



ANNUAL REPORT

HMP OAKWOOD

1st April 2013 – 31st March 2014

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Section 1 - STATUTORY ROLE OF THE IMB

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 PRISON

3.1 HMP Oakwood opened on 24th April 2012 as a Category C prison and can house a maximum complement of 1605 prisoners.

3.2 The prison has the following accommodation units

• Ash	(vulnerable prisoners)	492 places
• Beech	(mainstream prisoners)	476 places
• Cedar	(mainstream prisoners)	476 places
• Douglas	(lifers and indeterminate sentence prisoners)	91 places
• First Night	(new arrivals and assessment)	70 places
CSU	(care and separation unit)	24 places

Whilst in CSU the prisoner's cell on the accommodation block is secured and kept vacant until he returns.

There are a number of special cells for wheelchair users, which are twice the size of a normal cell. Listener suites are available on all main house blocks and are this type of cell.

3.3 The main contractors to the prison are:

GEOAmey (transport to and from other prisons)

DHL (ordering and delivery of canteen items)

Aramark (catering services)

Worcestershire Primary Healthcare Trust (healthcare provision)

Milton Keynes College (education provision)

OLASS is delivered by Milton Keynes College

Staffordshire Library Services

Lloyds Pharmacy Services (providing service from Oakwood to other local prisons)

In addition there are a large number of voluntary organisations providing services within the prison.

Section 4 - EXECUTIVE SUMMARY

- 4.1** Within the reporting period the IMB are pleased to acknowledge and make comment on the progress that this prison has made within the reporting period. We have witnessed the difficulties of commissioning a new prison. The initial naivety of some of the younger members of staff to observe and challenge the actions of some of the prisoners was a concern. However, staff generally have become more aware and are now confident to challenge and issue warnings to prisoners.
- 4.2** The prison now has a proactive Director who walks the site, is known to everyone, and interacts with staff and prisoners alike.
- 4.3** Management changes within Healthcare are now starting to produce results, and we hope this will develop within the next reporting period. The prison is now more settled, the Board monitored a significant number of prisoners having to be re-categorised to Cat B status within a very short period of time after arriving at Oakwood.
- 4.4** We are satisfied with the general diligence and security improvements made within the last year. There have been improvements within the Care and Separation Unit (CSU) and its operation. Also the numerous initiatives that have been implemented during the reporting period, including the Basic Intervention Group Project (BIG) and Military Veterans groups.
- 4.5** In summary, after a first year of many challenges, the Board are able to state that the prison has become settled. The current Director, together with his management team, has driven discipline and control through the prison, there is a noticeable improved atmosphere between prisoners and staff alike. Situations that do arise are dealt with professionally and in a controlled manner.
- 4.6** The Board are aware of the unprecedented press interest, which has brought unfounded criticism and coverage of what are considered as 'every day' events at other prisons, which receive no/little press coverage. The staff and other agencies working within the prison have found this focus as a distraction to the positive work that is undertaken within Oakwood.

4.7 ISSUES REQUIRING A RESPONSE

- 4.8** Issues un-resolved from the last reporting period:

Healthcare - Not including emergencies, there have been issues with escorts for outpatient hospital appointments. There is provision for four escorts daily, two in the morning and two in the afternoon. However the number of escorts is not sufficient for the demand of the large prison population. During the course of the year 80% of hospital appointments have had to be re-scheduled due to emergencies and prioritisation of patients. For the same patients this breaches 18-week waiting time for a hospital appointment. This is a major cause for concern and adds to the frustration of the prisoners. We also presume that this incurs an unnecessary cost to the local NHS service due to cancelled appointments.

Healthcare - The policy for pain relief required during the night is being discussed but yet to be formalised. This needs urgent consideration as the prison does not have Healthcare staff in the prison at night.

Healthcare - The whole top floor of the Healthcare Unit still remains 'mothballed' due to its change in status from Cat B to Cat C when commissioned. The Board's concern is that unnecessary costs are being incurred by NHS and G4S by prisoners having to be transported to hospital when some of the necessary facilities are available in the

'mothballed' facility. This facility could also service the two adjacent HMP establishments, creating a greater saving cost to the NHS, HMP and G4S.

