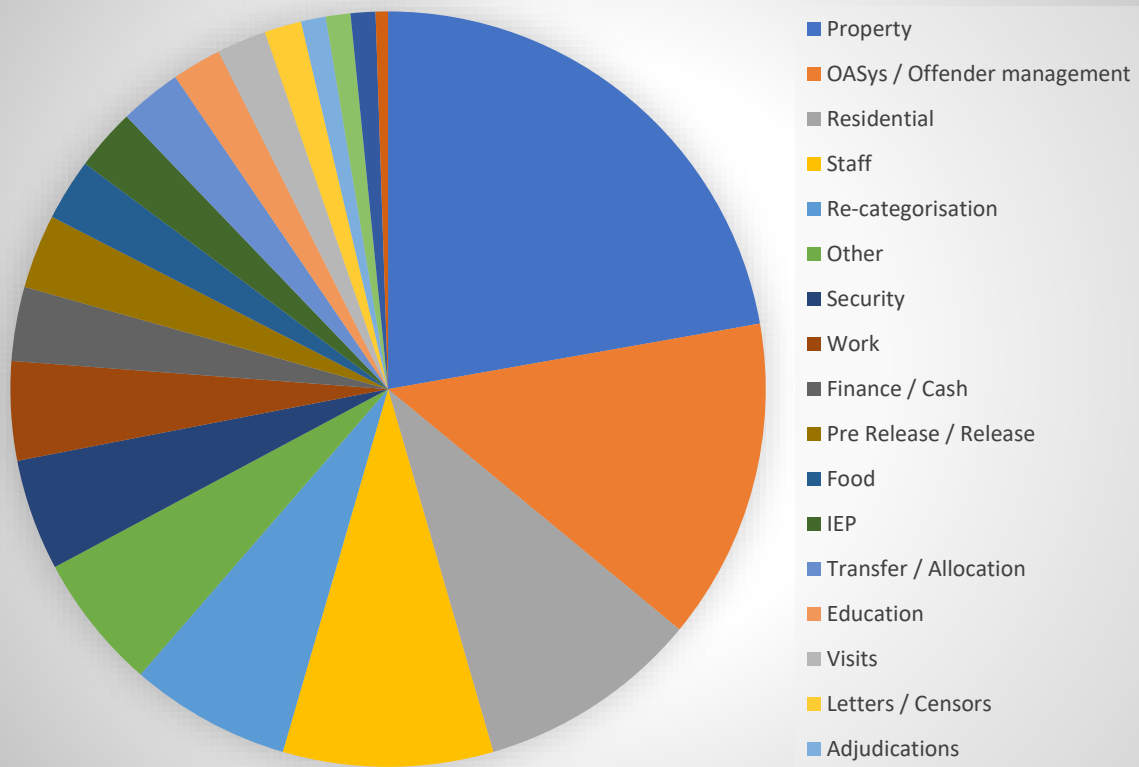
| COMP 1s by subject | | | |
|----------------------------------|-------------|----------|---------------|
| Complaint subject | Number | Rank | % |
| Adjudications | 25 | 18 | 1.3% |
| Bullying | 35 | 16 | 1.8% |
| Canteen | 93 | 6 | 4.7% |
| Education | 37 | 15 | 1.9% |
| Finance/cash | 86 | 8 | 4.4% |
| Food | 53 | 11 | 2.7% |
| Gym | 3 | 24 | 0.2% |
| Incentives scheme | 47 | 13 | 2.4% |
| Letters/censors | 24 | 19 | 1.2% |
| Medical/healthcare | 16 | 20 | 0.8% |
| OASys/offender management | 149 | 5 | 7.6% |
| Offending behaviour programmes | 4 | 23 | 0.2% |
| Other | 88 | 7 | 4.5% |
| Pre-release/release | 72 | 9 | 3.7% |
| Property | 428 | 1 | 21.8% |
| Re-categorisation | 189 | 3 | 9.6% |
| Reception | 5 | 22 | 0.3% |
| Residential | 184 | 4 | 9.4% |
| Security | 39 | 14 | 2.0% |
| Segregation | 3 | 24 | 0.2% |
| Staff | 230 | 2 | 11.7% |
| Transfer/allocation | 52 | 12 | 2.6% |
| Violence | 15 | 21 | 0.8% |
| Visits | 29 | 17 | 1.5% |
| Work | 59 | 10 | 3.0% |
| | | | |
| Total | 1965 | | 100.0% |

| Comp 1s by destination | | | |
|------------------------|-------------|----------|---------------|
| Main Log | Number | Rank | % |
| ADMISSIONS | 322 | 2 | 16.4% |
| ALLOCATIONS | 18 | 16 | 0.9% |
| ARAMARK | 37 | 12 | 1.9% |
| ASH | 263 | 3 | 13.4% |
| BEECH | 173 | 4 | 8.8% |
| CEDAR | 139 | 5 | 7.1% |
| CHAPLAINCY | 10 | 19 | 0.5% |
| CORRESPONDENCE | 13 | 18 | 0.7% |
| CSU | 60 | 9 | 3.1% |
| DOUGLAS | 5 | 23 | 0.3% |
| EDUCATION | 38 | 11 | 1.9% |
| ELM | 17 | 17 | 0.9% |
| FINANCE | 116 | 6 | 5.9% |
| FM | 1 | 26 | 0.1% |
| GYM | 2 | 25 | 0.1% |
| HEALTH AND SAFETY | 1 | 26 | 0.1% |
| INDUSTRIES | 20 | 15 | 1.0% |
| OCA | 8 | 20 | 0.4% |
| OMU | 468 | 1 | 23.8% |
| ORDERLY OFFICE | 8 | 20 | 0.4% |
| RES ADMIN | 74 | 7 | 3.8% |
| RESETTLEMENT | 1 | 26 | 0.1% |
| SAFER CUSTODY | 21 | 14 | 1.1% |
| SECURITY | 62 | 8 | 3.2% |
| SMT | 40 | 10 | 2.0% |
| STORES | 5 | 23 | 0.3% |
| VISITS | 35 | 13 | 1.8% |
| WORKSHOPS | 8 | 20 | 0.4% |
| | | | |
| Total | 1965 | | 100.0% |

