



Independent Monitoring Board

HMP Onley

Annual Report

March 2013 – February 2014

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an Independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

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

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

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Section 3: Description of the Prison

- 3.1 HMP Onley is situated between Rugby and Daventry. The prison is a male adult Category C Training establishment. The population is split 50/50 between prisoners from North London and the Midland Area.
- 3.2 In March 2013 the CNA was 742 with prisoners housed in 12 wings. This balances with the Op Cap of 742. The CNA has been reduced to 682 since before March 2013, to accommodate essential maintenance. This is expected to finish in 2015 when the CNA will revert to 742.
- 3.3 A,B,C,D,E,G,H wings each hold 60 prisoners in single cells with in-cell sanitation. Showers are located separately on each wing.
F Wing is the Care and Support Unit with capacity to hold 15 prisoners.
I Wing is the Induction wing with 100 prisoners in 50 double cells.
J and K wings have 45 single and 15 double cells. The expected remodelling into a therapeutic community has not fully materialised due to issues with the provider.
L Wing holds 72 enhanced prisoners with full en-suite conditions in 56 single and 8 double cells.
Included in these figures are 2 safer cells currently on G wing.
- 3.4 Recreational outlets include a gym, all weather football pitch, pool tables, dart boards and exercise stands in the exercise yards. Telephones are located in the wing corridors.
- 3.5 Agencies delivering education are Lincoln College, Milton Keynes College and North Warwickshire and Hinckley College. Courses range from basic literacy to Open University qualifications. Training leading to City & Guilds and NVQs is also available.
- 3.6 Healthcare, Mental Health Care and Dentistry are provided by Northamptonshire Healthcare NHS Foundation Trust. The Coventry Samaritans, who also train the Listeners and Peer Support; the FAST Team, provided by Warwickshire Social Services, and NACRO also attend the prison.
- 3.7 Onley is a Category C Early Adopter prison in respect of Fair & Sustainable, Benchmarking and New Ways of Working.

Section 4: Executive Summary

- 4.1. The Board feels there is a genuine culture of decency and prisoners are treated with respect.
- 4.2. The Board believes that the implementation and adoption of the outcomes of the Fair & Sustainable and Benchmarking process has been handled well by all staff involved. Both initiatives have required a huge commitment from the workforce, taking up a lot of time and adding considerable pressure into the system. However the Board commends the staff in their willingness to make the system work.
- 4.3. Although acknowledging that the prison is operating in a safe manner under the new F&S manning levels, the Board would like to comment that pressure has been added to the system and the “sustainability” element of the process will need careful monitoring going forward.
- 4.4. A summary of the report shows an establishment undergoing significant change and reduction in staff numbers and budget but still delivering a safe caring environment from which prisoners have a good chance of resettlement on release.
- 4.5. Throughout the reporting period good practice in workshops, Education and Mental Health Team has been observed. Pages 5 and 7 refer.
- 4.6. Safer Custody and Equality are strong drivers and The Board recognise good work shown particularly in the CSU. Pages 5 and 8 show more detail.

4.2 Particular Issues Requiring A Response

- 4.2.1 Over the year the prison has operated on an average manning compliment of 83.5 against an establishment of 102 officers. This shortfall has been filled by national detached duties and an over reliance on Payment Plus. As this is basically a gesture of ‘goodwill’ on the part of the officers The Board believes that this situation is unsustainable over the longer term and leaves the efficient and safe running of the prison in a highly vulnerable position. The Board is also aware that the situation is not unique within HMP Onley and that nationally there appears to be a shortage of in excess of 1500 operational grades. This in turn will affect the prisons ability to rely on national detached duties as the shortage impacts other establishments.
- 4.2.2 Although acknowledging that the prison is currently operating in a safe manner under the new F&S manning levels, The Board would like to comment that pressure has been added to the system and the “sustainability” element of the process causes us considerable concern and will need careful monitoring moving forward. The current manning situation causes The Board considerable concern and feels that this is an issue that needs to be drawn to the Minister’s attention.

4.3 Previous Year’s Concerns

- 4.3.1 The Board acknowledges that Onley is a London prison and its concerns over visiting difficulties for families will remain. Visiting problems are frequently cited as reasons for transfer requests to more southerly establishments.

