



Annual Report
of the
Independent Monitoring Board
at

HMP Oakwood

for reporting Year
(1 April 2017 – 31 March 2018)

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Monitoring fairness and respect for people in custody

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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 or centre is situated.

The Board is specifically charged to:

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

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

2 EXECUTIVE SUMMARY

This report presents the findings of the Independent Monitoring Board (IMB) Oakwood for the period 1st April 2017 to 31st March 2018. IMB evidence comes from observations made on prison visits, scrutiny of data, informal contact with prisoners, staff and from prisoner application forms.

Within the reporting period the IMB are pleased to note the ongoing progress that the prison has made in relation to performance against comparator groups. The prison's practice of involving prisoners in managing their own affairs has continued to develop and proves to be very successful.

The IMB are of the view that G4S should be commended on the range of activities provided for prisoners and the involvement of prisoners in self-help groups, many of which are not in the contract with Her Majesty's Prison & Probation Service (HMPPS).

Main judgements

Are prisoners treated fairly?

The IMB are of the view that prisoners are treated fairly by both the Senior Management Team and staff at the prison.

Are prisoners treated humanely?

In general the Board can state that within the reporting period the prison, with the current Senior Management team, have ensured that all prisoners are treated humanely and that discipline is used appropriately. We are satisfied with the diligence of staff in ensuring the safety of the most vulnerable prisoners and the steps that have been taken to help prisoners who are dependent on various substances.

Are prisoners prepared well for their release?

The IMB are of the view that there has been an improvement during the reporting year in the way prisoners are prepared for release.

Main Areas for Development from previous report

TO THE PRISON SERVICE

The transfer of prisoner's private property across the prison estate remains a concern. We are seeing an increase in the payment of compensation following claims that could have been avoided if a better system were in place

TO THE DIRECTOR AND SENIOR MANAGEMENT TEAM (page numbers refer to Annual Report 2016/17, current position is shown in italics)

- How can improvements be made to the staffing at the prison, bearing in mind the churn of staff over the last year? (See page 4) *Currently staffing is slightly above profile and staffing forecast is reviewed monthly by Deputy Director thus ensuring staffing levels are maintained. In addition a staff engagement strategy has been introduced.*
- How can the reduction in the numbers of Mental Health nurses be monitored to ensure that the Mental Health needs of prisoners are not compromised? (See page 20) *The Mental*

Health Service is fully staffed and has increased its staffing figures in line with the increase in the prison population.

- There are ongoing problems with recruiting a Church of England Minister for the prison. Can work be undertaken with the Bishop of Lichfield to maximise efforts in recruiting a Minister to ensure that all faiths receive the support and guidance from the faith of their choice? (See page 15) *A Chaplain joined the Chaplaincy team in Jan 2018.*
- How can improvements be made with security in the Chaplaincy Department? (See page 15) *Only one item was found outside a window, which appeared to have been there for some time. There have been no recent concerns identified with security in that area.*
- Some families with young children make long journeys for sometimes a 1- hour visit. What can be done to assist these families further to maximise time and travel costs? (See page 15) *It is not possible for every visit to be a long one. However, prisoners are entitled to and do book back-to-back visits. The prison promotes and encourages doubling up of visits at weekends. The prison has also enabled overseas relatives to have extended visits. Family Days are all 5-hour visits and there is a Kids Club for three hours each weekend. The prison has also introduced Scouts on a Sunday Morning, where prisoners are encouraged to attend with their children.*
- The information on the HMP Oakwood website in relation to bus times etc. is often incorrect. What can be done to improve this communication? (See page 15) *The Oakwood website was recently updated and there is no bus timetable/information on there now due to the constant changes in bus times or routes.*
- The lack of information given to prisoners' families is a concern particularly if they do not have access to the internet. How can the SMT improve this communication? (See page 15) *HALOW has produced and updated a booklet containing all relevant information for families. They supply in-depth information, in writing and verbally for all visitors who visit or ring the Family Pathways Centre. They also have on display in the Family Pathways Centre a range of information which includes details on assisted prison visits which can help families with the expense involved with travelling to visit their loved ones.*
- How can the Director work with the Governors of HMP Featherstone and Brinsford to improve facilities for visitors waiting for a bus at the end of the drive? Currently there is no covered waiting area, leaving visitors and staff subject to the inclement elements. (See page 16). *This is not within the remit of G4S.*
- How can the prison ensure that all families and prisoners are aware of the support services that are available to them? (See page 16) *A new Family Worker has been appointed by HALOW (Feb 2018) to help signpost families to additional help. The worker is currently working in the Pathway Centre. A Barnardo's worker is also based inside the prison.*
- What steps can Healthcare put in place to ensure that the attendance at reviews in the Care & Separation Unit (CSU) is on time on all occasions? (See page 17) *The CSU now has an allocated nurse who liaises with the CSU Manager, to ensure they are available for attendance at reviews. Where possible the same nurse attends the reviews to provide continuity.*
- What steps can the SMT take to ensure that the IMB are informed when prisoners are kept on constant watch on all house blocks? (See page 17) *The Safer Custody Team now inform the IMB of any prisoners on constant watch by sending an e-mail to the IMB shared e-mail address to ensure that all members are aware.*