Two years after handover from the builders the football pitch continues to give cause for concern. It has an on-going drainage problem and is very precarious in wet weather and limits the level of available activities. The surface of the pitch is also very uneven. Either or both of these issues could easily cause injury to participants. NOMS are to fund a full professional assessment by a FA standard assessor within the next reporting period

The Board are aware of issues when prisoners transfer from other establishments with the loss of property. This appears to be a national issue and not just an issue at Oakwood; virtually every IMB Board deals with countless issues of missing property most of which is refused to be carried at time of transport by the prisoner transport escort companies.

4.9 Previous year's concerns:

4.10 The design of the house blocks has meant that staff working in the hub areas have little natural light, and in summer there is little ventilation or air conditioning – **Not resolved**

4.11 The fitted furniture in the cells is made of light fibreboard, which is very easy to break up when a prisoner is angry; fragmented furniture has been used as a weapon against staff. The panels in the cell doors are made of a non-toughened glass, which are easy to break. The alternative replacement, made of Perspex, was found to be combustible – **CSU cells have been refitted with metal furniture, bolted to floors and walls and a replacement material for the Perspex panels has been installed.**

4.12 Considering the prison was purpose built, there were a number of issues with the layout of the prison following cost cutting initiatives being implemented after the original design specification was agreed e.g. CCTV in stairwells. – **Resolved CCTV now installed**

4.13 The outer fence, which runs adjacent to the road, is only a single fence, which has led to many throw overs of drugs and mobile phones into the prison; additional CCTV has now to be installed to cover the area and additional fencing – **Resolved, additional fencing and CCTV cover now installed.**

4.14 The heating in the main house blocks is centrally controlled and cells cannot be controlled individually, leading to some hot and cold areas – **Resolved, ambient temperature being maintained.**

4.15 Access to staff toilets is directly from the central hub area and not conducive to the existing poor air quality within the hub office. – **Not resolved**

4.16 The toilets for the main Education classrooms are through a locked door and gate. The morning session lasts 3¾ hours, so prisoners needing to use this facility have to be unlocked by the teaching staff if no officer is available. This is an issue with Education staff, which makes them feel vulnerable and is disruptive to the lessons taking place – **Resolved.**

4.17 There were no sanitary accessories and no locks on the toilet doors when the building was handed over in both staff and prisoner areas – **Resolved by builders**

4.18 Due to the prison being built to Cat B specification, but operating as a Cat C prison, the number of gates within the prison meant that up to January 2013, the movement of prisoners without escort was impossible – **Resolved, lock backs fitted to gates**

4.19 Cells were designed with a wet area adjacent to the viewing door. Fixings for shower curtains or for window curtains were not fitted, giving privacy issues for prisoners taking showers within the cells – **Resolved, shower curtains issued.**

- 4.20** Initially the majority of staff had had no previous experience of prison life or prisoners, most of whom knew the rules and regulations better than the new staff – **Fully resolved, staff now more experienced.**
- 4.21** Balfour Beattie, the builder, and Kier, the contractor, have been continually in the prison dealing with deficiencies and are not expected to complete the remedial work until later in 2013 - **Resolved**
- 4.22** Whilst on “ramp-up” the prison could not apply criteria to the prisoners being transferred to Oakwood. Population Management have agreed that the prison received a large number of prisoners with significant issues, and more disruptive behaviour than would normally be expected at a Cat C training prison – **Resolved, prisoners re-categorised but on-going issue**
- 4.23** Healthcare concerns – After recent Healthcare and HMIP audits, a new management team have been appointed. This is having a satisfactory effect and many healthcare issues are being resolved and will progress into the next reporting period – **Resolved but on-going.**
- 4.24** Limited opportunities for re-categorised prisoners to be transferred to Cat D prisons due to shortage of available places – **National issue, unresolvable by HMP Oakwood.**
- 4.25** Insufficient work availability in the workshops – **Local and national issue – on-going.**

Section 5 – REPORTS ON ASPECTS OF THE PRISON

5.1 EQUALITY AND INCLUSION

The IMB observe a great deal of due diligence given to Equality and Inclusion by all members of staff through training.

Equalities Governance Meetings are held monthly and a member of the IMB attends each meeting. There are also prisoner representatives at all meetings.

Comprehensive data gives a full and comprehensive snapshot of how the prison is performing. IMB have full access to this information at all times and it is distributed to Board members.

Latest evidence to date is showing that Oakwood is within identified and measured ranges on ROTL. HDC is within its NOMS tolerance levels.

