

Report on an unannounced short follow-up inspection of

## **HMP Onley**

16–18 November 2010

by HM Chief Inspector of Prisons

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Printed and published by:  
Her Majesty's Inspectorate of Prisons  
1st Floor, Ashley House  
Monck Street  
London SW1P 2BQ  
England

# Contents

	<b>Introduction</b>	5
	<b>Fact page</b>	7
<b>1</b>	Healthy prison assessment	9
<b>2</b>	Progress since the last report	17
<b>3</b>	Summary of recommendations	65
	<b>Appendices</b>	
	I Inspection team	73
	II Prison population profile	74

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# Introduction

Onley is an adult male category C prison in the East Midlands. At the time of this inspection it held 683 prisoners.

This was an unannounced short follow-up inspection that looked at the progress that had been made since our last inspection in 2007. The prison itself had undergone significant changes since that time and no longer housed young offenders or accepted foreign national prisoners.

It is pleasing to note that the change in role coincided with good progress in implementing our recommendations and a significant improvement in outcomes for prisoners. All of the main recommendations we made in 2007 had been achieved and the prison was now reasonably good in all areas.

The areas that caused us most concern during our last inspection had improved most. There was now strong leadership of learning and skills and there was a broad education curriculum, a wide range of vocational training and a good variety of work activity. Only 3% of the prisoners were recorded as unemployed.

There was a similar improvement in resettlement where good work across offender management and the individual resettlement pathways was underpinned by a good strategy. Nacro and the Citizens Advice Bureau inputted effectively into the resettlement process. However, limited offending behaviour programmes prevented a number of prisoners held on indeterminate sentences for public protection (IPP) from addressing their risk factors and progressing.

A good range of purposeful activity and a clear emphasis on working with prisoners to support their resettlement were underpinned by a decent environment and generally good relationships between staff and prisoners. Health care continued to be good. There were some relatively small improvements needed: cleanliness was not good in some areas; prisoners complained about the food and we saw some that had to be returned because it had not been adequately heated. The diversity strategy was too narrow in scope.

The prison provided a generally safe environment. There were good procedures in place to care for prisoners at risk of suicide or self-harm and to tackle bullying. Inspectors did not find evidence of the significant illegal drug use that we had reported on at our last inspection. Some rules and procedure were over restrictive and too risk-averse.

This is a good inspection and while there is still room for further improvement in some areas, the governor and staff are to be commended on the progress they have made.

**Nick Hardwick**  
HM Chief Inspector of Prisons

January 2011



# Fact page

**Task of the establishment**  
Adult male category C prison

**Prison status**  
Publicly-owned

**Region**  
East Midlands

**Number held**  
16 November 2010: 683

**Certified normal accommodation**  
710

**Operational capacity**  
710

**Date of last full inspection**  
2007

## **Brief history**

Situated between Rugby and Daventry, Onley opened as a borstal recall centre in 1968 and changed to a training borstal in 1973. In 1976, it became a young offender prison, and in 1983 a closed youth custody centre. After a brief spell as regional and national escort centre, Onley reverted to a young offender institution in 1988. From 1998 until 2003 it held a mixture of young offenders and juveniles. In 2004, the prison became a category C adult prison and YOI. In 2010 Onley became an adult category C establishment.

## **Short description of residential units**

Eleven residential wings: nine with 60 single-cell occupancy and one with 50 double-cell occupancy.

F wing is the segregation unit.

- A wing - general, 60
- B wing - general, 60
- C wing - general, 60
- D wing - general, 60
- E wing - general, 60
- F wing - segregation
- G wing - general, includes a safer cell, 60
- H wing - first night and induction, includes crisis suite and safer cell, 60
- I wing - general, double cells, 100
- J wing - general, 60
- K wing - general, includes observation cell, 60
- L Wing - enhanced wing, three double cells, 70

**Escort contractor**  
G4S

**Health service commissioner and provider**  
Northamptonshire Health Services Primary Care Trust

**Learning and skills providers**

Milton Keynes College (education and training)

Lincoln College (careers information and advice service)

# Section 1: Healthy prison assessment

## Introduction

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HP1 The purpose of this inspection was to follow up the recommendations made in our last full inspection of 2007 and examine progress achieved. We have commented where we have found significant improvements and where we believe little or no progress has been made and work remained to be done. All inspection reports include a summary of an establishment's performance against the model of a healthy prison. The four criteria of a healthy prison are:

**Safety** prisoners, even the most vulnerable, are held safely

**Respect** prisoners are treated with respect for their human dignity

**Purposeful activity** prisoners are able, and expected, to engage in activity that is likely to benefit them

**Resettlement** prisoners are prepared for their release into the community and helped to reduce the likelihood of reoffending.

HP2 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.

**- outcomes for prisoners are good against this healthy prison test.**

There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

**- outcomes for prisoners are reasonably good against this healthy prison test.**

There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.

**- outcomes for prisoners are not sufficiently good against this healthy prison test.**

There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

**- outcomes for prisoners are poor against this healthy prison test.**

There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

HP3 This Inspectorate conducts unannounced follow-up inspections to assess progress against recommendations made in the previous full inspection. Follow-up inspections are proportionate to risk. Short follow-up inspections are conducted where the

previous full inspection and our intelligence systems suggest that there are comparatively fewer concerns. Sufficient inspector time is allocated to enable inspection of progress and, where necessary, to note additional areas of concern observed by inspectors. Inspectors draw up a brief healthy prison summary setting out the progress of the establishment in the areas inspected. From the evidence available they also concluded whether this progress confirmed or required amendment of the healthy prison assessment held by the Inspectorate on all establishments but only published since early 2004.