- What steps can be taken to ensure that the food, once on the house blocks, remains hot and sufficient food is provided for the numbers on each house block? (See page 18) *Prisoners order their own menus via the kiosk and Aramark provides sufficient quantities of food for each house block. Temperatures are monitored in the Kitchens prior to delivery and again at the serveries prior to the meals being served. No prisoner is left without food at any meal time.*
- What steps can the SMT take to ensure that prisoners employed in the serveries wear the correct protective clothing on all occasions? (See page 18) *Regular monitoring is undertaken and the Head of Residence is responsible for ensuring compliance.*
- What steps can be taken to ensure that the issue in relation to who is responsible for the washing of serverly protective clothing is resolved? (See page 18) *House block managers are responsible for ordering, issuing and laundering of serverly protective clothing. This is with the full utilisation of the increased funding allocation for HMP Oakwood.*
- Whilst it is recognised that end of life care is satisfactory and has had a good audit recently, what steps can be made to further improve the end of life care for the growing number of elderly and vulnerable prisoners? (See page 18) *Proposal for the opening of Health Care beds has been put forward and a decision is awaited.*
- What steps are the SMT taking to monitor the impact of the introduction of the double cells in the prison? (See page 18) *All incidents are monitored weekly and monthly to identify trends. Since the increase of the 501 places all incidents have remained within parameters and stability within the prison remains good.*
- What steps will the SMT take to ensure that there are sufficient education places available to meet the needs within the prison? (See page 21) *The information detailed in this report refers to numbers in 2016/2017 when the average number of education spaces was 320. In line with the ramp-up, the education spaces increased and there is currently on offer an average of 420 places, providing a combination of full time and part time courses. This includes provision throughout the wider prison including, Drug Recovery Unit (DRU), Family Unit, Commercial Workshops and the gym. Additionally our distance learning provision has increased giving a larger number of prisoners access to higher level courses. Links with employers have increased with the introduction of HAWK Plant Machinery and WAMITAB qualifications which forms part of the Academy model.*
- What steps are the SMT taking to ensure that there are sufficient work places available in the prison with the increase to 2106 prisoners? (See page 22) *This has been rectified with the building of Skills C workshop and the increase in the education provision by the OLASS provider.*
- What steps are being taken to improve the links with employers in the area? (See page 22) *This is a weakness and will remain whilst the prisoner eligibility for Release on Temporary Licence (ROTL) criteria remains in place. This is a factor outside of G4S control.*
- What steps can be taken to improve the information coming from other prisons when prisoners are transferred? (See page 23) *The Offender Management Unit (OMU) maintains auditable records of missing documentation and constantly requests the information from the transferring establishments.*
- What steps can the SMT take to reduce the number of complaints in relation to Healthcare? (See page 27) *Care UK has implemented a Patient Experience Lead. One of the main duties is to meet with the patients face-to-face to resolve concerns. Patient forums have been reintroduced for each house block and the lead attends the units at medication times in*

order to capture any issues early on, with the aim of preventing a written concern. The introduction of the Patient Experience Lead has seen a reduction in concerns being received. The Head and Deputy Head of Healthcare hold quarterly meetings with the sub-contractors such as Dentists, Opticians and Physiotherapists to provide assurance that they are performing to service standards and specification. As part of the meeting any concerns or issues received in relation to the subcontracted service are discussed.

Main Areas for Development for current reporting year

TO THE MINISTER

There are no matters that the Board wish to bring to the attention of the Minister.

TO THE PRISON SERVICE

The transfer of prisoner's private property across the prison estate remains a concern. We are continuing to see an increase in requests for the payment of compensation for lost items of property from other prisoners, which could have been avoided if a better system were in place. HMP Oakwood is not the only prison that sees a problem in this area. It is a national problem that a number of other Boards report on each year.

The Board remain concerned that facilities for visitors and staff waiting for a bus at the end of the drive are extremely limited –there is no covered area and the site covers three prisons – HMP Brinsford, Featherstone and Oakwood. There is also concern that bus services to the prisons are to be removed by the local bus provider during 2018.

TO THE DIRECTOR AND SENIOR MANAGEMENT TEAM

- What steps can be taken to improve the current poor practice of the issuing of plastic bin bags or prison-made bags to prisoners on release.
- What steps are being taken to improve the effectiveness and quality of the current CCTV system within the prison?
- What steps can be taken to ensure that the morning unlock procedure is adhered to and Welfare Checks are undertaken according to prison instructions. The Board have attended a number of Coroner's Court hearings where this has been raised.
- What steps can be taken to ensure that all cells have a cell card with a photograph of the prisoner outside for identification purposes.
- What steps can be taken to address the issue of servery workers not wearing the correct protective clothing at all times.
- What steps can be taken to ensure that when prisoners attend education courses they are not penalised in monetary terms.
- What additional steps can be taken to reduce the number of prisoners being transferred into HMP Oakwood from other prisons without the required reports?
- What steps can be taken to reduce the number of days over the date of release for prisoners eligible for Home Detention Curfew (HDC).