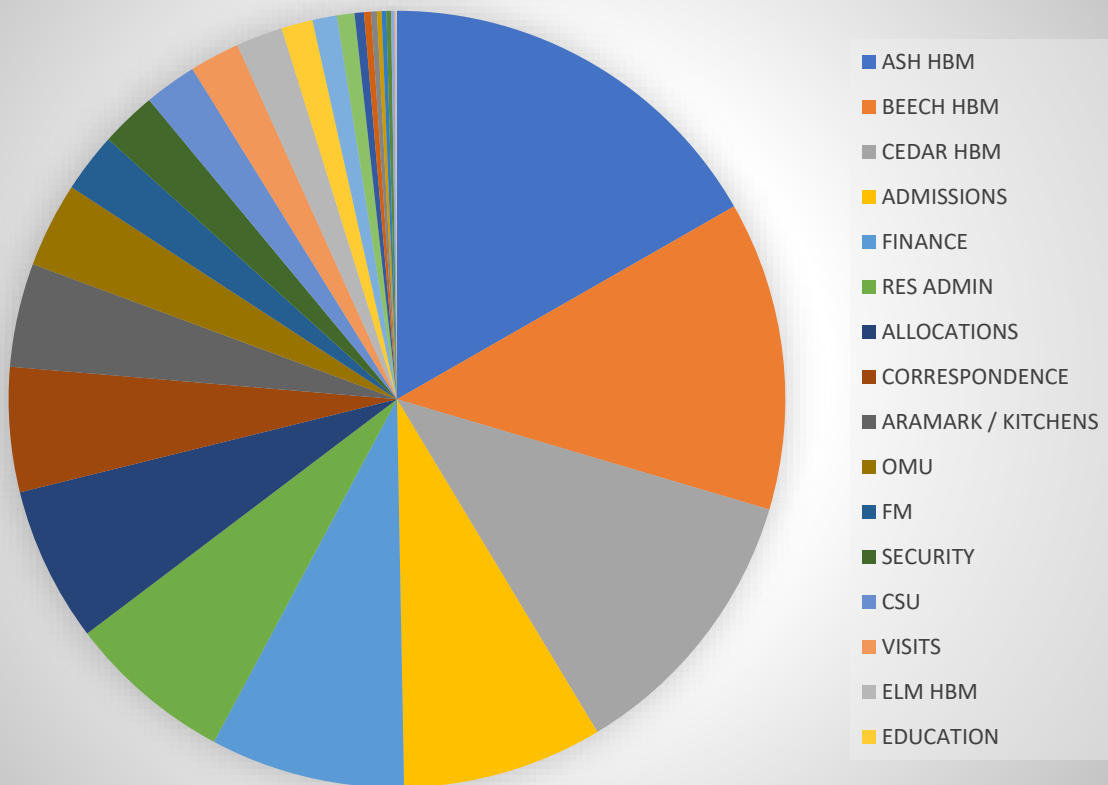


| COMP 1As by subject | | | |
|----------------------------------|------------|----------|---------------|
| Complaint subject | Number | Rank | % |
| Adjudications | 2 | 17 | 1.1% |
| Bullying | 2 | 17 | 1.1% |
| Canteen | 1 | 20 | 0.5% |
| Education | 4 | 14 | 2.1% |
| Finance / Cash | 6 | 9 | 3.2% |
| Food | 5 | 11 | 2.6% |
| Gym | 0 | 21 | 0.0% |
| Incentives scheme | 5 | 11 | 2.6% |
| Letters/censors | 3 | 16 | 1.6% |
| Medical/healthcare | 0 | 21 | 0.0% |
| OASys/offender management | 26 | 2 | 13.8% |
| Offending behaviour programmes | 0 | 21 | 0.0% |
| Other | 11 | 6 | 5.8% |
| Pre-release/Release | 6 | 9 | 3.2% |
| Property | 42 | 1 | 22.2% |
| Re-categorisation | 13 | 5 | 6.9% |
| Reception | 0 | 21 | 0.0% |
| Residential | 18 | 3 | 9.5% |
| Security | 9 | 7 | 4.8% |
| Segregation | 0 | 21 | 0.0% |
| Staff | 17 | 4 | 9.0% |
| Transfer/allocation | 5 | 11 | 2.6% |
| Violence | 2 | 17 | 1.1% |
| Visits | 4 | 14 | 2.1% |
| Work | 8 | 8 | 4.2% |
| | | | |
| Total | 189 | | 100.0% |