## Safety

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- HP4 At our inspection in 2007 we found that the establishment was performing reasonably well against this healthy prison test. We made 25 recommendations in this area, of which 16 had been achieved, four partially achieved and four had not been achieved. One recommendation was no longer applicable. We have made a further 14 recommendations.
- HP5 Journey times during transfers were generally reasonable and prisoners were offered refreshment. The prison's catchment area had recently been revised to include prisoners from north London. Transfers were planned and typically there were about 25 new arrivals a week. As we found previously, arrivals could be held on escort vehicles for unnecessarily long periods, mainly owing to slow procedures.
- HP6 The reception area was clean and welcoming. Holding rooms were well equipped with relevant information displayed. Searching facilities had appropriate privacy. We observed reception staff treat new arrivals courteously and they were all offered a drink and a meal. New arrivals were seen in private in reception by health care staff and a first night officer. The first night officer completed an initial assessment of needs and presenting risks. A peer support worker was usually employed in reception, but there had been no peer support worker on H wing, the first night and induction wing, for approximately two months. A Listener was also available in reception. The non-availability of reception staff over lunchtime needlessly delayed procedures and increased the time prisoners spent in reception.
- HP7 All new arrivals went initially to H wing. There were no designated first night cells but there were systems to identify prisoners spending their first night at Onley. Cells were prepared for new arrivals but some needed redecoration. New arrivals could shower during association on their first night and were given £1.50 telephone credit to make a telephone call.
- HP8 Induction began the morning after arrival and was delivered in accordance with a published timetable with input from relevant departments. Prisoners appeared to be moved on from H wing in a timely manner and could access the full regime while waiting to move to their allocated residential wing.
- HP9 Anti-bullying and violence reduction arrangements were thorough and effective. The two-stage anti-bully monitoring scheme was properly applied. There was very good support for victims through the 'holistic day clinic' run by health care, but there were no interventions for bullies. There had been 53 recorded assaults in the previous six months but many were low level with only five of a more serious nature.

- HP10 There was good governance of suicide and self-harm reduction procedures, supported by a comprehensive policy document. Assessment, care in custody and teamwork (ACCT) self-harm monitoring documents were completed to a very good standard. Care maps were detailed and dynamic, case reviews were multidisciplinary and observational records showed useful engagement with those in crisis. There were seven Listeners who appeared well supported.
- HP11 Vulnerable prisoners were integrated and there was no dedicated vulnerable prisoner wing. Prisoners who requested protection were accommodated on other wings first or moved to H wing. At the time of the inspection, there were five such prisoners on H wing. The regime for vulnerable prisoners on H wing was limited, although they had in-cell education, and they rarely left the wing. In most cases they were either transferred to another prison or discharged from H wing. Vulnerable prisoners said they felt safe and that staff treated them well
- HP12 There was a well-attended and informative monthly security meeting and good staff briefing. The prison processed a large number of security information reports leading to some effective target searching and suspicion drug testing. Some rules and procedures were too restrictive and risk averse.
- HP13 In the six months to September 2010, there have been 556 adjudications of which 13% resulted in cellular confinement, which was high, but a further 13% were dismissed. Some adjudication records suggested limited exploration by adjudicating governors of the evidence and many awards appeared excessive given the charges and the facts recorded.
- HP14 Use of force was a standing agenda item on the safer custody meeting, introduced by a comprehensive monthly report. A use of force committee also met monthly. There had been 128 recorded use of force incidents in 2010 to date, but many were minor. De-escalation techniques were recorded in most incidents. Use of force paperwork was completed to a very good standard.
- HP15 The segregation unit was clean and facilities well maintained. There were routine segregation monitoring and review group meetings and essential staff visited the segregation unit daily. The regime was limited although longer-term residents could attend the holistic clinic. A high number of prisoners had been segregated with an average length of stay of about eight days. The special cell was not used, although furniture had been removed from ordinary segregation cells during a few incidents. This was managed properly but we were not assured about the proportionality of some decisions, especially for incidents where the prisoner was at risk of self-harming.
- HP16 The integrated drug treatment system (IDTS) had been in place since March 2008 and managed 65 prisoners according to their individual needs. The year to date mandatory drug testing positive rate was 6.2% against a target of 7.2%. About 49 suspicion drug tests, based on intelligence, had been completed over the year with a reasonable positive rate of about 41%.
- HP17 On the basis of this short follow-up inspection, we considered that outcomes for prisoners remained reasonably good against this healthy prison test.