3. DESCRIPTION OF THE PRISON

MAIN ROLE

HMP Oakwood opened on the 24th April 2012. It is operated by G4S through a contract with Her Majesty's Prison and Probation Service. It had an operational capacity of 1605 until a revamp commenced in July 2016 and by the end of March 2017 it stood at 2106. The staffing group is diverse and represents a good mix of ethnic backgrounds

The prison is well maintained, clean and tidy, enhanced by the flower beds in the general areas and on some house blocks, created and cared for by prisoners.

A Controller, Deputy Controller and Assistant Controller from Her Majesty's Prison and Probation Service are based within the prison and are active in the control and management of the contract between G4S and NOMS that became HMPPS on 3rd April 2017.

The prison is Category C but built to Category B specification

Main Sub-Contracted Providers

CARE UK – (Healthcare)

GeoAmey (Transport to and from other prisons)

DHL (ordering and delivery of canteen items)

Aramark (catering services)

Milton Keynes College (education providers)

Staffordshire Library Services

Lloyds Pharmacy Services

Staffordshire County Council (social work and care support)

Main Voluntary Organisations

All Nations Church

Members of the Chaplaincy Team

Help and Advice line for offenders wives, partners and Families (HALOW)

Kid's Club network

Story Book Dads (CREATE)

Shannon Trust

Barnardo's

PRISONER LED GROUPS

HAS Line (Health Advisory service line) established to improve healthcare delivery.

PACE (Peace and Community Engagement) established to create a safe environment to live and work

CICS (Communication Information Co-operation and Support) established to improve the decency agenda

YCG (Your Consultation Group)

RALPH (Resettlement Advice Line Peer Helpdesk - provide a helpdesk for advice to prisoners regarding all aspects of resettlement

PROJECT Unite - established to provide knowledge and support to residents by building relationships and reducing complaints

Frog Prince (A charitable print service)

Future T which provides peer to peer training learning and advice.

LIFT – (Leading Individuals Forward Together) – established to provide support to prisoners with mental health needs.

BIG (The Basic Intervention Group) – established to provide support to prisoners on basic regime – they currently have a total of 80 prisoners working in the group and support approximately 100 prisoners on basic regime.

Sapphire Community Forum – a new and active representational forum, to champion prisoners, causes and ideas, concerns and initiatives was developed during the reporting year.

Future Plus (Training Learning and Educational design service)

The Cordial Group - was created to reduce isolation within the prison community and support prisoners who have little or no contact with family or friends outside the prison.

ACCOMMODATION AND FACILITIES

The prison has the following accommodation units;-

- Ash (vulnerable prisoners) currently 662 prisoners housed on 8 wings. The eldest prisoner is 89 years old and the disabilities on the house block range from visual impairment, lung and heart conditions and age-related illnesses. A uppers is a supported living wing, B uppers is also a supported living wing but with a minimum age of 50 years. A lowers is an enhanced wing and D lowers is a long term /lifer's wing. D uppers is an induction wing.
- Beech (Mainstream prisoners) currently 647 prisoners housed on 8 wings. This includes a specialist Lifer wing, a Family Wing and Willow Unit –Willow was established in 2017 to help to meet the needs of a group of offenders who would benefit from additional support and have shown that they are unable to meet HMP Oakwood's expectations and or have become disengaged from the regime.
- Cedar (mainstream prisoners) currently 641 prisoners housed on 8 wings. There is an Enhanced Reward wing for the over 40s currently in transition to become a long term

/lifers wing –this has a compliment of 79. Chestnut Unit is for prisoners who refuse to engage and are placed on the wing where staff can carry out an individual assessment of their needs. A timetable comprising of Multi-agency input from specially trained PCOs, Gym, Education, Programmes and the BIG Team provide daily activities with the prisoners to encourage their re-engagement with the regime –this has 79 places.

- Douglas (lifers and indeterminate prisoners) currently 91 prisoners housed on 2 wings.
- Elm (Drug Recovery Unit) currently 80 prisoners housed on 2 wings.
- CSU has 24 standard cells, 2 dirty protest cells and 2 designated as special accommodation.

Cells are equipped with a WC, shower, wash basin and telephone (restricted through a prisoner telephone PIN system), bed and storage. With the increase in the number of places offered at the prison a substantial number of cells have had bunk beds installed which has reduced the space available to the occupants.

Healthy Living wings are available on each of the main house blocks apart from Cedar.

Ash and Beech have their own induction wings. Ash has continued to see the age of the prisoners increase and their abilities decrease and several prisoners are now using a range of mobility aids.

Several cells have been adapted for wheelchair use and for the use of Listeners on each house block.

Each house block has an education block and a hub for medical staff to reduce mass movements of prisoners.

There is a wide range of activities for prisoners to work and learn –e.g. Aramark and Skills centres.

Any Uncommon Features

Care UK Application (SOCRATES) for prisoners being released.

The extensive range of Prisoner led initiatives

The willingness and eagerness of the Senior Management Team to try different ways of working to improve outcomes for the prisoners.

4 SAFETY

This has not been an area where the IMB have undertaken a thematic review this year. However the following are areas of note.