COMP 1As by subject



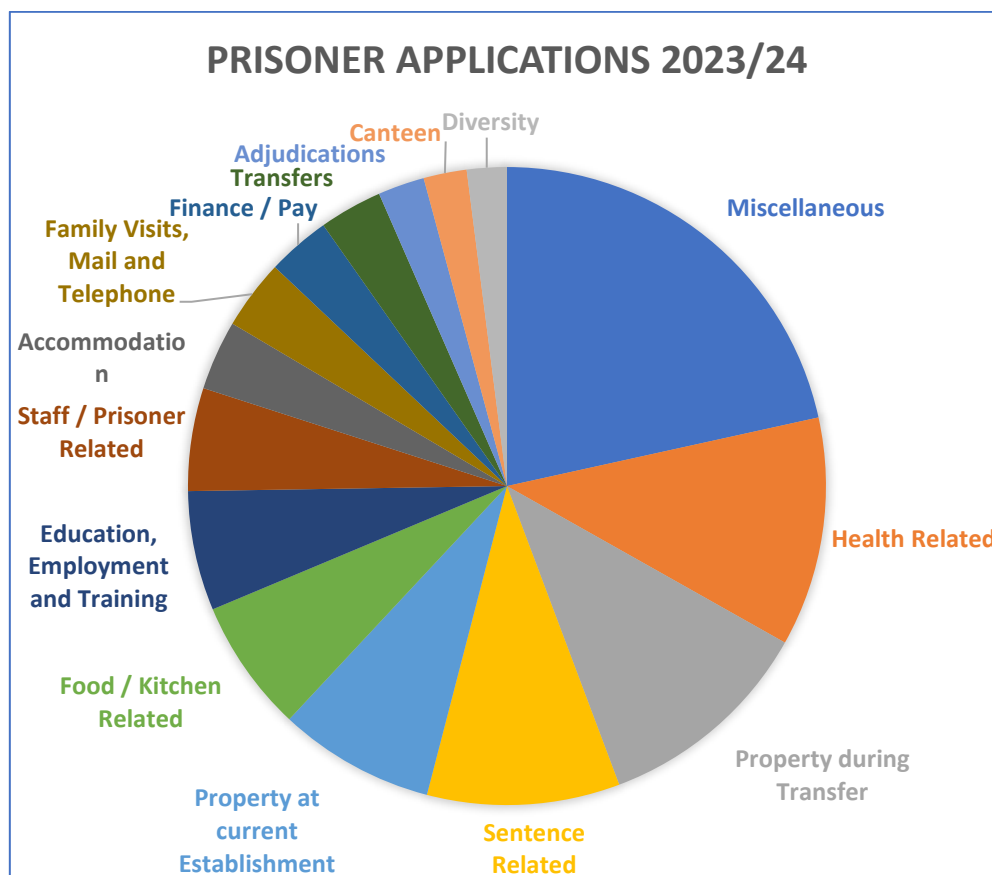
3-day requests by destination



| 3-Day requests by destination | | | |
|-------------------------------|-------------|---------------|----------|
| Logged to | Number | % | Rank |
| ADJUDICATIONS | 4 | 0.2% | 22 |
| ADMISSIONS | 172 | 8.3% | 4 |
| ALLOCATIONS | 133 | 6.5% | 7 |
| ARAMARK / KITCHENS | 89 | 4.3% | 9 |
| ASH HBM | 345 | 16.7% | 1 |
| BEECH HBM | 265 | 12.9% | 2 |
| CEDAR HBM | 243 | 11.8% | 3 |
| CHAPLAINCY | 8 | 0.4% | 19 |
| CORRESPONDENCE | 107 | 5.2% | 8 |
| CSU | 45 | 2.2% | 13 |
| DOUGLAS HBM | 1 | 0.0% | 26 |
| EDUCATION | 27 | 1.3% | 16 |
| ELM HBM | 40 | 1.9% | 15 |
| FINANCE | 167 | 8.1% | 5 |
| FM | 51 | 2.5% | 11 |
| GYM | 6 | 0.3% | 20 |
| INDUSTRIES | 3 | 0.1% | 25 |
| LIBRARY | 1 | 0.0% | 26 |
| OCA | 21 | 1.0% | 17 |
| OMU | 73 | 3.5% | 10 |
| ORDERLY OFFICE | 15 | 0.7% | 18 |
| RES ADMIN | 142 | 6.9% | 6 |
| RESETTLEMENT | 4 | 0.2% | 22 |
| SAFER CUSTODY | 5 | 0.2% | 21 |
| SECURITY | 48 | 2.3% | 12 |
| VISITS | 43 | 2.1% | 14 |
| WORKSHOPS | 4 | 0.2% | 22 |
| | | | |
| Total | 2062 | 100.0% | |

Annex E

IMB Applications 2023-2024



Prisoner application types 2023-2024

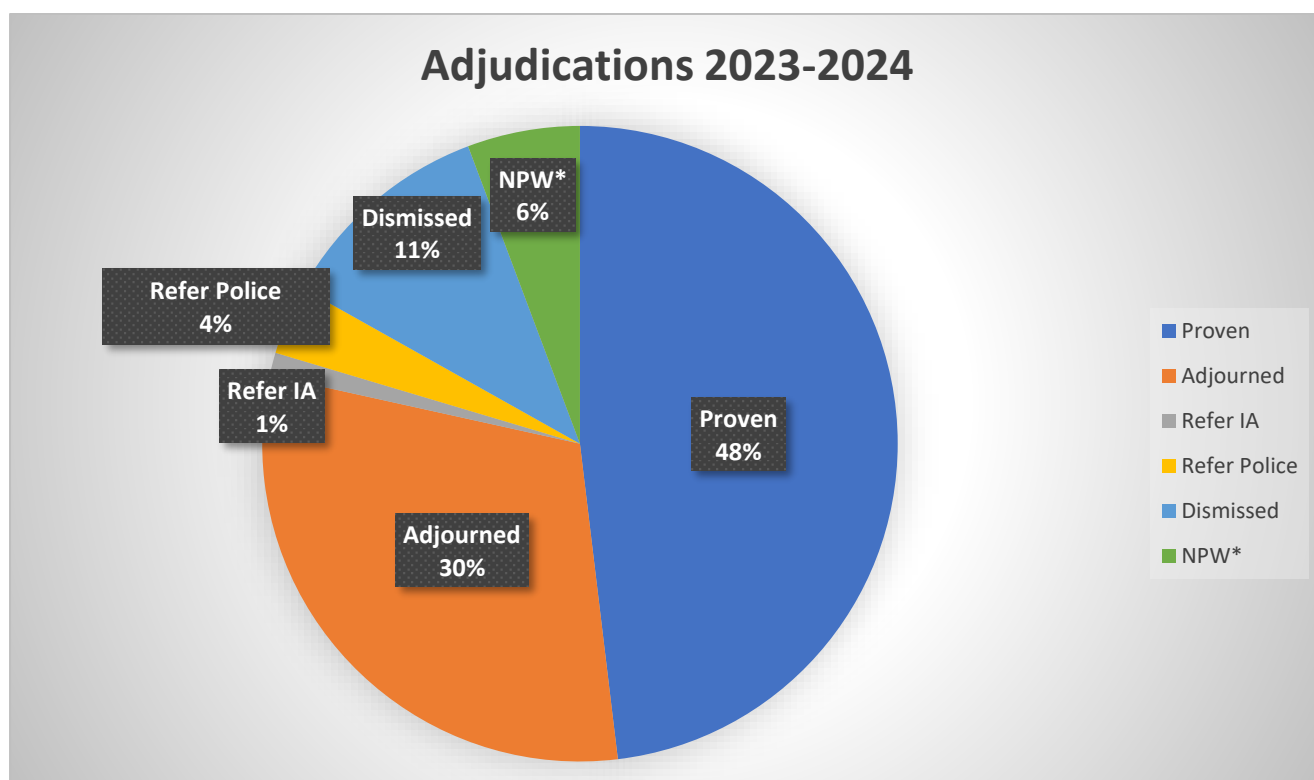
| Type | Category | Count | % | Rank |
|------|------------------------------------|------------|-------------|------|
| L | Miscellaneous | 128 | 22% | 1 |
| G | Health related | 69 | 12% | 2 |
| H2 | Property during transfer | 66 | 11% | 3 |
| I | Sentence related | 58 | 10% | 4 |
| H1 | Property at current establishment | 47 | 8% | 5 |
| F | Food/kitchen Related | 40 | 7% | 6 |
| D | Education, employment and training | 36 | 6% | 7 |
| J | Staff/prisoner related | 31 | 5% | 8 |
| A | Accommodation | 21 | 4% | 9 |
| E1 | Family visits, mail and phone | 21 | 4% | 9 |
| E2 | Finance / Pay | 19 | 3% | 11 |
| K | Transfers | 19 | 3% | 11 |
| B | Adjudications | 14 | 2% | 13 |
| H3 | Canteen | 13 | 2% | 14 |
| C | Diversity | 12 | 2% | 15 |
| | | | | |
| | Total | 594 | 100% | |