- 4.3.2 The Board's concern regarding Category D places has reduced. Much hard work by OMU and cooperation between establishments has resulted in a month on month reduction in the number of Category D prisoners at Onley. In February 2014 the figure stood at 23, the lowest for a considerable time.
- 4.3.3 The issue regarding property remains unresolved. Prisoners arriving from the private estate often have items disallowed under the relevant PSO. The Board is hopeful that recently issued instructions by the operator GEO Amey on the acceptable volume of property to be transported may help to address this issue.
- 4.3.4 The delay in awaiting kitchen equipment spares continues; see Section 6.1 below.

Section 5: Key Areas

5.1 Equality & Inclusion

- 5.1.1 The aim of the establishment is to have equality embedded into everybody's thinking. One Board Member has been investigating this further using the HMCIP recommendations. The Board is of the opinion that more needs to be done to identify trends and patterns to be addressed during the day to day activities and strategic planning.
- 5.1.2 The way in which data is collected has changed. Previously the SMART data report was produced monthly and discussed at the monthly SMT meetings. Now, the establishment does not collect the figures locally and produce the data monthly, it is done by a central office and the figures published quarterly. The figures for the first quarter of 2014 will be published in April. The Board is unable to comment on the new procedure and how well it will perform in this report but will monitor the situation. However, more than SMART data alone is required to identify trends or patterns in for instance the gang culture.
- 5.1.3 A new Equalities Scrutiny panel has been formed. The IMB will attend to monitor. The prisoner's representative for equality will also be invited. The panel will meet bi-monthly; the next meeting is in April 2014, again outside the scope of this report.
- 5.1.4 Records show that there are 4 prisoners requiring PEEPs which is a reduction on the previous year. At the end of the reporting period there were 125 prisoners with a declared disability with 28 declaring more than one representing 18.6% of the population, an increase on the previous year.
- 5.1.5 There are 51 prisoners over the age of 50 which includes 21 over 60 and the oldest is 77 of which there are 2. No age related issues have been reported to The Board.
- 5.1.6 The Board received two complaints that were diversity related in the reporting period which is less than last year.

5.2 Education Learning and Skills

- 5.2.1 Education and Employment Induction is very comprehensive. Prisoners appear motivated to pursue courses leading either to a nationally recognised qualification or a vocational trade that they can continue on release. The Board is concerned that sometimes prisoners have recently completed literacy, numeracy and IT assessment tests at previous establishments but this information doesn't appear to accompany them to inform the Education Team and prevent duplication.
- 5.2.2 Onley has a set key deliverable target of 80% classroom attendance. This was reported at 79% at the June Board Meeting and 409 prisoners out of a total of 682 are in work as at the February Board Meeting which represents 59.9%. The aim is to have 450 to 500 in employment.
- 5.2.3 Two prisoners are working at the Rugby Food Bank on ROTL and DHL, Greggs and Halfords offer training with the opportunity for employment on release. Wetherspoons offer warehousing employment on release. These opportunities are a positive step and one The Board commends Onley for establishing.

- 5.2.4 The Board is pleased to learn that prisoners won't be transferred unless TSP, Victim Awareness, vocational and educational qualifications have been completed unless to an establishment where the same opportunities are offered.
- 5.2.5 40 prisoners have been trained on PAT Testing saving Onley between £9000-£14000 this year; an excellent initiative. This is a transferable skill and The Board understand this will be an ongoing training opportunity.
- 5.2.6 Waste Management recycle waste from the prison -food, paper, plastics, and general waste and used cooking oil is converted to bio fuel. Building on their expertise the unit also recycles items from Warwickshire County Council, another good initiative.
- 5.2.7 Industries at Onley now have a contract to supply Rugby District Council with planters and bird boxes and they are looking to supply hanging baskets. Profits from these schemes will go towards Victim Awareness and the prisoners themselves. The Board complement Onley on fostering social awareness with the use of the profits and in securing the contracts.
- 5.2.8 Generally productive and meaningful work is being achieved - eg Textiles producing prisoners' clothing, Carpentry making Church lecterns. However, the Assembly workshop shows lack of continuous work with some work being very tedious and monotonous eg removing screws from small plastic units.