- We are concerned that the local Police are failing to follow up some matters which are considered by the prison and the Independent Adjudicator to be serious e.g. The Police's apparent reluctance to take up cases of assaults against officers and other prisoners.
- The CCTV in the Visits Halls should have had an upgrade or been replaced some time ago—this is leading to problems monitoring visits and also providing information to support prosecutions or adjudications.
- On occasions there are insufficient staff available to check visitors through security, which is leading to delays for visitors.
- NPS (New Psychoactive Substances) instances remain an issue in the prison despite all the precautions taken by the prison, including the revision of the Policy on Mandatory Drug Testing (MDT) procedures in July 2017.
- The prison processes a high volume of Intelligence Reports and takes appropriate action when required.
- Safety netting has been installed over all of the exercise yards, which has decreased the numbers of packages entering the prison.
- Following an incident at another prison HMP Oakwood took a positive decision to increase the number of security checks on staff and visitors which has had some positive results. View through bags have now been provided for use by all staff, volunteers (including the Board) and third party contractors.
- Steps have had to be taken to reduce the number of letters entering the prison which contain illicit substances—this also had a dramatic effect on the availability of some drugs.
- On occasions we have been concerned to note that the Health Care staff working at the medication hatches on the house blocks have not been supported by Custody Officers.
- The number of finds of Hooch at the prison fluctuates but when located the perpetrators are dealt with appropriately.
- We are concerned that at the morning unlock of cells, Welfare Checks are not always being carried out following current Prison Service Instructions –this has been raised in Coroner's Court Hearings on a number of occasions and has been a recommendation on two reports from the Prisons & Probation Ombudsman.
- We are concerned that not all cells have a cell card with a photograph of the prisoner outside for identification purposes.
- The Board were concerned to learn that West Midlands Ambulance Service attempted to bring an unauthorised TV crew into the prison as part of a TV programme following the emergency services.
- The Board were pleased to learn that following an inspection by the Fire Authority, the outcome was 'Sustainable and Sufficient'.
- The prison was awarded a 5-star Health and Safety Audit Certificate undertaken in June 2017. The Board wish to congratulate the G4S team involved in achieving this award.

Deaths in Custody

There have been a number of deaths in prison. This has increased but reflects the ageing population and the number of prisoners now within the prison.

The following have occurred during the reporting year:-

Prisoner A died 17/4/2017

Inquest held 24th October 2017 - death by natural causes

Prisoner B died 07/05/2017

Inquest held 24th October 2017 -death by natural causes

Prisoner C died 18/05/2017

Inquest held 24th October 2017 – death by natural causes

Prisoner D died 05/06/2017

Inquest adjourned - awaiting date for resumed inquest date

Prisoner E died 19/08/2017

Inquest held 6th February 2018 – death by natural causes

Prisoner F died 12/09/2017

Inquest held on 1st March 2018 - death by natural causes

Prisoner G died 25/11/2017

Awaiting inquest date

Prisoner H died 19/12/2017

Awaiting inquest date

Prisoner I died 24/03/2018

Awaiting inquest date

Prisoner J died 03/06/2016

Inquest held 19th April 2017 – death by hanging

Prisoner K died 15th January 2017

Inquest held on 11th July 2017 – death by natural causes

Prisoner L died 23rd January 2017

Inquest held on 11th July 2017 – death by natural causes

Prisoner M died 8th Dec 2016

Inquest held from 21st March to 26th March 2018. Final outcome was death by natural causes. The Coroner issued a Regulation 28 notice but this was not for G4S.

Prisoner N died 30th August 2016

Inquest held on 8th February 2018 – adjourned until 15th March 2018 – death by natural causes and a potentially preventable illness but sepsis overwhelmed him. The Coroner issued a Regulation 28 notice but this was not for G4S.

The Board are satisfied all deaths in custody have been handled with respect by the Senior Management Team and staff. The Board has been kept fully involved with the Prison and Probation Ombudsman (PPO)'s reports. The Board notes that the PPO has raised concerns about the use of handcuffs when prisoners are receiving end of life care and will be monitoring this during the next reporting period. A member of the Board has attended all inquests.

There have been a number of recommendations made by the PPO to both G4S prison management and Care UK and the implementation of these are being monitored by the Board.

5 EQUALITY AND FAIRNESS

This has not been an area where we have undertaken any detailed work this year.

However we have the following comments:

Chaplaincy (update from Thematic Review undertaken during previous reporting year)

- A Vicar representing the Church of England has been appointed
- The Bishop of Rochester has visited as part of his tour of prisons.

Visits (update from Thematic Review undertaken during previous reporting year)

- A more family orientated environment for the visits area has been introduced with a kitchen being installed in one of the visit halls where prisoners can prepare and cook for their visitors.
- G4S and HALOW are to be commended on the work they are doing to improve and enhance the visiting experience for families particularly for those with children. Family Days are also arranged for prisoners with extended family. Refreshments facilities are available for prisoners and their families on release in the Community Hub which the board to consider to be exceptional.
- The Board remain concerned about the bags given to prisoners to carry their property on release.

Other matters

- United Kingdom Border Agency hold surgeries every six weeks for Foreign National prisoners
- Veterans in Custody meetings take place regularly
- Approximately 34.2% of prisoners at any one time have a disability
- Age profile of prisoners at Oakwood is 18 – 89
- The Board commends the work that prisoners on all house blocks carry out as Shannon Trust mentors on a voluntary basis to help other prisoners learn to read.