Annex F

Adjudications 2023-2024

| Month | Proven | Adjourned | Refer IA | Refer Police | Dismissed | NPW* | Total | NPW / Dism. | NPW / Dism. (%) |
|--------------|-------------|-------------|-----------|--------------|------------|------------|-------------|-------------|-----------------|
| Apr-23 | 248 | 138 | 0 | 8 | 39 | 33 | 466 | 72 | 15.5% |
| May-23 | 208 | 157 | 8 | 11 | 40 | 29 | 453 | 69 | 15.2% |
| Jun-23 | 256 | 196 | 7 | 22 | 62 | 17 | 560 | 79 | 14.1% |
| Jul-23 | 306 | 201 | 16 | 19 | 61 | 24 | 627 | 85 | 13.6% |
| Aug-23 | 305 | 188 | 1 | 11 | 64 | 36 | 605 | 100 | 16.5% |
| Sep-23 | 232 | 127 | 9 | 22 | 63 | 28 | 481 | 91 | 18.9% |
| Oct-23 | 214 | 163 | 8 | 18 | 47 | 32 | 482 | 79 | 16.4% |
| Nov-23 | 289 | 161 | 4 | 29 | 74 | 25 | 582 | 99 | 17.0% |
| Dec-23 | 244 | 124 | 2 | 27 | 45 | 31 | 473 | 76 | 16.1% |
| Jan-24 | 287 | 157 | 3 | 30 | 78 | 53 | 608 | 131 | 21.5% |
| Feb-24 | 240 | 180 | 15 | 18 | 87 | 40 | 580 | 127 | 21.9% |
| Mar-24 | 262 | 160 | 1 | 11 | 56 | 20 | 510 | 76 | 14.9% |
| | | | | | | | | | |
| 23/24 | Proven | Adjourned | Refer IA | Refer Police | Dismissed | NPW* | Total | NPW / Dism. | NPW / Dism. (%) |
| Total | 3091 | 1952 | 74 | 226 | 716 | 368 | 6427 | 1084 | 16.9% |

* Not Proceeded With

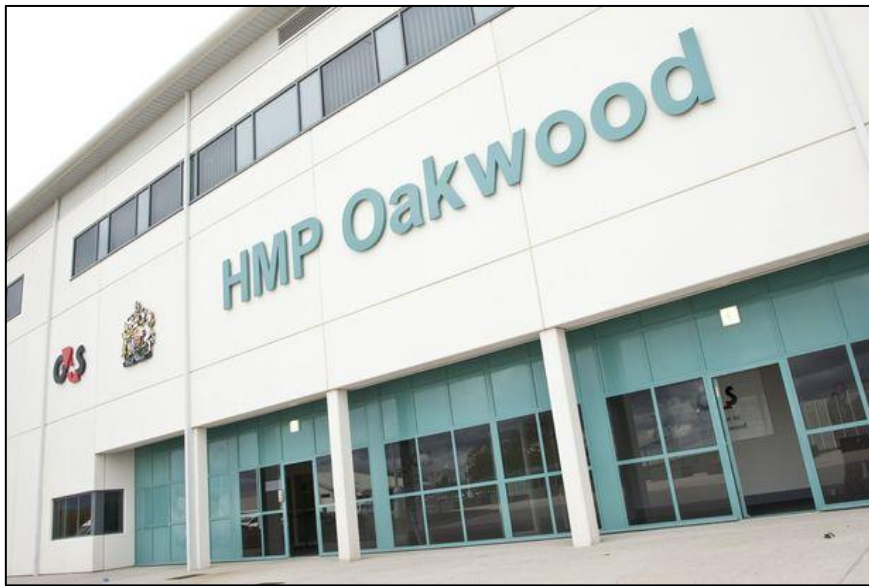


Annex G

IMB food survey results: January 2024



Prisoner Food Survey



January 2024

Food Complaints Survey

We are interested in your views on the food served at Oakwood. Please tell us about the complaint or other feedback you've given through the Kiosk to the prison caterer, Aramark.

Your replies to this survey will be used in our monitoring role to help prisoners at Oakwood. Please fill it in and post it in the IMB box on your wing for us to collect.

Which house block are you on?

1. Have you complained or given other feedback to Aramark in the last 12 months?

Yes ☐ Go to question 2 No ☐ Go straight to question 7 over the page

2. How many times have you complained or given other feedback in the last 12 months?

Once ☐ Twice ☐ Three or more times ☐

3. What did you complain or give feedback about? Please tick any that apply.

| | | | |
|----------------------------|--------------------------|-------------------------|--------------------------|
| Choice and variety of menu | <input type="checkbox"/> | Temperature of food | <input type="checkbox"/> |
| Portion sizes | <input type="checkbox"/> | Taste of the food | <input type="checkbox"/> |
| Meal times | <input type="checkbox"/> | Cleanliness and hygiene | <input type="checkbox"/> |
| Appearance of food | <input type="checkbox"/> | Special dietary needs | <input type="checkbox"/> |
| Healthy options | <input type="checkbox"/> | Other issue | <input type="checkbox"/> |

What was this?

4. Did you get a reply from Aramark to your complaint or feedback?

Yes ☐ No ☐ Don't know ☐

5. Were you happy or unhappy with the reply?

Very happy ☐ Happy ☐ Unhappy ☐ Very unhappy ☐

Please turn over



6. Please use this space to tell us more. For example, about the feedback you gave, the reply you had and your views on this.

7. Overall, what is the quality of food like in this prison?

Very good ☐ Good ☐ Bad ☐ Very bad ☐

8. Do you get enough to eat at mealtimes?

Always ☐ Most of the time ☐ Some of the time ☐ Never ☐

9. Does the shop/canteen sell the food items that you need?

Yes ☐ No ☐ Don't know ☐

10. What ONE thing would make mealtimes better?

Thank you for taking time to answer this survey.

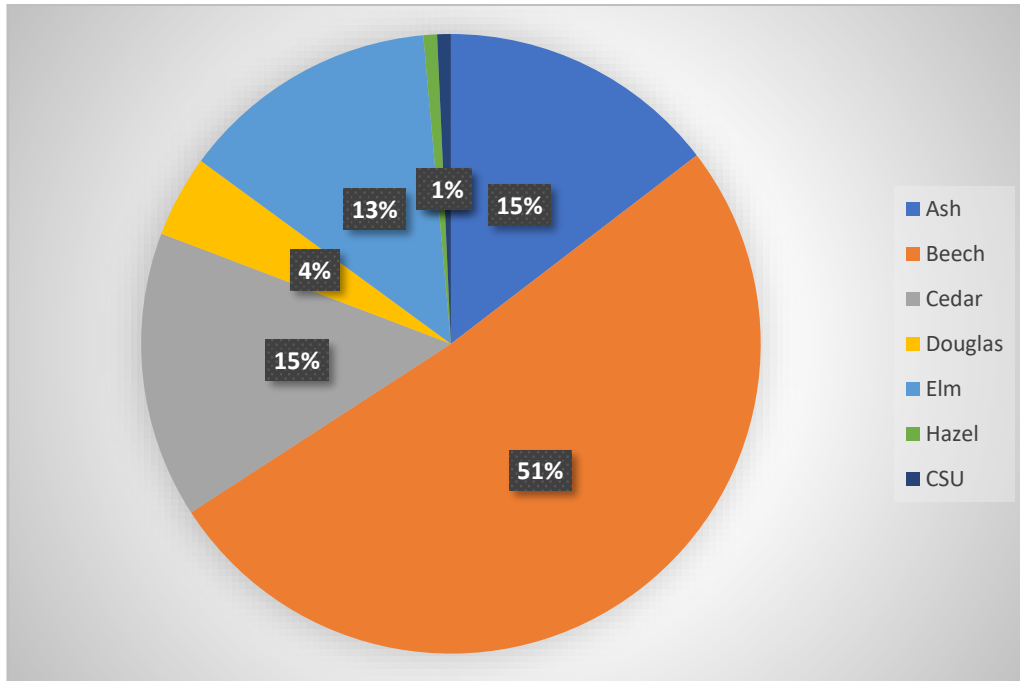
If you would be willing to talk to us more about this topic of food, please put your name and prison number here:

.....