Use of force is in the expected range for a prison of the size of Oakwood.

Discrimination Incident Report Forms (DIRF'S) are carefully monitored and investigated within the given target time.

A total of 231 DIRFs (Discrimination and Incident Reporting Form) were raised within the reporting period, as follows:

- 78% No Discrimination found
- 22% Discrimination proven

5.2 MILITARY VETERANS IN CUSTODY (VIC)

In response to concerns regarding the imprisonment of ex-Service personnel, both nationally and within Oakwood, a new initiative has been implemented which aims to address specific problems faced by former members of UK Armed Forces in custody.

The IMB welcome the use of enhanced Prisoners, who are themselves veterans, acting as mentors.

HMP Oakwood has established good working contacts with, SSAFA (Staffs), Ubique, Combat Stress and Service Personnel and Veterans Agency.

This project is managed by an experienced member of staff who is also an ex-member of HM Armed Forces and is able to recognise the specific issues which affect these prisoners both in custody and on release.

It is hoped that this is a programme which eventually could be adopted in other establishments.

5.3 BASIC INTERVENTION GROUP (B.I.G.)

Recent changes to the IEP system drew attention to the fact that a Basic regime is intended to be a punitive experience to encourage prisoners to change their behaviour for the better. It was found that very often it increased the downward trend of poor behaviour. In recognising this, HMP Oakwood has introduced a new initiative to attempt to change this pattern.

B.I.G. is a peer led intervention designed to engage with those on Basic Regime and to provide an alternative solution to dealing with issues by using positive role models. These

role models are drawn from prisoners with records of excellent behaviour have a significant experience of the penal system and a genuine commitment to help to make a difference. All have undergone training to enable them to offer assistance to others.

As with all peer led projects staff are involved at all levels and the Board note that projects are closely monitored and managed.

The Board welcomes and supports such initiatives, which actively and positively seek to address poor behaviour and attitudes of some prisoners.

Since the conception of the BIG project there has been a constant flow of prisoners referred by staff members.

5.4 EDUCATION, LEARNING AND SKILLS

Milton Keynes College, contracted by the SFA to deliver OLASS within the prison, are undergoing an improvement plan in order to achieve the standards required.

The college has undertaken a recruitment drive which has been difficult and not helped by the press coverage surrounding Oakwood. The number of classes that have been cancelled due to sickness has reduced, however the staffing shortages have had an effect on the delivery.

At the year end the actual attendance at the morning sessions for all purposeful activity was 92%, with the afternoon sessions achieving a 94% attendance. This is quite a substantial improvement over the last reporting period.

Courses available are Railtrack, Employability, Customer Services, Money Management, Business Skills, Accounting, Life and Living and Functional Skills. What is lacking is the access to Higher Education Courses. The Board note that there is no opportunity for prisoners to continue with courses which they started at previous establishments. The activities are funded by NOMS and delivered by Milton Keynes College

Distance Learning facilities are in place for Open University courses funded by NOMS.

5.5 THE LIBRARY

The Library operated by Staffordshire Libraries is working well. It is staffed by enthusiastic and knowledgeable staff. Within the reporting period prisoners on basic regime were restricted in visiting the library; this has now been overcome allowing them an allotted time to visit each week

There is a wide range of books in a number of languages available from the Library, together with national and foreign newspapers and talking books. Books can be ordered; contrary to press reports prisoners are allowed up to 6 library books. The Library also has a number of Virtual Campus computers installed.

A new initiative at Oakwood is 'Story Book Dads' where prisoners record themselves reading a bedtime story, which after editing, can be sent home so that children can hear their dad's voice.

The Board note that there is now an officer on duty for most sessions and security mirrors have been fitted in order for librarians and other staff to view all angles of the Library.

The Library employs enhanced prisoners to assist with the booking in and out of books and the shelving of books.

5.6 HEALTHCARE

Since the HMIP report in November 2013 and subsequent appointment of a new Head of Healthcare there are significant improvements in the standard of healthcare in the prison.

Healthcare and G4S have noticeably instigated a protocol and procedure for dealing with emergency healthcare situations. This involves two codes, Red for blood-loss related issues and Blue for breathing and heart issues. G4S have now installed a number of defibrillator machines around the establishment. The Board note that this is a great improvement to the original system and all staff are aware of the procedures.