## Respect

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- HP18 At our inspection in 2007 we found that the establishment was performing reasonably well against this healthy prison test. We made 77 recommendations in this area, of which 34 had been achieved, 15 partially achieved and 16 had not been achieved. Twelve recommendations relating to foreign national prisoners who were no longer accepted at the prison were no longer applicable. We have made a further 33 recommendations.
- HP19 Communal areas on residential units were clean and well maintained. Some external areas were littered despite regular cleaning. Cells were well equipped but some toilets were stained. We received complaints from prisoners that cells on J and K wings were too cold. The environment on the new L wing was particularly good. The offensive display policy was enforced. Additional telephones had been installed since the last inspection but we observed lengthy queues and prisoners described access as problematic. Only prisoners on enhanced regime could wear their own clothes and there were further unnecessary restrictions on when they could do so. Not all showers were adequately screened. Prisoners reported good access to cell cleaning material.
- HP20 The prison operated the three-tier incentives and earned privileges scheme with well over half of prisoners on enhanced regime. Although basically fair, some aspects – such as improvement target setting and the monitoring and review of prisoners on basic regime – were quite crude. Prisoners on basic remained on this level for 14 days despite having a review at the seven-day stage, which was disproportionate.
- HP21 Staff-prisoner relationships seemed improved since our last visit. Most interaction we observed was constructive although some prisoners described the behaviour of some staff as petty. However, most prisoners were positive about their one-to-one engagement with staff and knew of staff they believed were helpful.
- HP22 Staff understood the personal officer policy and most prisoners could identify their personal officer, but they had mixed views about the value of their personal officer in supporting them. The quality of personal officer entries in case notes was similarly variable. Quality assurance and interventions by managers regarding case notes lacked effective rigour.
- HP23 The kitchen and serveries were generally clean and there had been some refurbishment in the kitchen. Despite a varied menu offering a diverse range of food, prisoners had negative perceptions of food quality. Some of the food we checked was not hot enough and had to be returned to the kitchen. There was extensive consultation with prisoners through the prisoner council meetings, regular surveys and a food forum, which had been set up to explore food quality in more detail. The prison operated the standard DHL contract for the prison shop and the shop list was satisfactory.
- HP24 The diversity team consisted of a full-time diversity manager, full-time race equality officer, a part-time disability liaison officer and administrative support. An overarching diversity policy incorporated each diversity strand although information on some strands, including provision for prisoners with disabilities and gay and bisexual prisoners, was limited. There was a diversity and equality action plan that dealt appropriately with generic issues and race but was too narrow in scope. Prisoner peer supporters also acted as diversity representatives, although some wings were unrepresented and their role championing diversity lacked clarity. The only

support/focus groups were for older prisoners. Health care staff assessed all new arrivals for disabilities and forwarded information to the disability liaison officer. An impressive 93% of staff had been trained in the 'challenge it change it' diversity programme.

- HP25 The black and minority ethnic population was approximately 35%. The race equality officer had a high profile and many black and minority ethnic prisoners were aware of him and his role. Ethnic monitoring indicated only occasional areas of concern and there were systems to ensure appropriate analysis and response. There had been 106 racist incident report forms submitted through the year, compared with a total of 167 in 2009. They were investigated by the race equality officer and responses were generally well managed. Although there was a foreign national prisoner policy, foreign national prisoners were no longer accepted by Onley. There were now just two foreign nationals but both were subject to parole reviews and due to move following completion.
- HP26 Provision for faith and religion was generally good. All the main faiths were catered for. There were two full-time (Anglican and Muslim) and two part-time chaplains along with sessional staff. In addition to faith services, the chaplaincy held a weekly poor copers' group and an occasional group for Travellers. The Sycamore Tree restorative justice course was delivered through the Prison Fellowship eight times a year for approximately 160 prisoners.
- HP27 Application arrangements were reasonable, although an absence of tracking made it hard to refute prisoners' concerns that applications were not always dealt with. There had been 2,539 complaints in 2010 so far, which was a considerable increase on the previous year. In most cases responses were respectful and detailed, and often accompanied by supporting documents. Quality assurance arrangements were satisfactory. Some access to a legal services officer was available.
- HP28 The health care centre was very clean and well managed. Prisoner access to the GP was good with daily weekday clinics. A good range of nursing and specialist clinics in the health care centre included some innovative programmes in holistic care. Clinical records were well maintained and there was good use of SystemOne electronic recording. The introduction of prisoners as health champions was an interesting initiative. There were dental sessions on three days a week but this continued to be insufficient to reduce a lengthy waiting list. The mental health team was based in the prison and provided primary and secondary mental health care. One visiting psychiatrist provided a weekly clinical session and a very good team of counsellors was available to prisoners.
- HP29 On the basis of this short follow-up inspection, we considered that outcomes for prisoners continued to be reasonably good against this healthy prison test.

## Purposeful activity

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- HP30 At our inspection in 2007 we found that the establishment was performing poorly against this healthy prison test. We made 14 recommendations in this area, of which 11 had been achieved, one partially achieved and four had not been achieved. We have made a further seven recommendations.

- HP31 The leadership of learning and skills was much improved since the last inspection. Provision was well managed with effective communications and partnership working between the prison and Offender Learning and Skills Service providers. In education we found an improved and broader curriculum with improved pass rates and quality of teaching and learning. Induction to education was good and supported by effective initial assessment of need. Teaching resources were good and well used. There were approximately 166 full-time equivalent places in education, although most courses were offered on a part-time basis. Attendance had improved. There was a good range of distance learning courses with a take-up of about 20 prisoners. Most learners in education achieved well, with high retention and pass rates.
- HP32 There was a wide range of vocational training, which had broadened since the last inspection. However, much of what was on offer was only accredited at a low level. Courses were offered in areas such as concrete manufacturing, fork-lift truck driving, catering, industrial cleaning, painting and decorating, waste management and horticulture. Good facilities in hairdressing had been re-opened and a barbering course was offered at level 2. Additional vocational training opportunities had also been added in carpentry, multi-skills construction, motor vehicle studies and 'fast-fit' mechanics. There were currently over 220 prisoners on vocational training courses leading to a qualification. Pass rates at over 90% were achieved on most courses.
- HP33 Only 3% of prisoners were recorded as unemployed. A good range of work activity included gardening/horticulture, concrete products production, waste management, kitchen work and wheelchair maintenance and repair. A relatively low proportion of prisoners, around 15%, were engaged in menial work such as cleaners and orderlies, although they also had the opportunity to participate in learning and skills part time. Allocation to activities was better managed although still not fully informed by sentence plans. There was outreach provision in literacy and numeracy on the wings for those not engaged in activity.
- HP34 Library opening times were good with access available for 40 hours a week, including Saturdays. Library use had increased since our last inspection with about 400 prisoners visiting a week. There was a good range of books, CDs, DVDs and journals, as well as legal reference materials. However, more use could be made of the library to support education and learning.
- HP35 Prisoners had good access to a wide range of recreational PE, including separate sessions for older prisoners. Facilities were good and included a refurbished all-weather pitch. Gym attendance had improved to 68%. A good range of accredited courses up to level 2 was available. PE support for health care and counselling, assessment, referral, advice and throughcare (CARAT) work was also evident.
- HP36 Prisoners had between four and 8.5 hours out of cell a day depending on their engagement with the regime. The core day, as published, was open to interpretation and its application varied from wing to wing. Similarly, there was evidence of slippage in routines. Evening association was short at about one hour.
- HP37 On the basis of this short follow-up inspection, we considered that the considerable improvements in this area meant outcomes for prisoners were now reasonably good against this healthy prison test.