Results analysis

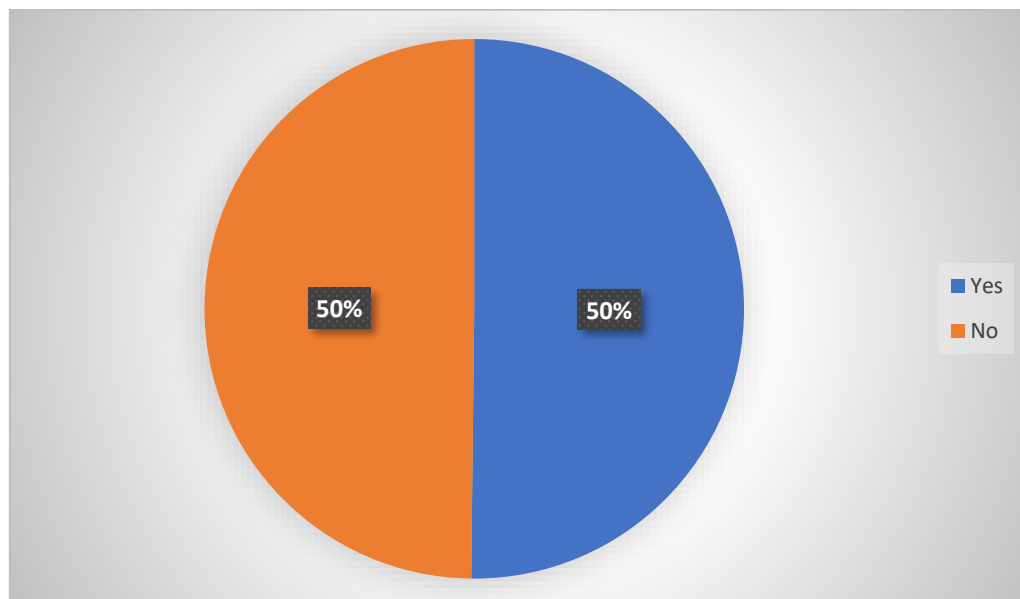
There were 281 responses across all house blocks.

| House block | Ash | Beech | Cedar | Douglas | Elm | Hazel | CSU | | Total |
|-------------|-----|-------|-------|---------|-----|-------|-----|--|-------|
| Frequency | 41 | 144 | 42 | 12 | 38 | 2 | 2 | | 281 |



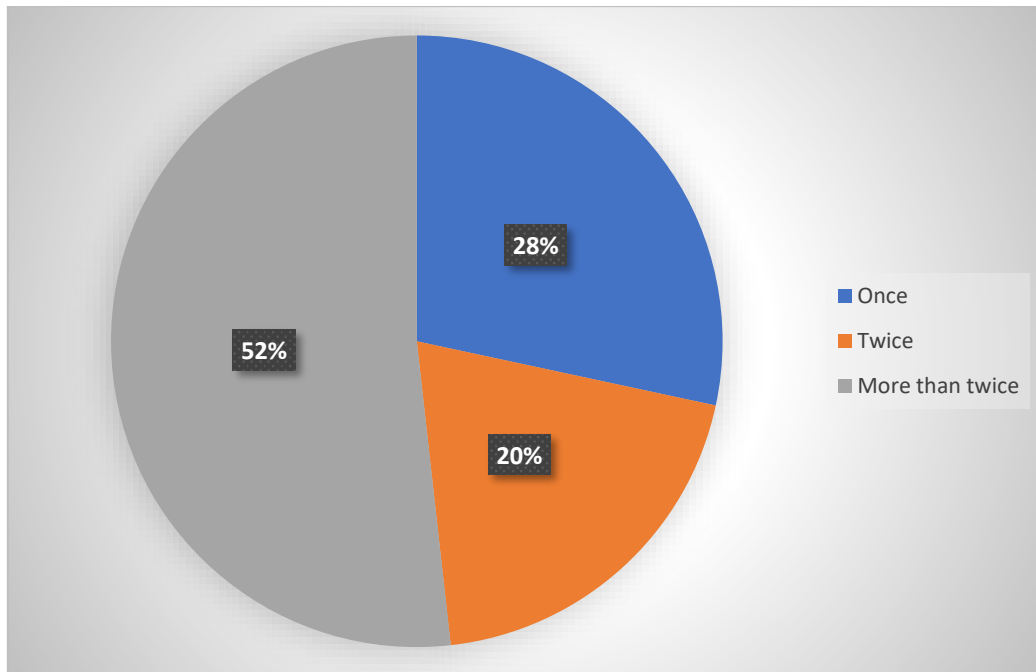
Q1. Have you complained or given other feedback to Aramark in the last 12 months?

| Complained | Yes | No | | Total |
|------------|-----|-----|--|-------|
| Frequency | 141 | 140 | | 281 |