6 SEGREGATION/CARE AND SEPARATION UNIT

This is not an area where a detailed examination has taken place during this reporting year.

The following is an update from the Thematic Review undertaken during the previous reporting year

- Reasons for transfer to CSU seem to be inconsistent on occasions. Sometimes transfers are planned, which does not always seem appropriate for some prisoners, particularly if they suffer from mental health issues.
- The Board remain concerned about prisoners moving between CSU and Willow or Chestnut Units and the amount of time they can spend on those units.
- The Board are concerned about the quality of some of the Assessment, Care in Custody and Teamwork (ACCT) reports and how they are used to assist prisoners.
- Operational and System Assurance Group (OSAG) visited in June as part of a national project to review Risk Management in prisons. There were 19 recommendations for improvement and the actions have been included into the G4S action plan which is being monitored by the Controller.

7 ACCOMMODATION (including communication)

This is not an area where a detailed examination has taken place during this reporting year.

However, the Board makes the following observations –

- At the beginning of the reporting year staffing continued to remain an issue, despite all the efforts made by the Director and SMT to recruit, train and retain staff. Protocols put in place have seen an improvement by the end of the reporting year.
- The Board are concerned about the storage of some prisoner's property which is not always securely sealed. We are also concerned that a number of prisoners have continued to leave the prison carrying clear plastic bin bags.
- The national introduction of the Key Worker Scheme is to be applauded but to implement this appropriately more staff are required.
- Sapphire Community Forum was launched during the reporting year—Sapphire has been established to support prisoners during their time at HMP Oakwood and meets monthly with representatives of SMT and the Controller.
- There have been a number of falls in cells on Ash, with one prisoner suffering a broken hip and another prisoner falling out of bed three times during one night. While the Board commends the work being carried out to assist elderly and infirm prisoners, they are concerned that the size of the cells and the size of the beds are not conducive to the continued care of this group of prisoners.
- Elm Drug Recovery Unit (DRU) was opened in June 2017. The first 12-week course ended with 22 prisoners graduating. Excellent work is being undertaken by the Basic Intervention Group. (BIG) team, prisoner-led initiative, working alongside staff to support the regime on the unit. New initiatives for Elm include a week-long Drama Group and the introduction of musical instruments.

- Willow Unit was established in Oct 2017 for a group of offenders who have demonstrated that they would benefit from additional support as they are unable to meet Oakwood's expectations and /or have become disengaged from the regime. Following downgrade to basic regime the prisoners can be relocated to Willow. Willow is located on Beech house block and houses up to 81 prisoners. Willow promotes Regrowth, Rebuilding, Strength, and Integrity. Willow identifies, through dedicated Personal Officer work, suitable candidates for Chestnut Unit, DRU or return to normal location and refer accordingly. This has had an impact on the robust management of basic regime prisoners and ensures they can be prioritised to receive the correct support.
- The cleaning of cells in relation to the toilet bowls, shower and washbasins is a problem as they are often very stained.
- Kitchens—Aramark have contracted out maintenance of the kitchen equipment but there have been problems with the contract conditions being complied with over the reporting year and a new contractor has been appointed. Some improvements at the end of the reporting year are acknowledged.
- Serveries - there continues to be issues in relation to Halogen lamps not being used on serveries to keep the meals hot. There have been ongoing issues in relation to the prisoners wearing the correct protective clothing in the serveries and in relation to the quality of the meals and the early delivery of meals on some wings. The equipment on some of the serveries needs to be repaired or replaced.

8 HEALTHCARE (including mental health and social care)

A Thematic Review of this area has been undertaken during this reporting year –

The Health Care structure is a prime provider model. The following services are subcontracted - Mental Health and Substance Misuse, Dentistry, Opticians, Therapies. Under the supervision of the Lead GP and Head of Health Care the primary services consist of a mixture of Registered Nurses and Health Care Assistants and Advanced Nurse Practitioners.

Overview:

Healthcare at H.M.P. Oakwood is provided by Care U.K. and aims to provide care which replicates that available to those outside prison. The provider's Mission Statement is clearly displayed and states "Every one of us makes a difference, together we make a difference" The following matters are of note;-

- Nurses work in the Admissions Department all day from Monday to Friday. All prisoners are seen in the Admissions Block on arrival by a nurse who also has mental health qualifications A Reception Screen is completed, which looks at physical and mental health needs and medication requirements. All prisoners should arrive with a 7-day supply of medication but this is not always the case. If a prisoner arrives without the required medication, access to a prescriber is available on the same day and this is then dispensed within 48 hours. A further assessment is undertaken within 48 hours on the house block, to reassess any changes that may become apparent and to identify any health and wellbeing goals and if required a comprehensive care plan is developed.
- The Healthcare block was purpose built in 2012 when the prison opened. It has a welcoming atmosphere, is clean, and has numerous information leaflets and posters. Undue waiting times in this area have not been noticed & any delays are given to prisoners in a timely manner. The upper floor of the block was built for 'in care'

treatment but has never been used in this role because the prison was designed as a Cat B prison and not Cat C prison has in-house care. The Board understands that plans are being discussed to bring this area into use during the next reporting year. Facilities are also available on each house block for nurses and medication administration. All specialist rooms are well equipped.