## Resettlement

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- HP38 At our inspection in 2007 we found that the establishment was not performing sufficiently well against this healthy prison test. We made 35 recommendations in this area, of which 16 had been achieved, nine partially achieved and eight had not been achieved. Two recommendations were no longer applicable. We have made a further 15 recommendations.
- HP39 The reducing reoffending strategy, reviewed in October 2010, covered the seven resettlement pathways as well as other areas, such as public protection. A range of agencies were involved in each pathway. Pathway lead officers were in place and monthly committee meetings ensured adequate oversight through individual performance and needs reports. There was an action plan based on needs analyses from each pathway in addition to feedback from annual prisoner consultations.
- HP40 The offender management unit integrated 13 offender supervisors alongside case administration, observation, classification and allocation and public protection officers. All prisoners were allocated an offender supervisor although only 281 prisoners were formally in scope for offender management. Uniformed offender supervisors were often detailed to operational work, affecting their time for prisoner contact. Similarly, some offender supervisors had received only limited training. OASys (offender assessment system) assessments or plans were up to date but custody planning for prisoners not in scope was underdeveloped.
- HP41 Public protection work was adequate with clear systems to identify and manage high risk of harm and MAPPA (multi-agency public protection arrangements) prisoners. Monthly interdepartmental risk management meetings were well attended but not always by the police intelligence officer. Offender supervisors attended occasionally.
- HP42 Accommodation services were provided by Nacro, whose staff saw all prisoners during induction to promote awareness and identify and respond to individual needs. The number of prisoners released with no fixed or temporary accommodation had reduced since the previous inspection to just under 6% in the previous six months. There was also a monthly drop-in service to ensure prisoners had regular ongoing contact with and support from housing advisers.
- HP43 New arrivals received detailed information, advice and guidance from the careers information and advice support (CIAS) provider, Lincoln College, at induction, although support for employment plans for release was less developed. There were some useful links with employers in areas such as bricklaying, barbering and painting and decorating, although this strategy needed to develop further. There was a self-employment course with good achievement among the participants. About 40% of prisoners discharged from the prison went in to education or employment.
- HP44 A Citizens Advice worker provided a financial advice service for 34 hours a week and saw all new arrivals during induction. Prisoners were now able to open bank accounts and, through a Legal Services Commission contract, a legal advice worker visited the prison once a week to provide an initial one-to-one debt advice service with follow-up support from a team of caseworkers based off site. Jobcentre Plus worked in the prison for three days a week providing advice on benefit claims and arranging appointments on release.

- HP45 Health care discharge planning for prisoners was satisfactory but lacked coordination. There were satisfactory procedures for the management of the terminally ill and inpatient beds at a neighbouring prison were used when required. The care programme approach was used effectively for prisoners with severe and enduring mental health problems.
- HP46 The drug strategy was regularly reviewed and included clear developmental targets. IDTS staff worked in collaboration with the CARAT service. Multidisciplinary case management took place weekly. CARATs helped 160 active clients with an average referral rate of 40 to 50 a month. Some alcohol services were provided through alcohol awareness courses in conjunction with health care and as part of the IDTS programme, and Alcoholics Anonymous was also available. There had been a P-ASRO (prison addressing substance related offending) service appropriate to the demands of the prison population but this had been suspended due to staff shortages.
- HP47 The visiting process was managed efficiently. Access to visits was adequate with no reported problems. Although the times of the visits booking line had been extended, it was still not available over lunchtime, evening or at weekends. Furniture in the visits hall had been replaced and was more conducive to visits with family and children, but there was no crèche and only limited play facilities for children. Prisoners were required to wear both high visibility sashes and prison-issue clothes during visits, which was unnecessary given the security measures in place. Broader work in support of the children and families pathway included a family link officer, family visits held seven times a year and a few relationship courses.
- HP48 The thinking skills programme (TSP) was the only accredited offending behaviour course offered at the time of the inspection. Nine courses a year were run and attrition rates were low. Graduates of the programme were used to provide peer support. Waiting lists were prioritised appropriately.
- HP49 On the basis of this short follow-up inspection, we considered that improvements were such that outcomes for prisoners were now reasonably good against this healthy prison test.

## Section 2: Progress since the last report

The paragraph reference number at the end of each recommendation below refers to its location in the previous inspection report.