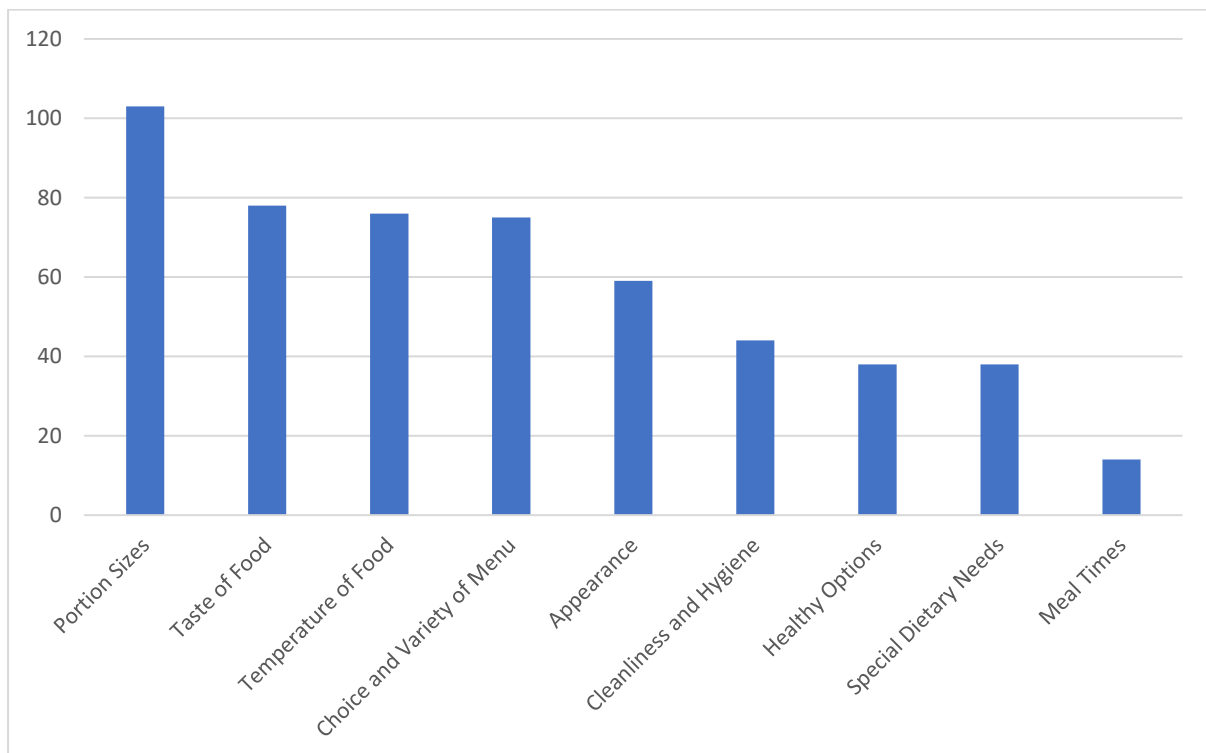


Q2. How many times have you complained or given other feedback in the last 12 months?

| Complained | Once | Twice | More than twice | | Total |
|------------|------|-------|-----------------|--|-------|
| Frequency | 40 | 28 | 73 | | 141 |



Q3. What did you complain or give feedback about?



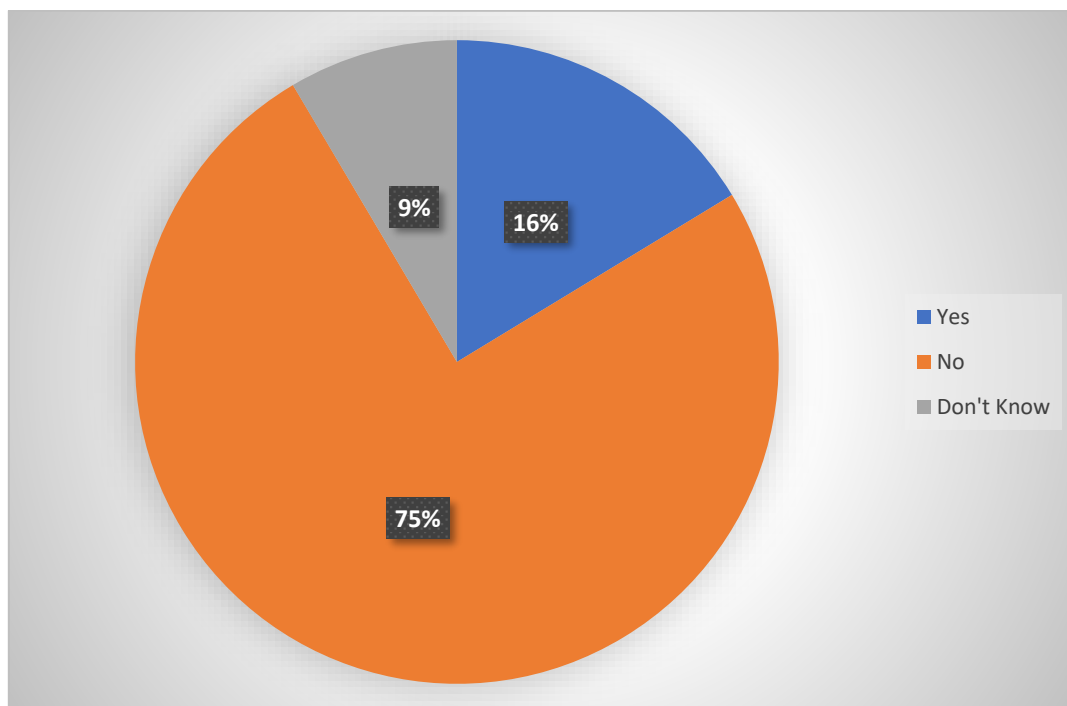
| Reason | Frequency |
|----------------------------|-----------|
| Portion sizes | 103 |
| Taste of food | 78 |
| Temperature of food | 76 |
| Choice and variety of menu | 75 |
| Appearance | 59 |
| Cleanliness and hygiene | 44 |
| Healthy options | 38 |
| Special dietary needs | 38 |
| Meal times | 14 |

| | |
|---------------------|-----------|
| Other Issues | 24 |
|---------------------|-----------|

| Other Issues | Frequency |
|---------------------------------|-----------|
| Food quality. | 4 |
| Running out of food at servery. | 4 |
| Not getting what I had ordered. | 2 |
| Cross contamination. | 1 |
| Filthy Food Trollies. | 1 |
| Food not cooked. | 1 |
| Food too spicy. | 1 |
| Greasy food. | 1 |
| Menus unavailable on kiosk. | 1 |
| No Crumbles. | 1 |
| No Tea packs. | 1 |
| Offal used in pies. | 1 |
| People eating behind servery. | 1 |
| Refund on an item. | 1 |
| Too many carbs. | 1 |
| Vegan Box issues. | 1 |
| Wanted soya milk. | 1 |

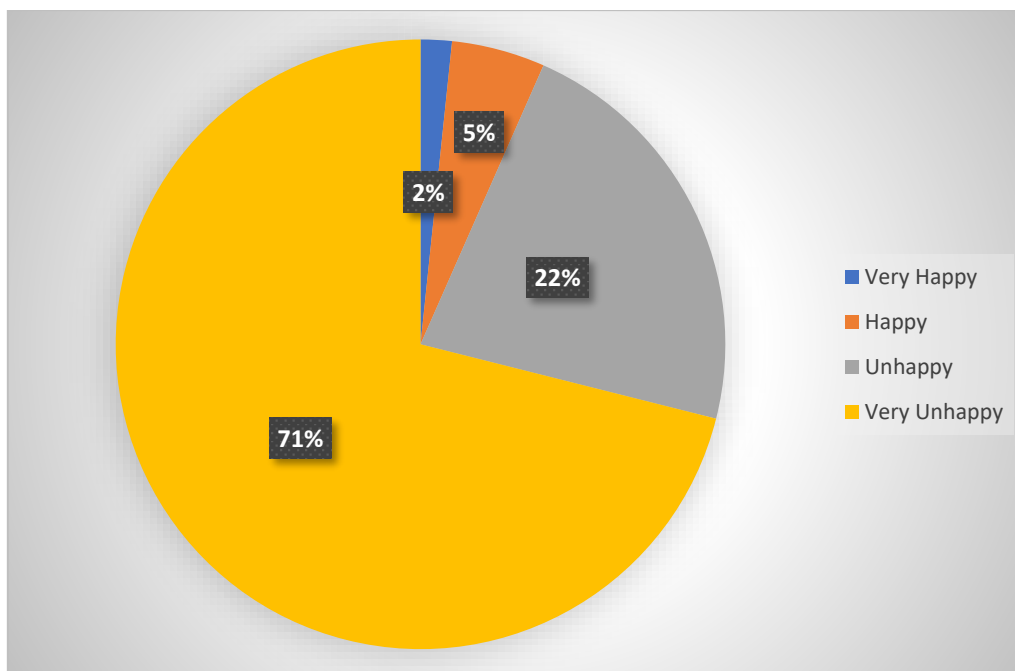
Q4. Did you get a reply from Aramark to your complaint or feedback?