5.3 Healthcare and Mental Health

- 5.3.1 Prisoners have access to clinics and treatment comparable with outside communities.
- 5.3.2 The Dental waiting list now stands at 72 with an average waiting time of 9 weeks for the initial dental appointment. The wait list for treatment is 4 weeks and for urgent treatment 2 days. These are the best figures The Board can report for several years.
- 5.3.3 The number of DNA's has reduced considerably since last year due to the implemented IEP scheme. If a valid reason is given in advance for non attendance, a new appointment date will be issued to that person.
- 5.3.4 In March and April 2013 two serious self harm incidents occurred which were handled very professionally and the Healthcare Department was commended for the support offered to the families.
- 5.3.5 In November 2013 a prisoner was found collapsed in his cell and removed to hospital. He has made a good recovery and again the hospital and family commended the prison for the care and attention he received at this time. The Board also commends the prompt action and support given by staff.
- 5.3.6 The Substance Misuse Service is currently fighting a wave of synthetic cannabinoids, particularly Spice. Under the Building Futures Programme run by Phoenix Futures and Northamptonshire Healthcare NHS Foundation Trust the team offer a 12 week programme based on a 'recovery ladder' which records the

prisoners' progression through the programme. Key workers determine which areas they need to work on (e.g. financial, family, education, drug abuse, alcoholism) and a Recovery Plan is then drawn up for the prisoner to work towards. This approach will continue on release with external agencies; an initiative to be commended.

- 5.3.7 Trading of medication is still a problem but has greatly improved. Specially marked methadone dispensers are now used and checked after each dispense. CCTV cameras will in the near future cover the medication dispensing area.
- 5.3.8 The Mental Health team is operating at full strength with referrals at approximately 16-20 per calendar month. As in previous Reports, The Board confirms the high quality work performed by this team.
- 5.3.9 In last year's report The Board noted an issue with inadequate discharge paperwork for prisoners returning from hospital. There has been little improvement, however, prisoners now on hospital admittance will on their release have a Discharge Plan, raised jointly with hospital and prison health care.
- 5.3.10 36 Healthcare Applications were received: 8.8% of the total.

5.4 Purposeful Activity

- 5.4.1 With the introduction of a new core day in March 2013, 31.25 hours of purposeful activity per week became possible with improved time out of cell. This gives more opportunity for prisoners to engage in activities offered in the evening; to speak with their Offender Supervisors and improve telephone contact with families.
- 5.4.2 Most workshops are full; depending on the activity the number of places varies from 13 to 19. Concerns have been expressed by IMB members visiting workshops that levels of productivity tend to be low with prisoners not actively involved in productive activity.
- 5.4.3 Association and exercise is offered on four weekday evenings and weekend afternoons and is well received. Time at the gym is usually fully subscribed.

5.5 Resettlement

- 5.5.1 A Whole Prison approach to Reducing Reoffending where meaningful employment outside with links started inside is the goal. This is difficult with 38% of arrivals not having an OASys but progress to address this is being made.
- 5.5.2 Children and Families work is supported by a seconded family social worker who deals with the high tier higher risk cases. Inside Out together with Families First also offer support direct to families. Consulting with and supporting families is a large part of preparing prisoners for resettlement and The Board commends these initiatives.
- 5.5.3 The Board are pleased to report Story Book Dads has been relaunched, which was mentioned last year as a loss to family support after suspension due to sick leave.

- 5.5.4 Safeline is an independently run counselling service which Onley has secured to provide counselling. The service is well used and The Board commend this positive and highly economic step.
- 5.5.5 Prisoners on ROTL are tagged and more prisoners, identified through sentence planning, are being recommended as suitable. The figures vary across the year with 2 in April 2013 rising to 59 in May 2013 and standing at 16 in February 2014. The Board hopes more opportunities for ROTL will arise, to enable this vital step on the resettlement path to be achieved.

5.6 Safer Custody

- 5.6.1 Zero Tolerance is the approach used to address bullying and violence reduction. This was quite new and not embedded at the time of the last HMCIP visit but the Board feels progress is being made. 3 applications relating to other prisoners and 2 related to Diversity were received in the reporting period.
- 5.6.2 On average between 1 and 5 ACCTs are opened daily and reviewed together with care plans at the monthly Safer Custody meetings to identify learning points and ensure effective follow up. The Board has attended a number of ACCT Reviews and confirm that prisoners are well supported and care plans are discussed and adjusted at each meeting.
- 5.6.3 Following the loss of officers under F&S more necessary localised training has been put in place to identify, train and support ACCT Assessors.
- 5.6.4 The Board is concerned over the number of mobile phones, drug infiltrations, and illegal brewing that occurs and the amount of time and manpower it takes to prevent and locate these substances. The Board feel this is a major problem facing the prison with staff heavily involved in ongoing action to disrupt the supply and manufacture.
- 5.6.5 There were 3 Serious Incidents during the reporting period, one of which The Board was not notified of until after the event. This was due to inexperience on the part of the Incident Controller and has been addressed. The IMB attended on the other two occasions and reported all procedures were followed and the incidents handled professionally.