### Main recommendations (from the previous report)

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- 2.1 **The prison should develop an action plan to deliver a more consistent approach to staff-prisoner relationships, based on existing good practice and evidence from prisoner surveys. (HP44)**

**Achieved.** The prison had not produced a specific action plan that focused on staff-prisoner relationships, but had considered its measuring the quality of prison life (MQPL) reports and produced a broader action plan that addressed issues concerning the well-being of prisoners. Over an extended period, there had also been ongoing surveys of prisoners being discharged using questions from MQPL surveys, with findings considered by the senior management team. The prison's most recent MQPL survey in April 2010 suggested that relationships were reasonable and had improved since our last visit. It found that over 60% of prisoners believed that staff talked to them in a respectful manner or that they personally got on well with staff, and that nearly 60% felt treated fairly. However, trust in officers was less evident and many prisoners believed the prison was poor at treating prisoners with respect. Our own observations were generally positive. Staff and prisoners appeared to get on well, and we saw many examples of constructive and courteous engagement. In discussions with prisoners some believed that staff were rude or petty, but most felt they were reasonable and could identify staff who would be helpful. The use of preferred names or titles was limited.

- 2.2 **The prison should investigate the reasons for prisoners refusing to locate on to normal residential wings, and introduce a strategy to assist the reintegration of those who seek protection in the segregation or induction units. (HP45)**

**Achieved;** The safer custody committee had looked at the reasons for refusal and introduced a strategy whereby the safer custody senior officer and the wing senior officer interviewed prisoners who refused to locate. Since the change in population in April 2010, the problem of prisoners refusing to locate on to normal residential wings had reduced.

- 2.3 **There should be an increase in purposeful activity. (HP46)**

**Achieved.** The prison had increased the range and availability of activity places. Enrolments in education and training had increased from 659 in 2007/08 to 1,622 in 2009/10. Attendance at education had increased from 65% in 2007/08 to 85% in 2009/10. New provision included carpentry, 'fast-fit' mechanics, motor vehicle engineering, barbering and multiskills construction.

- 2.4 **Prisoners should have more access to basic skills and vocational qualifications. (HP47)**

**Achieved.** Accredited training had increased and around 250 prisoners were working towards a vocational qualification. New areas of vocational training leading to qualifications had been opened (see paragraph 2.164). Basic skills tutors provided support in most workshops and for the small proportion of prisoners remaining on the wings. Participation in literacy and

numeracy in education had improved by approximately 50% and success rates were satisfactory.

- 2.5 **The reducing reoffending strategy and action plan should be revised and strengthened to ensure that they meet the assessed needs of prisoners. (HP48)**

**Achieved.** The reducing reoffending strategy and action plan had been reviewed in October 2010. Prisoner needs were analysed on an ongoing basis and informed by annual prisoner consultations. Each resettlement pathway had a lead manager and the governance arrangements had been strengthened to ensure adequate monitoring of progress against actions.

## Recommendations

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### Courts, escorts and transfers

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- 2.6 **New arrivals should be disembarked from transfer vehicles at the earliest opportunity. (1.7)**

**Not achieved.** We observed the disembarkation from the escort vehicle of six prisoners who arrived at Onley. The process took approximately half an hour and remained unchanged from that used at the last inspection.

**We repeat the recommendation.**

### Additional information

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- 2.7 Journey times were not excessive and prisoner escort records showed that prisoners were offered refreshment. The prison's catchment area had recently been revised to include north London. All transfers were planned and late arrivals were infrequent. During the week of the inspection 25 prisoners were scheduled to arrive from Featherstone, Woodhill, Birmingham, Leicester and Pentonville, which we were told was typical. Reception staff had a good relationship with G4S staff, the main escort contractor, and the escort vehicle we viewed was clean.

### First days in custody

#### Reception

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*No recommendations were made under this heading at the last inspection.*

### Additional information

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- 2.8 The reception area was clean and welcoming. Holding rooms had televisions, toilet facilities, reading material and displayed some relevant information. Searching took place with appropriate privacy. We observed reception staff treat new arrivals courteously. All were offered a drink and a meal on arrival. However, prisoners in focus groups said they had experienced lengthy waits in reception, depending on their time of arrival, and our observations confirmed that the lack of reception staff over the lunch period affected the length of time prisoners spent there.

- 2.9 New arrivals were interviewed in private by health care staff and by a first night officer in reception. The first night officer completed an initial assessment of need to identify any concerns and the cell sharing risk assessment. During the interviews we observed the officer was patient in dealing with prisoners' questions and queries. Prisoners were also given a comprehensive local information pack that included an induction timetable.

### **First night**

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- 2.10 Cells used for first night prisoners should be repainted, fully equipped and arrangements made to prevent the use of toothpaste to display posters. (1.21)

**Partially achieved.** Cells on H wing, the first night centre, were prepared in advance and were equipped with bedding, a kettle, television and aerial. However, walls and notice boards were still marred by toothpaste and we also saw graffiti on cell notice boards.

#### **Further recommendation**

- 2.11 Cells used for first night prisoners should be repainted and the walls should be free from toothpaste.

- 2.12 Peer supporters should be given clear guidance on the main points they need to explain to new arrivals, and they should maintain records of the prisoners seen. (1.22)

**Partially achieved.** The officer responsible for training peer supporters had devised a pro forma for them to use that included an overview of the main points to be covered when they saw new arrivals and provided a record of prisoners seen. However, the officer said the form was not well used by peer supporters. There were eight trained peer support workers at the time of the inspection with more training planned for the following week. There had been no peer support worker living on H wing for approximately two months, and the peer supporter who usually worked in reception was on temporary release with no cover arrangements. New arrivals were, however, seen by a Listener in reception, and the Listener also made a valuable contribution to the first induction session.

#### **Further recommendation**

- 2.13 Staff should ensure that a peer supporter sees all new arrivals and maintains a record of prisoners seen.