Staffing however is not up to required levels. Vacancies for both GPs and nurses have been advertised but because of the adverse media publicity that the prison has had, a large number of potential candidates have withdrawn their applications. There is only one permanent GP in post who comes in for one full day per week. For the rest of the times surgeries are covered by locums.

Permanent healthcare staff is only at 78% strength and use is made of agency nurses. This has not been without its problems, however there is now a stable, regular pool of agency nurses used and who are conversant with the regime.

A member of the IMB attends the Prison Health Partnership, Clinical Governance and Drug Strategy Meetings as an observer. Regular meetings are held with the Head and Deputy Head of Healthcare and the Substance Misuse Team by an IMB member.

There is an NHS complaint procedure in place and prisoners are familiar with this; responses to complaints have improved in the quality of answers and also in the timescale of the response.

Health Forums have been introduced and are held periodically in each house block and the prisoner representatives, who attend separate meetings with the Healthcare staff, are conversant with procedures and are able to answer queries. The Board note that this new initiative is proving successful.

Dental waiting lists have fallen as a result of extra clinics being run at the weekend.

Provision of medication has improved as robust systems have been put in place for stock replenishment. The Board note that there is better communication between Healthcare staff and prison officers on the wings. This has helped and improved the distribution of medicines at the dispensing hatches on the house blocks, resulting in the nurses feeling better supported by prison staff.

Since the last reporting period the Board note that there is some evidence that the work of the Mental Health Team is moving forward. At present the caseload is somewhat heavy but once the full quota of staff is in place it will be manageable. The size of the service commissioned does not appear to reflect the needs and size of the prison population. Although there is support for those who self-harm, it is variable and is delivered on a needs basis.

5.7 INTEGRATED SUBSTANCE MISUSE

A member of the IMB monitors the monthly Drug Strategy Meeting.

The ISMS team operate a policy of reduction rather than maintenance which follows the NICE guidelines.

Peer Support groups have been formed and meet on a monthly basis. Attendances at these are encouraging. Compact Based Drug Testing (CBDT) is working satisfactorily and trends will be identified as more data become available.

The Board note that work is now being done for those prisoners with alcohol dependency. As well as Alcoholics Anonymous, further support is given with the introduction of the course 'Primary Alcohol Users' delivered by Band 3 nursing staff.

5.8 PURPOSEFUL ACTIVITIES

Prison workshops offer a variety of skill training, including carpentry, UPVC stripping, dismantling electrical goods, plastics and plumbing assembling, haberdashery, de-branding of clothing, refurbishing and PAT testing of portable appliances and a call centre. There is currently a shortage of instructors, together with insufficient available work at times but the existing staff work hard to develop good, productive working relationships with prisoners and in all areas there remains a positive environment.

There is some in-house block cell work and education for prisoners who are unable to attend the workshop e.g. elderly and disabled prisoners; albeit low skilled work.

The prison operates a very proactive Farms and Gardens area within two locations in the prison, with prisoners attaining Level 1 award in Practical Horticulture Skills and Level 2 work-based Horticulture Diploma. Through the qualifications planting schemes are established around the prison, vegetables and herbs are grown for the catering qualification and a mixture of shrubs and perennials are grown for outside sales. Such activities are funded and supported by NOMS

This area, together with Douglas house block, has a number of chickens, geese, rabbits, a number of bee hives and two retired greyhounds. This is to aid rehabilitation through responsibility for the care of such livestock.

5.9 RESETTLEMENT

The dedicated staff in the Resettlement Department continue to exceed their Key Performance Targets However, finding suitable accommodation is now becoming more difficult, as the geographical spread of the current prisoner population is now much wider than previously. New contacts are difficult to find and establish for future placements, which more frequently are now processed through Local Authorities.

A new initiative within Resettlement covers 7 prisoners selected from volunteers to become co-ordinators. They have produced a support package to help men with aspirations of self-employment. To date, 20 prisoners have successfully achieved self-employment following release,

Resettlement staff actively encourage family links, especially through the themed Children's Days which are arranged each month, being well attended and appreciated by prisoners, their families, but especially the children. There are also separate FABBS days organised (Family and Baby Bonding Sessions).

Oakwood have now introduced Money Management courses to prepare prisoners for release. Due to cessation of funding a clothing bank has been set up, which enables the men to leave prison in an alternative to prison issue clothing.