5.7 Segregation/ Care & Separation/ Close Supervision

- 5.7.1 The average occupancy for 2013 was 975. With the increased numbers of London prisoners, bringing a different cultural dynamic to Onley, the unit has remained at near capacity for the whole of the reporting period.
- 5.7.2 In cell education and meaningful occupation which The Board praised in last year's report has been discontinued but this is being revisited with hopefully a positive outcome. The Board will continue to monitor this closely.
- 5.7.3 The IMB have attended almost all of the CSU reviews and visited prisoners weekly.

- 5.7.4 The concern expressed last year on the delays in start times of reviews has been corrected with reviews starting at 2pm with very few exceptions.
- 5.7.5 Once again The Board commends the professionalism and care with which prisoners in the CSU are treated by all staff.
- 5.7.6 Traka, a new fingerprint identification system has been installed at The Gate releasing staff to other duties, and with some exceptions, improving the speed with which keys are issued.
- 5.7.7 SIRs and intelligence reports are filed electronically now. More comprehensive reports are being filed and information exchanged more quickly. Since the system was introduced the number of reports has increased but so has the quality.
- 5.7.8 The CSU had some refurbishment during 2013, which was managed well as it was unable to be closed or prisoners relocated during the work.

5.8 Residential Services

- 5.8.1 There are ongoing complaints about the time taken to effect repairs on washing machines and dryers. The Board, concerned over the drain on officer time taking washing off one wing to the Sports Centre, included this in a Rota Report on 31/12/13. Following the report the issue was addressed by the Custodial Manager.
- 5.8.2 The refurbishment of wings continues and it is a credit to staff and prisoners that wing life appears to be satisfactory with a good relationship between staff and prisoners with many queries resolved between them.
- 5.8.3 The Board received 13 accommodation related applications in the reporting period; a reduction on the previous year.
- 5.8.4 Adjudication Applications received by the Board were 8, a decrease of 7 on last year. This is a year on year reduction for the last two reporting periods.
- 5.8.5 The revised IEP Scheme came into operation in November 2013 and the prisoners appear in the main to have accepted it. The Board received 9 IEP applications.

Section 6: Other Areas

6.1 Catering and Kitchen

- 6.1.1 The delay in awaiting spares for the kitchen is still considered unacceptable and The Board is still concerned at the time taken to repair faulty equipment in the kitchen.
- 6.1.2 There appears to be an improvement in food quality as complaints to The Board have reduced from last year including those taken on the hoof. Food complaint books show few entries although the books are not always easy to locate.
- 6.1.3 A new improved menu system has been introduced which displays easy to understand symbols indicating meat, fish etc. This assists also in reducing food waste which is to be applauded.
- 6.1.4 On occasions there has been excessive water on the kitchen floor without any warning notices which is a safety hazard. One particular time this was due to a tap left running without supervision causing the sink to overflow on to the floor.
- 6.1.5 Prisoners within the kitchen work towards obtaining the Food Hygiene Certificate Level 1 and 2 and a further 2 NVQs have been introduced, to which prisoners are applying to join the programme. The Board commends this opportunity.

6.2 Chaplaincy

- 6.2.1 The Chaplaincy has identified a potential area of concern with Onley becoming a London Resettlement prison and is seeking to develop links with London faith centres to offer support to prisoners on release.
- 6.2.2 Futures Unlocked is a local project mentoring prisoners released into the Rugby and Warwickshire area. Run by a part time Community Chaplain and local volunteers it is well regarded and reoffending rates are only 17%, far below the national average. The Board commends this highly successful initiative.
- 6.2.3 Chaplaincy also runs Sycamore Tree, Angel Tree, Prison Fellowship and Shannon Trust courses. All of these are oversubscribed, which may in part be due to sentence planning requirements, but they produce good results. Completion of Sycamore Tree attracts a Level 2 OCN credit. This is all to be commended.