### **Additional information**

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- 2.14 There were no designated first night cells on H wing but there were systems to identify prisoners spending their first night at Onley. New arrivals could take a shower during association on their first night and were given £1.50 telephone credit to enable them to make a telephone call on arrival. Only prisoners with funds in their spends account could buy a smoker's or non-smoker's pack as advances were no longer issued (see paragraph 2.244).

## Induction

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### 2.15 Prisoners on induction should be fully employed during the core day. (1.23)

**Partially achieved.** The induction programme had been reviewed and reduced since the last inspection. Induction began the day after reception and modules were delivered on specific days in accordance with the published timetable. The full programme could be delivered in two and half days but, depending on their day of arrival, it could take some prisoners longer to complete all elements. For example, prisoners who arrived on Monday completed all elements of the programme over three days. When not actively engaged in induction activities, prisoners were locked up.

#### Further recommendation

2.16 Prisoners should be unlocked when not actively engaged in induction sessions.

### 2.17 Prisoners who complete the induction programme should be moved to another wing at the earliest opportunity. (1.24)

**Achieved.** Prisoners' progress through the induction programme was tracked on a board in the wing office so staff could readily see who had completed the programme and was able to move to another wing. Their date of arrival was also recorded on this board. Prisoners did not appear to remain on H wing for long periods and were moved on to other wings once they had completed the full induction programme, subject to the availability of spaces on other wings. On the day we visited the unit, two prisoners were being moved to another wing four days after their arrival at Onley. Prisoners who spent longer on H wing were able to access a full regime, including attending work or education once they were allocated to an activity.

### 2.18 Staff who deliver the induction programme should be trained for the role. (1.25)

**Achieved.** Any of the staff on H wing could deliver the induction programme. Before they delivered induction, officers observed other colleagues delivering the programme and familiarised themselves with its content.

## Additional information

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2.19 Induction began the morning after arrival and was delivered in accordance with a published timetable with input from staff from relevant departments, some of whom saw prisoners individually. Although there was a designated induction classroom on H wing equipped with PowerPoint facilities, it was not used to deliver the initial induction talk we observed. The first morning after their arrival prisoners were also able to tour the prison and visited the clothing exchange store to be given the full amount of prison clothing, which remained their responsibility throughout their time in Onley. There were some resettlement needs assessments during induction, including assessments by Nacro and Citizens Advice, but not all pathways were covered.

### Further recommendation

- 2.20 The induction programme should include a comprehensive assessment of prisoners' initial resettlement needs across all the reducing reoffending pathways.

## Residential units

### Accommodation and facilities

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- 2.21 The standard of cleanliness in cells should be consistently high, and all cells should be fully equipped. (2.20)

**Partially achieved.** Cells we viewed were fully equipped. Standards of cell cleanliness were generally good but we did see some graffiti, notably on notice boards, and although each wing employed a painter some cell walls were still marked by toothpaste. Some toilets in cells were badly stained.

### Further recommendation

- 2.22 Cell walls and notice boards should be free from graffiti and toothpaste marks on walls, and in-cell toilets descaled.

- 2.23 The establishment should revise its policy on the display of offensive material; unacceptable material should not be displayed. (2.21)

**Achieved.** The prison had published a decency policy in September 2010 which included a section on the display of offensive material. We did not see any examples of offensive material on display and the prison's policy appeared to be consistently enforced and adhered to.

- 2.24 All wings should have at least one telephone for 20 prisoners, and all telephones should be fitted with privacy hoods. (2.22)

**Achieved.** New telephones had been installed since the last inspection and there was now at least one telephone for 20 prisoners on each wing. Despite this, prisoners complained about lengthy waits to use the telephone, particularly on a Tuesday evening following the issue of new telephone credit. All telephones were fitted with privacy hoods, except one for which a suitable hood was being sourced.

- 2.25 Emergency cell bells should be responded to without delay, and always within five minutes. (2.23)

**Achieved.** We did not observe any delays in responses to cell call bells or see evidence of responses that had exceeded five minutes in the records we sampled. Residential managers regularly monitored response times. This was particularly important on I, J and K wings where it was not possible to obtain printouts of responses to cell call bells. Records for these wings showed that responses were within five minutes.

- 2.26 There should be measures to ensure that noise is kept to a minimum at night. (2.24)

**Achieved.** We visited a number of wings during the night and found that noise levels were not

excessive. Night staff were clear about strategies they would deploy to keep noise to a minimum, including use of the incentives and earned privileges (IEP) scheme warnings if required. Noise levels and the need to keep noise to an acceptable level were referenced in the decency policy and included in the first day induction talk. Earphones were also available for prisoners at no cost.

### **Additional information**

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- 2.27 The prison had 11 residential units. The original units A to E had accommodation over three floors with three closed landings on each floor. Accommodation on G and H wings was also over three floors with one closed landing on each floor. Wings A to H were located off a central secure corridor and their layout made them difficult to supervise. The majority of accommodation on these wings was in single cells.
- 2.28 J and K wings had two galleried landings with good lines of sight as did I wing, which provided accommodation in double cells over three galleried landings. L wing had been constructed since the previous inspection and had a good standard of accommodation with a toilet and shower in all cells.
- 2.29 Communal areas were generally clean and well maintained. The external appearance of A to E wings was poor, largely due to some fire-damaged cell windows. Although we saw some litter in external areas, wing staff did not allow debris to accumulate and the external areas next to the wings were cleaned regularly.
- 2.30 We received some complaints from prisoners about cell temperatures, notably on J and K wings, where prisoners consistently said cells were too cold. The crisis suite on G wing was now used as a double cell and was occupied by two prisoners during the inspection. The toilet in the cell was not screened. We saw cells on I wing where prisoners used a sheet to screen their toilet.
- 2.31 Minutes of the monthly prisoner council meeting held in October 2010 noted that prisoners' mail was not been delivered to the wings on the day it arrived in the prison. Correspondence staff confirmed that this could be the case, particularly as staffing in the unit was stretched. At the time of the inspection there was a backlog of 39 recorded delivery letters that correspondence staff had not yet been able to deliver to prisoners.