- Some prisoners who have been in custody for some time have expectations of what is available with regards to waiting time and access to services outside which is not realistic. The emphasis is wherever possible to encourage prisoners to take responsibility for their own healthcare in preparation for release. A Socrates 360 phone application has been introduced for prisoners to download free on release, to aid continuity with health records which were held whilst in the custodial environment.
- The prison's kiosk system, which is available on all wings, provides prisoners with information regarding lifestyle choices, together with general information about medical conditions. Prisoners arrange their healthcare appointments via the kiosk system.
- The HAS Line, a prisoner-led initiative, allows prisoners to phone from their cells to arrange appointments and in conjunction with healthcare staff, triage appointments if required. Appointment slips are delivered to cells by the HAS Line representatives to remind them of appointments, which has reduced the number of missed appointments. Attendance details are monitored monthly. The longest backlog in treatment during the reporting year was for dentistry and optician appointments.
- The only service which currently does not meet NHS Target waiting times (6 weeks) is ophthalmic services and from February 2018 an extra weekly session was put in place, which resulted in all sub-contracted services meeting the 6-week target. In addition prisoners and staff have been trained to provide in-house minor repairs to glasses.
- Nurses work from each house block to triage prisoners and refer to appropriate services if necessary.
- If required appointments to see the GP can be arranged for the same day but waiting time during the year has been reported to be up to 16 days, with the local target being 2 weeks, which we understand has now improved. During March a new GP consultation service was introduced and this allows an additional appointment each week.
- On-site services include podiatry, physiotherapy, dentistry, ophthalmology, psychiatry, psychology and routine X-rays and scans.
- 'Tele-med' links with hospital Consultants are now in place, to avoid prisoners having to leave the prison unnecessarily. On average 6/7 external planned appointments are required each day with any additional appointments requiring escorts authorised by the Duty Director. None have been refused.
- Two Paramedics have now been employed by Care UK and are available 7 days per week. They have undertaken additional training since being employed and this has enabled them to perform more duties e.g. suturing.
- Prisoner and Family and Friends Satisfaction Survey Forms are collated weekly and reported monthly to the Health & Justice Performance Team. These are consistently above target level.
- Prisoners' social care needs are assessed in conjunction with the N.H.S. provider. Any necessary equipment or mobility aids recommended by the Occupational Therapy Service are provided by South Staffordshire County Council. With the increasing number of older and infirm prisoners this service is vital and some of these prisoners have prisoner carers to assist them as appropriate.

- In September a Patient Experience Lead to co-ordinate services was appointed.
- There are no general concerns with regard to mental health provision. However, since the introduction of the DRU, an additional mental health budget has not been available for the increased provision but is being looked at by Commissioners. Mental Health nurses visit the CSU daily and all prisoners subject to an ACCT. Any prisoner in CSU who is exhibiting mental health concerns, has an Exceptional Circumstances Form completed, which is then passed to the Duty Director who can arrange for the prisoner to be moved as required, either out of the prison or to a more suitable location. Prisoners who are 'sectioned under the Mental Health Act' continue to be of concern, as limited places are available for their specialised care within the prison system.
- Numerous courses and literature are available to prisoners to encourage physical & mental wellbeing. Gym provision and sports facilities are available as well as equipment on Healthy Living Wings and fitness sessions carried out on various units. Exercise yards are available for each house block and the CSU also has specific fitness equipment available. Prisoners are encouraged through education to take responsibility for their own dietary requirements in preparation for release if appropriate. Menu choice reflects NHS guidelines on diet.
- The prison became 'Non Smoking' from September 2017. Smoke Free champions' are employed on each house block. Nicotine patches were made available and an Education Programme put in place for any prisoner who wished to give up smoking. 'Vaping' is allowed in cells only and items are available to buy on the canteen.
- All prisoners are seen by a nurse prior to transfer, release or Court visits and medication is checked. A free downloadable 'Socrates' application is available to all prisoners for continuity of care on release.

Areas of Good Practice

- Following an outbreak of Norovirus in December 2017, the Director and Head of Healthcare were congratulated by the Health Protection Agency regarding the way the outbreak had been contained.
- Following identification of a prisoner with tuberculosis in December 2017, 300 prisoners and staff were offered screening on site.
- A Learning From Experience Group has been established, which looks at all recommendations from 72-hour reviews, clinical reviews PPO investigations and Coroner's recommendations. The purpose of the group is to highlight any themes and spread learning across the whole staff group.
- Two Paramedics have been added to the complement of staff employed by Care UK.
- There are no waiting lists for Mental Health assessments.
- The number of missed appointments has decreased.
- A Patient Experience Lead has been added to the complement of staff.

Areas of Concern

- Health Care caseloads in relation to Mental Health and substance misuse are high owing to staff vacancies but it is hoped that there will be a full complement of permanent staff by the next reporting year.

- Whilst Care UK has increased the number of permanent staff, the number of vacancies is of concern despite the ongoing use of regular agency staff.
- The lack of supervision of prisoners by prison staff during the dispensing of medication on the house blocks sometimes gives rise for concern.
- The delay in prisoners with a diagnosed mental health condition requiring additional support moving to more appropriate accommodation is of concern. Whilst it is recognised that this is a national problem, for the prisoners experiencing the delay it is far from satisfactory.
- Once a month there is a half-day lock down for staff training and the Board are monitoring the impact this may have on health-related appointments.