Section 7: Work of the Independent Monitoring Board

Board Statistics	
Recommended Complement of Board Members	19
Number of Board Members at the start of the reporting period	16
Number of Board Members at the end of the reporting period	13
Number of new members joining within the reporting period	1
Number of members leaving within the reporting period	4
Total number of Board meetings during the reporting period	12
Total number of visits to the Establishment	665
Total number of segregation reviews held	250
Total number of segregation reviews attended	241
Date of Annual Team Performance Review	14/11/2013

- 7.1 The Board carried out training at each of the Board Meetings and held a TPR off site at Newbold Revel in November 2013. Additionally, there was a Saturday morning session for Serious Incident and IT training.
- 7.2 The Governor or Deputy Governor attended each Board Meeting reporting on the state of the prison and responding to any queries raised. The Governor was transferred to HMP Wakefield in February 2014 and a new Governor arrives in April 2014. A good relationship exists between The Board and all governors.
- 7.3 Monthly reports are produced for Board Meetings by teams allocated biennially at the TPR to reflect the areas of reporting in Section 5.
- 7.4 The Board adopted an electronic system of rota reporting which has saved time for members, the Clerk, The Governor and also saved paper: a positive step.
- 7.5 Due to the changes in personnel with SMT losing 9 members various meetings, including the SMT, Diversity and Safer Custody/ Safer Prisons have been redefined and rescheduled and The Board has not always attended them. Minutes are available on the Z drive. The Board has sat in on case reviews and ACCT reviews. Prisoner Council meetings were attended occasionally.
- 7.6 Each week a team deals with applications, reviews on Monday, Wednesday and Friday and monitoring four areas: Healthcare or kitchen/servery on alternate weeks, two wings, an educational or workplace area and another area.
- 7.7 The Board visited HMP Stocken in October 2013.
- 7.8 Breakdown of Applications received:

Code	Subject	2010/11	2011/12	2012/13	2013/14
A	Accommodation	14	15	18	13
B	Adjudications	15	22	15	8
C	Equality & Diversity (inc Religion)	7	4	4	2
D	Education/ employment/ training inc IEP	31	14	42	44
E1	Family/ visits inc mail & phone	47	18	34	26
E2	Finance/ pay			1	8
F	Food/ kitchen related	6	22	12	7
G	Health related	52	27	36	36
H1	Property within current establishment			18	19

H2	Property during transfer/ in another establishment	89	74	60	66
H3	Canteen/ facilities/ Catalogue shopping/ Argos				6
I	Sentence related (inc HDC, ROTL, parole, release dates, re-cat etc	72	81	88	64
J	Staff/ prisoner/ detainee concerns inc bullying	36	35	37	23
K	Transfers	67	68	109	30
L	Miscellaneous	39	60	51	53
	Total Number of IMB Applications	475	440	525	405
	Confidential Access not included above				11

WING	2012/13	2013/14
A	39	44
B	46	34
C	47	30
D	35	10
E	21	22
F/CSU	6	26
G	69	20
H	73	31
I	47	51
J	50	37
K	43	72
L	40	28
Total	514	405

NOTES:

- The lower number of applications from H wing was due to the closure of this wing for refurbishment for part of the year.
- The increase in applications from F wing (CSU) was due to several very difficult prisoners being located there for a period of time.
- The applications relating to transfers have reduced dramatically this year, compared to previous years.

Appendix 1: Glossary

ACCT: Assessment, Care in Custody & Teamwork – self-harm system
CCTV: Closed Circuit Television
CNA: Certified Normal Accommodation
C&G: City and Guilds
CSCS: Construction Skills Certificate Scheme
DIRF: Discrimination Information Reporting Form
DNA: Do not attend
FAST: Family Advice and Support Team
F&S: Fair and Sustainable
H & S: Health & Safety
HDC: Home Detention & Curfew
HMCIP: Her Majesty's Chief Inspector of Prisons
HMP: Her Majesty's Prison
IEP: Incentives and Earned Privileges
IMB: Independent Monitoring Board
MDT: Mandatory Drug Testing
MHT: Mental Health Team
NACRO: National Association for the Care and Resettlement of Offenders
NOMS: National Offender Management Service
NVQ: National Vocational Qualifications
OASys: Offender Assessment System
OMU: Offender Management Unit
OP CAP: Operational Capacity
PAT: Portable Appliance Testing
PCT: Primary Care Trust
PEEP: Personal Emergency Evacuation Plan
ROTL: Release on Temporary Licence
SIR: Security Information Report
TPR: Team Performance Review
VDT: Voluntary Drug Testing