#### **Further recommendations**

- 2.32 All cell windows should be well maintained and damaged windows should be replaced.
- 2.33 The prison should ensure that all cells are adequately heated.
- 2.34 All cell toilets should be adequately screened.
- 2.35 Mail should be distributed to prisoners on the day it arrives in the prison.

### **Clothing and possessions**

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- 2.36 **Standard-level prisoners should be allowed to wear their own clothes. (2.25)**

**Not achieved.** Only prisoners on the enhanced level of the incentives and earned privileges

scheme could wear their own clothes.  
**We repeat the recommendation.**

**2.37 Rules about when prisoners can wear their own clothes should include the core day and visits. (2.26)**

**Not achieved.** Enhanced-status prisoners could only wear their own clothes on the wing in association periods. They had to wear prison-issue shirt and jeans when on a visit, which was unnecessarily restrictive.

**We repeat the recommendation.**

**2.38 Applications for property held in reception should be dealt with promptly. (2.27)**

**Not achieved.** Reception staff told us they were frequently redeployed to other duties at the weekend, which was when they usually dealt with property applications. It was not possible to assess the extent of the backlog in applications accurately but we did see examples of outstanding applications, particularly where enquiries had to be made at the prisoner's previous prison.

**We repeat the recommendation.**

**2.39 Prisoners in double-occupancy cells should be given keys to their lockable lockers to secure their personal possessions. (2.28)**

**Not achieved.** Not all double cells on I wing had lockable lockers and keys.

**We repeat the recommendation.**

## **Hygiene**

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**2.40 All showers should be effectively screened through the installation of individual cubicles. (2.29)**

**Not achieved.** Showers on J and K wings did not have individual cubicles and so were not effectively screened. Showers on wings A to E were in cubicles but had inadequate privacy.

**We repeat the recommendation.**

**2.41 Access to cell cleaning materials should be improved. (2.30)**

**Achieved.** Prisoners reported good access to cell cleaning materials.

**2.42 Prisoners should be discouraged from washing bedding in the wing laundries. The set day for bedding exchange should be more widely publicised, and replacement bedding provided on an exchange basis. (2.31)**

**Achieved.** All wings had a laundry and laundry orderlies were responsible for washing prisoners' clothing on a rota basis to ensure that all prisoners had equal access to the facility. Prisoners could exchange their bedding weekly through the clothing exchange store and we saw examples of prisoners making use of this. Some prisoners and staff told us that some bedding was still washed in the wing laundries but there was no evidence that this had affected the cleaning of prisoners' clothing.

## Staff-prisoner relationships

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- 2.43 The prison should develop a programme of regular discussion forums and surveys to obtain a more informed view of prisoner, and in particular adult prisoner, opinion and build trust. (2.37)

**Achieved.** The prison had a programme of prisoner consultative council (PCC) forums, chaired by a manager and with prisoner representation from all wings. PCC forums were also preceded by minuted bilateral discussions between wing managers and representatives. Minutes of the PCC showed a reasonable range of discussion on issues of importance to prisoners. The prison also ran a health care forum, and there were several peer supporters committed to designated roles in supporting prisoners around the establishment.

- 2.44 The prison should examine training options that better equip staff to work with adult prisoners. (2.38)

**Partially achieved.** There had been no specific training initiative to improve staff-prisoner relationships. However, the prison ran bimonthly forums for senior officers and middle managers to ensure effective communication and briefing about issues of importance to the prison and prisoners. These forums included subjects such as leadership and performance. There was evidence that relationships with prisoners had improved.

## Personal officers

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- 2.45 The prison should clarify the purpose, responsibilities and standards of the personal officer scheme in a policy document. (2.45)

**Achieved.** The role, purpose and responsibilities of personal officers were outlined in the personal officer strategy dated May 2010. Staff had a reasonable understanding of their responsibilities as personal officers.

- 2.46 There should be better promotion of the personal officer scheme among adult prisoners. (2.46)

**Partially achieved.** All wings operated a location-based personal officer scheme and the names of allocated personal officers were indicated on prisoners' cell cards. Most but not all prisoners we spoke to knew the identity of their personal officer. The prison had begun to display photographs of wing staff to ensure prisoners could readily identify their personal officer but some photograph boards were incomplete and they were not consistently displayed throughout the prison.

### Housekeeping point

- 2.47 Photographs of personal officers should be displayed in key areas throughout the prison to assist the promotion of the personal officer scheme.

- 2.48 Personal officer entries in wing files should show a more detailed knowledge of their prisoners, and be thoroughly checked by managers. (2.47)

**Partially achieved.** The quality of personal officer entries in P-Nomis (Prison Service IT) case

notes was variable. Many entries did not consistently reflect engagement but others were more comprehensive and showed a good knowledge of those in their care. Too many entries focused only upon behaviour on the wing and adherence to the regime. There were management checks by both wing senior officers and residential managers, which were documented in P-Nomis case notes. However, we were not assured that these checks were sufficiently robust to lead to improvements in practice. We saw examples where managers had recorded almost entirely observational entries as good.

#### Further recommendation

- 2.49 Personal officer entries in wing files should consistently demonstrate engagement, and management checks should address entries that fail to do so.