| Reply? | Yes | No | Don't Know | | Total |
|-----------|-----|-----|------------|--|------------|
| Frequency | 23 | 106 | 12 | | 141 |



Q5. Were you happy or unhappy with the reply?

| Comment | Very Happy | Happy | Unhappy | Very Unhappy | | Total |
|-----------|------------|-------|---------|--------------|--|-------|
| Frequency | 2 | 6 | 27 | 86 | | 121 |

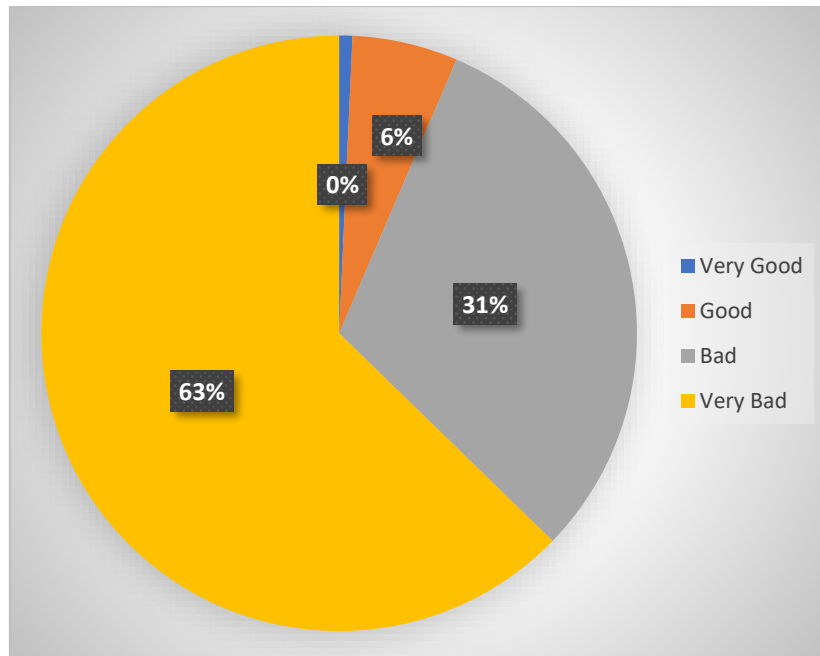


Q6. Tell us more about your feedback ... (15 responses)

| |
|---|
| Diabetic, so have special dietary needs but have been told that there is already enough choice. |
| Better quality of food and bigger portions. |
| Happy now but it keeps happening. |
| I am vegan so the choices are horrible with no healthy options - not even salad! Too many potatoes. |
| Asked for comment book and told there wasn't one. |
| I have dietary need which are not recognised by healthcare and so Kitchens do not accept my needs. |
| Always same reply - officers should collect more food. |
| Same responses that officers should collect more food. |
| You never get a reply. |
| Aramark don't care. |
| Blamed suppliers. |
| Received intimidating response after submitting Comp1. |
| Poor responses - they do not care. |
| No Reply. |
| No Complaints Book. |

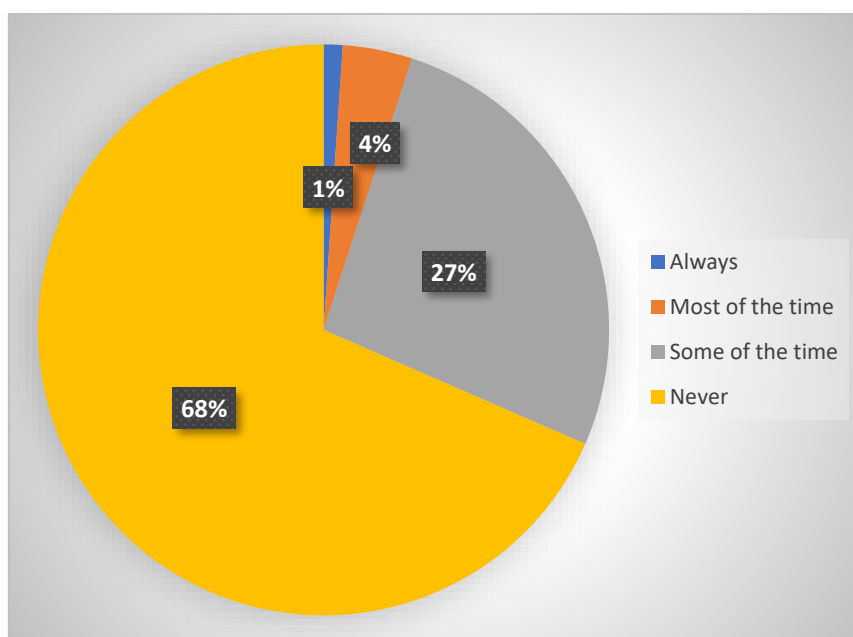
Q7. Overall, what is the quality of food like in this prison?

| Quality | Very Good | Good | Bad | Very Bad | | Total |
|-----------|-----------|------|-----|----------|--|-------|
| Frequency | 2 | 16 | 86 | 175 | | 279 |



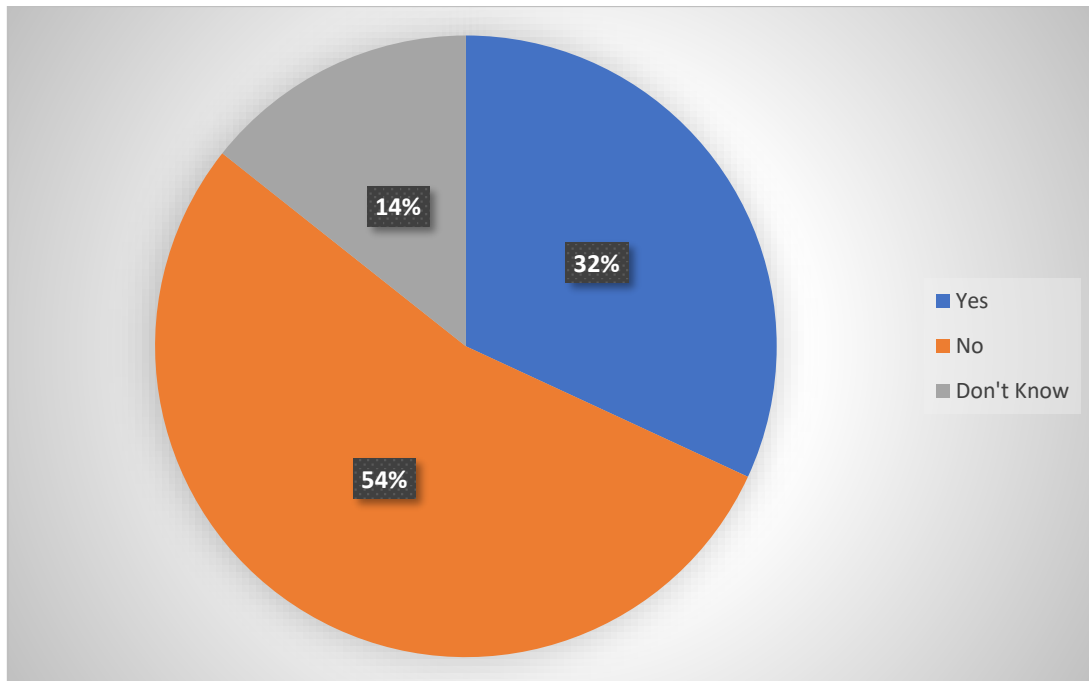
Q8. Do you get enough to eat at mealtimes?