Resettlement operate "Through the Gate " meetings, which prepare the prisoners for release, often including a written C.V.

The Resettlement Department can be proud of their achievements with only a nominal amount of personnel dealing with a very large number of admissions and discharges each month.

5.10 SAFER CUSTODY

Within Oakwood the duty of care and safety of offenders is a high priority. The Safer Custody Team, after their very challenging first year, have worked hard to comply with the requirements required to provide the care and safety of prisoners.

When the prison opened in April 2012, it was opened with a very high level of inexperienced staff, with little or no knowledge of the prison environment. Over this reporting period the Board note that staff have learnt to be more competent and implemented systems and reviews and bi-monthly meetings are well organised with very in-depth reporting.

The prison now has a very robust Safer Custody Action Plan, which contains 41 areas of monitoring or action required, 12% remain in the red at risk level, one of which is a Healthcare issue, and 14% at amber status, the remaining 74% have migrated to green status.

The use of SMART Data (Systematic Monitoring and Analysis of Race Equality) within the prison is monitored very closely and data is used to enable the prison to identify any areas where bias or discrimination may exist.

The use of Segregation Monitoring and Review Group (SMARG) within the prison allows for the monitoring of the following areas to be examined and made available every 3 months:

Prisoners held in CSU
Adjudications
Diversity
Safer custody
CSU Staff
Adherence to PSO1700

Much of the evidence provided by these comprehensive systems, together with Board observations and monitoring, indicates that staff are gaining in confidence in dealing appropriately with some very difficult and challenging issues within the prison.

Assessment, Care in Custody and Teamwork (ACCT)

Reviews of all ACCTS raised are analysed and trends discussed in detail. The Board note that Oakwood appears to perform well when measured against other comparable prisons.

Death in Custody

Following a death in custody, G4S have installed 9 de-fibrillator machines around the prison. Staff have been trained in their use.

Violence Reduction Programme,

Staff training is still on-going on how to use and enforce the Anti-Social Behaviour (ASB) scheme. The Board note that in comparison with other G4S prisons Oakwood has 33% less serious assaults. A number of ASB have been issued after contraband finds within the prison. ASB peaked in December but the Board note that the low numbers of ASB issued have remained constant throughout the year.

Listeners/Samaritans

There are only 28 active Listeners/Samaritans within the prison; however on-going recruitment and training is hoped to resolve that situation. It is noted that in the reporting

period special cells have been used for Listener/Samaritan consultations. The Board notes that the system works well.

Incidents/Use of Force

The Board notes that within the reporting period, incidents have marginally increased. However this is conducive with the fact that all incidents are now reported in more depth and that the prison now has its full complement of prisoners. Since the increase in interception of illegal substances entering the prison, it has been noted that there has been an increase in incidents of self-harm.

There have been a low number of serious incidents within the reporting period; one incident involved a small group of prisoners, resulting in the National Response Team being called.

Older Prisoners

The Board welcome the appointment of a manager to oversee and manage prisoners aged over 50 within the prison. On arrival at Oakwood, following completion of a questionnaire to identify their individual specific needs, a full care plan is produced, which is reviewed and adjusted periodically.

At the end of this reporting period there were 196 prisoners aged over 50. The breakdown is as follows:

- 50 to 59 = 118
- 60 to 64 = 33
- 65 to 74 = 38
- 75+ = 7

5.11 CARE AND SEPARATION UNIT (CSU)

The Board note that since the last report the attendance of staff at Care and Separation Unit Rule 45 reviews has improved but communications between the CSU staff and Healthcare lacks in consistency. To the concern of the IMB who endeavour to attend all Rule 45 reviews, nursing staff are not always aware of the prisoners being reviewed and their medical history before attending the meetings.

This Care and Separation unit has been a very demanding and frequently busy part of the prison.

It is of great concern to the Board that it continues to see a large number of prisoners having to be held within CSU suffering from mental illness and psychiatric issues, such prisoners are very challenging to the staff and need a lot of attention and observation checks.

Initially a large number of adjudications were failing, in some cases due to lack of evidence, preserved seized items, time lapsed and reporting officers not being available. Within this reporting period the Board has seen a noticeable improvement, with more Adjudications resulting in a proven status or referred to the Police or external adjudicator.