9 EDUCATION AND OTHER ACTIVITIES

This is not an area that the IMB have undertaken any detailed work this reporting year but the board have monitored the work of Milton Keynes College through the normal rota visits and we are aware of the good progress that Milton Keynes are making to achieve set targets within this reporting year.

There is an intention by Milton Keynes College to provide a level 3 English Programme for prisoners in the next reporting year.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

A Thematic Review of this area has been undertaken during this reporting year -

This area is contracted to Milton Keynes College. The aim of the vocational programme is to provide each prisoner with an opportunity to prepare their life for when they are released. The Board are of the view that the training is well managed by a dedicated team of managers who strive to provide the best opportunities for prisoners.

The following areas are of note –

- Milton Keynes College use two major sources of information to develop a training strategy. The Labour Market Survey, which is undertaken every quarter and shows employment trends and is an indicator of areas of skill shortage and direction for reviewing/developing new courses. The second source is information on job vacancies provided by the Job Centres.
- A key element of the strategy is to recruit instructors who are keen, enthusiastic, knowledgeable and able to work within the prison environment. This is proving difficult at present and a recruitment campaign is underway with the objective of finding an additional instructors.
- The practical skills area of training is targeted to provide the skills that are required by businesses and offer the best chance for prisoners of gaining employment on release. The clearest evidence of this is the successful Rail Track Course. With the building of HS2 there is a requirement for labour that has a particular set of skills, which is provided by the Rail Track Course. There is also the HAWK plant hire course, which teaches prisoners to operate small plant equipment.
- Each structured learning programme is referred to as a pathway. Each prisoner can undertake more than one programme providing he meets the criteria. There is also a concentration of Maths and English within the programme but each prisoner must be working towards achieving level 2 in both to be eligible to attend. The skills required for

each programme are detailed in the pathway document. There are two official methods which prisoners can use to find out details of the available programmes; a printed prospectus is available on request or via the kiosk. The Pathway documents direct whether a prisoner can undertake a course or if there is a requirement to undertake additional work prior to commencing the course. In addition, the status of the prisoner is taken into account e.g. Rail Track is only available to prisoners on enhanced regime. The length of time a prisoner has left to serve is also taken into account.

Areas of good practice

- The professional, enthusiastic and motivated approach demonstrated by the instructors
- The professional way the courses are managed
- The medium term vision outlined to obtained key employers for each pathway
- The availability of mentors in each of the training groups
- The labour market and Job Centre information being used to help to define the training that is required
- The use of Learning Progress Records and the encouragement the prisoners receive to set their own targets and goals
- Each programme, which is successfully achieved, attracts a nationally recognised qualification from one of the awarding bodies.

Areas of concern

- The wages paid to prisoners undertaking vocational courses is less than working in Industries. This can make a difference to prisoners when choosing a course, as income can be an issue.
- There is shortage of feedback showing the outcomes of the training. In the view of the Board, this restricts the development of the training and identification of those areas that are less successful than others.
- A number of prisoners on the courses have in excess of 12 months of their sentence left to serve. In a number of cases it was over 5 years. Whilst it is recognised that some qualifications are gained to support and develop the prisoner whilst in custody, the relevance of attending a course too soon, which could lead to employment, may penalise the prisoner. This may preclude prisoners who will be discharged earlier from taking relevant courses before discharge.

Overall the Board is of the view that Milton Keynes College is performing very well and delivering the courses to a high standard, although there is little evidence-based information to support the continued expenditure levels or expanding the training budget or activity.

11 RESETTLEMENT PREPARATION

A Thematic Review covering four areas has been undertaken during this reporting year due to the Board's concerns about this area in the last Annual Report. The review covers the following areas:

Offender Management Unit, Offenders Assessment System (OAsys), Home Detention Curfew (HDC) and Resettlement.