| Response | Always | Most of the time | Some of the time | Never | | Total |
|-----------|--------|------------------|------------------|-------|--|-------|
| Frequency | 3 | 11 | 74 | 191 | | 279 |



Q9. Does the shop/canteen sell the food items that you need?

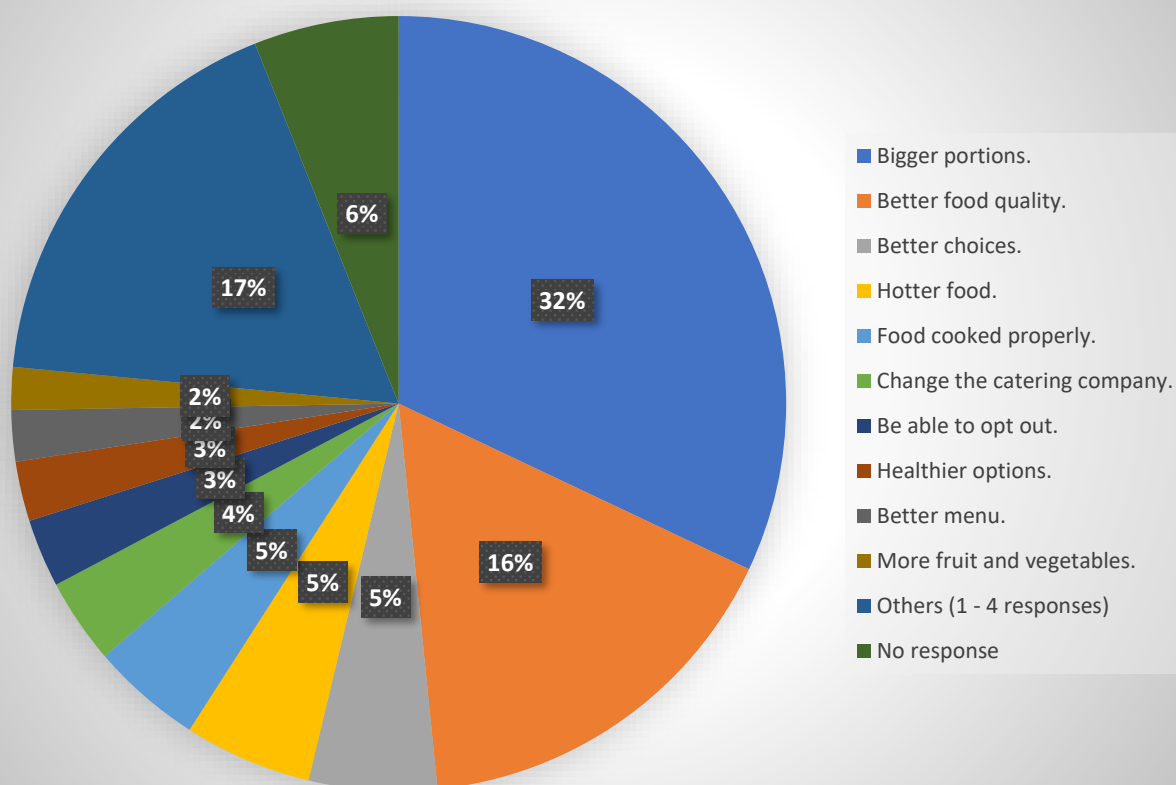
| Reply? | Yes | No | Don't Know | Total |
|-----------|-----|-----|------------|-------|
| Frequency | 89 | 150 | 40 | 279 |



Q10. What ONE thing would make mealtimes better?

| What one thing would make mealtimes better? | Frequency |
|---|------------|
| Bigger portions. | 90 |
| Better food quality. | 46 |
| Better choices. | 15 |
| Hotter food. | 15 |
| Food cooked properly. | 13 |
| Change the catering company. | 10 |
| Be able to opt out. | 8 |
| Healthier options. | 7 |
| Better menu. | 6 |
| More fruit and vegetables. | 5 |
| Others (1 - 4 responses) | 49 |
| No response | 17 |
| Total | 281 |

What ONE thing would make mealtimes better?



Other Responses (4 or less):

| |
|---|
| Less spice in everything (x4) |
| Better vegan and vegetarian options (x3) |
| Not running out of food (x3) |
| Better bread |
| Better hygiene |
| Better meat products |
| Butter on bread |
| Decent evening meal. |
| FODMAP diet for IBS |
| Food is already tasty and delicious! |
| Food with more protein meeting SDA |
| Fresh food |
| Fried eggs |
| Getting what you ordered |
| Have better chefs |
| Have choices that prisoners with IBS can have |
| Having bread, butter & cheese |
| Having Jamaican food sometimes |
| Less frozen food |

Other Responses continued:

| |
|--|
| Less processed high carb junk food |
| More burgers |
| More Chicken |
| More meat options |
| More seasoning |
| More sides like gravy and beans |
| More tray bakes |
| New menu from a new Kitchen Manager |
| No vaping around serveries |
| Not having potatoes all the time; bigger portions and more veg |
| Not having to but my own food |
| Once a week getting a chicken breast with salad |
| one good hot meal and one good cold meal |
| Peeled potatoes |
| Pizza and fresh juices |
| Portions should be sorted before they get to the servery |
| Properly qualified chefs |
| Sauces to add flavour |
| Servery workers not keeping best food back for themselves or friend. |
| Serving Halal chicken more often |
| Soup and a baguette with the main meal |
| Stop people eating food out of the servery trays during service |
| Whoever makes the menus should be forced to eat it - schools dinners are better than what we get |

NB: 125 out of the **281 (44%)** responses provided their personal details and said that they would be more willing to discuss this topic of food in more detail.



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