Observations from the IMB are that solicitors called in to support prisoners are frustrated by the amount of hours they are kept waiting for their clients to be reviewed by the external adjudicator. The external Adjudicator has made comment to the Board that the presentation of cases and evidence is now more acceptable and correct and more cases are being given the proven status and are dealt with quicker than they were previously.

The reviews remain to be conducted professionally and in depth, with prisoners given plenty of opportunity to discuss their situation and plan for their future within custody. We

are also pleased to add that initially paperwork for the reviews was not always correctly presented; this issue appears to have been resolved.

In summary, the Board have had major concerns with CSU, however since the furniture has been replaced it has become less volatile and safer. The Board are concerned that the CSU has to hold prisoners who have serious psychiatric issues. Due to staff shortages at times some experienced staff has worked double shifts in order to maintain the basic staffing levels. Over the last few months the CSU staff have worked hard to make CSU a safe and caring area of the prison.

5.12 RESIDENTIAL SERVICES (includes accommodation, food, catering and kitchens)

The Board have generally noted that throughout all house blocks there is an improvement in all aspects of cleanliness, hygiene and atmosphere. The introduction of a Cluster Manager to oversee the management of the house blocks, together with a settled team of managers has undoubtedly resulted in a more efficient and effective management of prisoners within their daily regimes.

Board members have noted that throughout this reporting period staff have remained pleasant and observed good meaningful interactions. Prisoners have previously made complaints through the prisons complaint procedures and did not feel that the staff were able to resolve their issues. They did not feel that their grievances were taken seriously – the Board have found that the system has greatly improved and in the majority of cases the complaints have been dealt with in an appropriate manner.

During the reporting year the Board has observed the current Director, together with other senior managers frequently walking around the prison including the accommodation blocks and their interaction with prisoners directly. Most prisoners know or have seen the present Director.

The main building contractors Balfour Beattie, and Kier, the contractor, have in this reporting period dealt with a major hot water leak underground having to remove an extensive area of concrete roadway to expose the pipework. They have continued a programme of rectifying minor building issues under the building warranty.

All items supplied to prisoners e.g. basic toiletries, underwear and socks have been provided with no stock issues during the reporting period; the problems from the initial start-up of the prison were short lived.

Numerous complaints about food being cold were received from Cedar Block; this was due to a malfunction in the automated window opening system that was not rectified for some time causing cold air to be vented through the building and server area.

The Board note that during the reporting period the number of prisoner paper applications has significantly reduced with the introduction of monitored applications on the kiosk system.

Kitchens and Food

The IMB note that the cleanliness of serveries has significantly improved since the last reporting period. Regular visits by members of the IMB to the Kitchens and house block serveries have reported the following:-

- Comment books now available and viewed by Aramark on a regular basis
- Appropriate cleaning agents for use in dishwashers.
- Soap now supplied when required.
- Limited scourers or materials to clean pans.
- Hand drying facilities in place

- Appropriate clothing and footwear also supplied.
- Steel cabinets now regularly cleaned.
- Trolleys are now regularly cleaned and inspected. All serveries now have designated trolleys and the servery staff are responsible for initial cleaning. .

It is noted that complaints regarding food, pertaining to its quality and quantity, have dropped significantly. Over the reporting period work that has been undertaken by Aramark in conjunction with Healthcare and the Chaplaincy who have identified the needs and requirements of special diets for medical and on religious grounds, they have been able to achieve acceptable dietary needs for all, this includes Vegan and Kosher requirements.

IMB members often undertake food sampling and testing, the food is quite palatable with only minor issues noted.

Oaks Cuisine (Attached to Main Kitchen Unit)

Oaks Cuisine Restaurant a learning centre opened in November 2012. It operates a silver service and buffet style service for staff two days a week and a coffee shop one morning a week. Hot food is also provided daily for the Staff Canteen by the food preparation group. Appropriate charges apply to the food in the restaurant and staff canteen.

Since opening The Oaks Cuisine, 14 learners have completed their training and qualification in Professional Cookery – achieving the Level 2 NVQ Diploma in Professional Cookery, 20 Learners have completed their training in food service – achieving the Level 2 NVQ Diploma in Food Service and 56 learners have been trained and completed the Level 2 Barista Skills. All learners have also completed the level 2 Food Safety Award in catering a requirement to work with food in the Industry.