- In the previous report of 2016-17 the Board noted that there were very low numbers of prisoners subject to Release on Temporary Licence (ROTL). During this reporting period there were 650 ROTL days. Of the prison population, at any one time an average of 1800 are ineligible for ROTL.
- In the previous report of 2016-17 it was stated that 83% of prisoners had OAsys reports. As of March 2018, 520 prisoner out of 2106 had not got an OAsys and approximately 50% of these was because the external Probation Service had not submitted the relevant information.
- Resettlement commences as soon as a prisoner arrives at HMP Oakwood and is ongoing. Within a few days of arrival at HMP Oakwood prisoners have to undertake a test in Maths and English to assess numeracy and literacy. 3 months prior to release a prisoner is allocated to Resettlement Care Workers. The Resettlement Team is supported by a team of prisoners known as RALPH, which is a prisoner-led initiative. RALPH do an excellent job helping prisoners with the many challenges they may encounter on release. They will try to help to get debts incurred outside prison suspended, help to set up bank accounts, arrange ID cards and provide clothing for those that need it. They produce a "Through the Gate" brochure which attempts to alleviate questions and anxieties of prisoners soon to be released
- The Board are concerned about the number of prisoners being given ROTL. The majority of ROTL days have taken place in the vicinity of the prison. While the Board understands that caution is required, they are of the view that more prisoners need to be given the opportunity to experience opportunities outside of the prison in preparation for release. Up to the present time ROTLs outside the prison vicinity exist mainly as family visits (excluding the V Festival held at Weston Park) but the Director has advised that in future he would like prisoners to be more involved in community projects, which the Board fully supports.
- The Board noted that there was a small increase in the percentage of prisoners with OAsys reports. There continues to be too many prisoners coming into Oakwood without such reports. It is of concern to the Board that the transferring prisons are not doing the task required of them.
- The Board note that HDC at Oakwood at present is 5 days past the HDC Eligibility Date, which is favourable compared to other establishments. In January 2018 there was a change in government policy and this saw 49 prisoners released under the new procedure.
- The Board feel that the Resettlement Team now achieves good results on the whole within the prison. The RALPH team deserve a special mention for their excellent work. The Head of Resettlement has quite rightly identified that prisoners are well supported inside HMP Oakwood but as soon as they are released the support is not always as adequate and is addressing this problem. The team do an excellent job in finding

accommodation for prisoners on release. Unfortunately the employment outcomes figures are not always favourable—less than half of prisoners are leaving with promised employment.

- The Board are impressed with the work the Resettlement Team are doing in developing a support network with a range of organisations external to the prison who may be able to support prisoners. The Board welcome the increased opening hours of the Family Pathways Centre, which provides rest room facilities and a place for relatives and friends to wait for prisoners who are being released. The centre also provides a toiletry pack and holdall for the released prisoners' possessions.
- The Board are aware that Staffordshire Police have seconded an officer to work in HMP Oakwood, as an Integrated Offender Manager who collects information on courses attended, education, training etc. on prisoners who are about to be released. This information is passed to the Police and prisoners who are prolific and persistent have to report to the Police as well as to a Probation Officer. Staffordshire Police are to be congratulated on this initiative.

Areas of Concern

- The number of prisoners being transferred into HMP Oakwood without Oasys reports.
- HDC is running 5 days over date of release. There are various reasons for this including difficulty in locating suitable accommodation, prisoners arriving at HMP Oakwood to complete their sentence and arriving with incomplete HDC data and sometimes Police case notes not being available.

Section C – Work of Board

The Board has had a busy year.

The prison has increased its population. However, the number of Board members has not increased at the same rate.

Recruitment of members remains an ongoing problem especially as there are three prisons on the same site that compete for volunteers in the same catchment area. There has been an ongoing recruitment campaign running throughout the year, which has involved two members of the Board sitting on an interview panel at regular intervals.

The demands of training new members has placed a considerable amount of work on the Board Development Officer with the training of a new member taking up to a year. The Board have found that for a variety of reasons, a number of probationary members do not go forward to become full IMB Board members.

The Board has reviewed and developed a Team Development Plan in order that ongoing training is available for longer standing members. This has included writing guidance on attending Coroner's Court, dealing with applications and completing the weekly rota report. A group of Board members visited HMP Drake Hall as part of its ongoing development

The Board has given a commitment that a member will attend all inquests for deaths in custody.

BOARD STATISTICS	
Recommended Complement of Board Members	20 minimum
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	13 (6 probationary)
Total number of visits to the Establishment	578
Total number of segregation reviews attended	429

The Board has made 352 rota visits during the reporting year (this includes the attendance at Board meetings)

The Board has attended 221 adjudications during the year. We have been concerned that on occasions adjudications cannot go ahead owing to the lack of the presence of Reporting Officers. The same applies in relation to adjudication before the External Adjudicator

The Board has undertaken all statutory visits to the CSU, Kitchens and Healthcare throughout the reporting year. The outcome of the visits is included in the weekly rota report, which is sent to the Director and the Controller for their information and any follow-up that may be required.

Section D - Applications

There has been a decrease in the number of applications this year, which could be a result of the prisoner-led initiatives, particularly the CICS team.

The number of miscellaneous complaints has increased and further work will be undertaken to determine the reason for this increase during the next reporting year.

Board continues to see a substantial number of applications in relation to prisoners' property and this is an issue that has been raised on a number of occasions in previous Annual Reports. The Board are frustrated by the amount of time absorbed chasing property that does not arrive with the prisoner from other prisons.

There were a total of 496 applications received, which fell into 509 categories as some contained concerns about more than one area.

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	9	19
B	Discipline including adjudications, IEP, sanctions	13	5
C	Equality	6	11
D	Purposeful Activity including education, work, training, library, regime, time out of cell	13	5
E 1	Letters, visits, phones, public protection restrictions	15	26
E 2	Finance including pay, private monies, spends	20	24
F	Food and kitchens	12	10
G	Health including physical, mental, social care	77	89
H 1	Property within this establishment	44	64
H 2	Property during transfer or in another establishment or location	62	86
H 3	Canteen, facility list, catalogue(s)	11	15
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	59	62

J	Staff/prisoner concerns including bullying	69	76
K	Transfers	19	17
L	Miscellaneous	73	24
M	Returned applications (part year)	7	n/a
	Total number of IMB applications	509	533