The facility is very successful and provides a realistic environment for learners to experience the hospitality industry and achieve qualifications which will assist them on release.

Section 6 - REPORTS ON OTHER AREAS OF THE PRISON

6.1 Travellers

Oakwood have a small traveller community within the prison, a number of who do not wish to declare themselves as travellers because of the stigma attached. Oakwood have set up contact with local traveller communities and also a programme for travellers to learn to read and write. They are also pioneering a play that will focus on the traveller community and their history, which will be performed within the prison.

6.2 Foreign Nationals (FN)

On average Oakwood has a population of around seventy Foreign National (FN) prisoners who are well managed and supported by the FN manager. Regular visits from the Border Agency to assist with the FN prisoners have been good; all the wings except Ash have FN reps who are there to assist with their needs and management. Those prisoners subject to IS91 and awaiting removal are whenever possible transferred to one of the removal centres.

6.3 Gym and Physical Education (PE)

Oakwood Sports Centre is available to all and has again seen a good take up with high numbers of prisoners from all parts of the prison having the opportunity to take part in some form of exercise.

The Well Man Clinic and the Remedial Therapy classes for the over 50s continue together with the Basketball & Circuit Training clubs. Bowls, Volleyball, Walking & Tennis, Cricket and Fitness Clubs have been added over the past year.

The Centre continues to develop its working relationship with Resettlement, Education, Substance Misuse Team, Safer Custody, Healthcare and the latest addition the BIG Project together with external Resettlement groups such as 'Second Chance' and the Rugby Football Union.

6.4 Programmes

The prison participates in the following accredited programmes:

The Thinking Skills Programme (TSP)
Resolve

The prison participates in the following non-accredited programmes:

Tackling Drugs & Improving Life Style
Victim Awareness
The Restorative Justice Tool Kit
Sycamore
Chrysalis
Changes Programme
Mynd Play
Gambling Anonymous
Stepping Forward

The Supporting Offenders through Restoration Inside programme (SORI) and Sycamore course, both victim awareness courses, are run in the prison. Douglas prisoners are mentoring prisoners through the course and the Lifer group are also a good influence. CALM courses are attracting Imprisonment for Public Protection (IPP) prisoners who need to show the Parole Board evidence of involvement.

SOLAS are working in the prison with their EUREKA project. The project encourages prisoners to engage and use their creativity and channel it into something worthwhile. Currently the prison has seven cohorts. G4S are investing in equipment to enhance this groups output with the installation of a 3D printer. The aim is to come up with an exciting new product, design and market, working to a level 3 qualification. The scheme works in communities and schools. The ideas are patented. The prisoners involved normally have two to five years still to serve so that the business has a chance to grow. Any monies made from the business are kept until they are released and they can have part as a percentage sum and then a monthly amount. If they reoffend then the monies in their business account go to Victim Support.

6.5 Multi-Faith Chaplaincy

The prison has a complement of full-time Chaplains – three from the Christian churches and one Imam, together with support from part-time ministers from other faiths and religions.

The team continue to support prisoners and their families especially in times of family crisis and bereavements.

The Festival of Ramadan in 2013 was very successful with Kitchens, prison staff and Imam working in close partnership.

6.6 Induction and Reception

During the last year Oakwood has received 2163 prisoners through the doors. The prison has been running with or close to its maximum of 1605 prisoners throughout the reporting year.

6.7 Offender Management Unit (OMU)/Probation/Transfers

In the last reporting period, the IMB were deeply concerned about the lack of performance of the OMU. Since September 2013 there have been changes in the management of the OMU, which has resulted in a total change of direction to that of a unit performing well and managing the offender needs in terms of sentence plans etc.

The Board are now confident that the OMU and its functions of public protection in terms of providing accurate / defensible risk assessments is at the forefront of all employed in the department.

Actions taken within the reporting period are as follows:

Caseloads reduced to a manageable level.

Layered management system initiated

Change of personnel with experienced staff being recruited from residential units.

OMU surgeries held weekly.

One to one meetings with prisoners in legal visit.

Focus on risk management and better communication with outside probation & Multi-Agency Public Protection Arrangements (MAPPA)

Improvements made have resulted in a reduction in the number of complaints and legal correspondence.

6.8 Lifer/Indeterminate Sentenced Prisoners (ISP)

There are 123 Indeterminate Sentenced Prisoners at Oakwood of which 68 are Lifers.

There are regular monthly meetings held to address the specific issues raised for this class of prisoner. These meetings are well attended by the required Heads of Department,

Probation, OMU and Prisoner representatives from the respective House Units on which ISP's are held.

6.9 Prison Complaints

By end of March the figure for the year was 6049, of which 5839 were answered and addressed within the time period allowed.

During the year a number of complaints were looked at by the Board and all indicated that the reply was factual and satisfactory.

6.10 Security

The Board monitor all aspects of security and are complementary of the standards achieved and the focus paid to security by the numerous prompts and posters displayed around the staff areas of the prison and acknowledge the very successful recent Security Audit.

The Board are satisfied that the knowledge they have of the security issues being dealt with are to date securing Oakwood and maintaining the safety and decency of prisoners.

The Board are kept aware of all relevant security initiatives within the prison.

6.11 Visitor and Visits Centre

Within the reporting period the prison received 42,254 visitors and a further 5224 legal visitors. There were 1617 video linked broadcasts between solicitors, courts and prisoners.

Family days, facilitated by Help & Advice Line for Offender's Wives, Partners and Families (HALOW) are held monthly where food, fun and games are held around a central theme. Families can have closer time together and fathers are encouraged to play with their children. Baby bonding sessions have been facilitated and more are planned. These visits take place in a more relaxed environment and have proved successful.

6.12 Health & Safety Department.

The Board note that Health and Safety is paramount within the prison. Standards have risen considerably making Oakwood a safer place for both prisoners and staff. This has been achieved as a result of an impressive programme of risk assessments, combined with an adherence to a Safer System of Work.

Section 7 –THE WORK OF THE IMB BOARD

7.1 The Oakwood Board has suffered from a higher than expected churn of members, some of whom have returned to their donor IMB Board after dual boarding at Oakwood. This has left a skill gap and has increased the workload of the remaining members, with rota visits being neglected in favour of monitoring mandatory areas.

Throughout this year the personal commitment of the Board members past and present has been above and beyond that expected in what is the UK's largest prison. The dedication has been unique. The Board also express their gratitude to G4S for the continued provision of the IMB Clerk whose work and assistance has been gratefully appreciated by the Board.

The Board are concerned that recruitment campaigns are not yielding the numbers required with only 3 new members about to join the Board who will not be available for full rota duties for approximately 1 year. The Board have established that a full complement would be a minimum of twenty persons, taking into account the physical size of the establishment.

7.2 BOARD STATISTICS

Recommended Complement of Board Members	20+
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	7
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	5
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment(excluding Board meetings)	498
Total number of segregation reviews held	158
Total number of segregation reviews attended	157
Date of Annual Team Performance Review	June

7.3 IMB APPLICATIONS

This year's applications have only one previous year to which they can be compared and which included the ramp-up of the prison population to full capacity. In the initial stages the complaints through the IMB application system were mainly due to the lack of hygiene products and sentence plan information; there were also a large number of issues over the loss of property when transferring between prisons.

We note that for the population of the prison the number of IMB applications posted is low with an average per month of 51. The Board feel that for the size and type of establishment this is an average number.

The Board are concerned that 116 complaints were aligned with issues with Healthcare; this is frustrating as the NHS operate their own complaint system which appears not to be answering the original Healthcare complaint and the IMB applications are being used to try to get the IMB to arbitrate.

Sentence related issues have decreased and those that there are remain associated with the lack of information received about prisoner sentence plans when transferring into the prison

<u>CODE</u>	<u>SUBJECT</u>	<u>YEAR 2013</u>	<u>YEAR 2014</u>
A	Accommodation	4	8
B	Adjudications	3	4
C	Equality & Diversity (inc religion	11	19
D	Education/employment/training inc IEP	24	29
E 1	Family/visits inc mail & phone	29	41
E 2	Finance/pay	20	41
F	Food/kitchen related	24	19
G	Health related	91	116
H 1	Property (within current establishment)	58	40
H 2	Property (during transfer/in another establishment	24	46
H 3	Canteen, facilities, Catalogue shopping, Argos	13	8
I	Sentence related (inc HDC, ROTL, parole, release dates, re-cat etc.)	110	119
J	Staff/prisoner/detainee concerns ink bullying	57	96
K	Transfers	16	16
L	Miscellaneous	60	21

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