#### Additional information

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- 2.50 Prisoners had mixed perceptions about the level of support provided by personal officers. Some prisoners spoke positively about their allocated personal officer and said they found them helpful but others had less positive perceptions.
- 2.51 We saw no evidence of links between the work of personal officers and that of offender supervisors beyond personal officer records of the completion of statutory documentation, such as home detention curfew reports. There was only limited evidence in files to indicate that personal officers were aware of prisoners' sentence planning targets. Personal officers were always invited to attend programme post-course reviews and would submit a written report if they were unable to attend.

#### Further recommendation

- 2.52 Managers should ensure personal officers work collaboratively with offender supervisors to support prisoners in the completion of sentence planning targets.

#### Bullying and violence reduction

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- 2.53 Residential staff should ensure that all reported incidents of bullying recorded in wing observation books are followed up appropriately and investigated where necessary. (3.10)

**Achieved.** If staff suspected any antisocial behaviour they completed an 'unacceptable behaviour alert' form and sent it to the safer custody team for investigation. The safer custody manager also checked the wing observation books to pick up any shortfalls and injury forms (F213s) were examined for prisoners with unexplained injuries. All the incidents we observed had been looked at by the safer custody team.

- 2.54 The prison should develop interventions to challenge the behaviour of prisoners displaying unacceptable behaviour. (3.11)

**Not achieved.** The prison had not introduced any interventions for prisoners displaying antisocial behaviour and had no plans to do so.  
**We repeat the recommendation.**

- 2.55 The safeguarding committee should regularly monitor allegations of bullying by staff. (3.12)

No longer relevant. With the change of population to adults only there was no longer a safeguarding committee.

### **Additional information**

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- 2.56 Governance arrangements were good. The head of residence had overall responsibility for safer prisons, supported by a residential governor, a senior officer for safer custody and two administrative support workers. There was a comprehensive violence reduction strategy which had been reviewed in October 2010. A monthly safer prisons meeting was well attended and violence reduction was a standing agenda item.
- 2.57 Potential or actual incidents of violence or antisocial behaviour were picked up the violence reduction team through regular daily monitoring of information reporting systems (IRS), F213 injury forms, the prison's daily briefing sheet and completed unacceptable behaviour alert forms. A good tracking system monitored each incident through to a conclusion.
- 2.58 The violence reduction team examined each individual incident and disseminated it to wing managers for action or further investigation. Under the two-level violence reduction strategy used to monitor bullies, level one was used where there were no physical injuries or supporting evidence and the victim's identity required protecting. On this stage, the alleged perpetrator was not informed he was being monitored. Level two was used when there were physical injuries to the victim or more than one supporting piece of evidence. Prisoners on level two were informed they were being monitored and downgraded to the basic level of the IEP scheme.
- 2.59 In the six months to October 2010, there had been 45 prisoners on level one monitoring and 17 on level two. There had been 53 recorded assaults between April and September 2010, but the majority had been low-level incidents with only five recorded serious assaults in the same period. A monitoring book was opened on prisoners who were monitored on either level. This was a record of observations that staff entered while the prisoner was on the wing. The quality of the entries we saw was good with an easily understood pen picture of the prisoner's behaviour. The monitoring document was wing based and no observations were recorded for the prisoner's behaviour while he attended off-wing activities.
- 2.60 Victims of antisocial behaviour were supported through attendance at a daily holistic course which included modules on sleep clinics, managing emotions, acupuncture, anger management and a therapy group. This was a good initiative that was also used for poor coping prisoners and those with mental health problems and was appreciated by prisoners. In the six months to October 2010, 60 victims had been identified and offered support.

### **Further recommendation**

- 2.61 Violence reduction strategy monitoring logs should include a synopsis of the prisoner's behaviour during off-wing activities.

### **Good practice**

- 2.62 *The daily holistic course provided good support for victims of antisocial behaviour.*

## Vulnerable prisoners

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*No recommendations were made under this heading at the last inspection.*

## Additional information

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- 2.63 There was no dedicated vulnerable prisoner wing and vulnerable prisoners were integrated on to the main wings. Prisoners who requested own protection were first moved on to other wings away from potential problems. If prisoners could not relocate they were moved to H wing which was the induction wing. Once on H wing, there was a review of the prisoner and, depending on the time left to serve, he was either transferred out or left on H wing till discharge.
- 2.64 At the time of the inspection, five prisoners who had requested own protection resided on H wing – three were awaiting transfer and two were due for discharge. The regime on H wing for vulnerable prisoners was limited, with no published regime for those there for their own protection, and they rarely left the wing. Staff from departments visited the wing and prisoners had in-cell education. Vulnerable prisoners told us they felt safe on H wing and staff treated them well.
- 2.65 The segregation unit was only used as a last resort when vulnerable prisoners could not reside anywhere else in the prison. It was not used as a long-term facility for vulnerable prisoners who were quickly transferred out. In the six months to September 2010, nine prisoners had sought sanctuary in the segregation unit and their average length of stay was four days.

### Further recommendation

- 2.66 The prison should publish a regime for vulnerable prisoners located on H wing and this should include purposeful activity.

## Self-harm and suicide

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- 2.67 **Staff should enter the time of night checks on prisoners on the assessment, care in custody and teamwork (ACCT) document when these are made. (3.22)**

**Achieved.** All observational entries and night checks on ACCT (self-harm monitoring) documents noted the time of check.

- 2.68 **The Listener suites should be redecorated and kept in good order. (3.23)**

**Achieved.** The Listener crisis suite on H wing was appropriately decorated and maintained to a good standard. The Listener crisis suite on G wing was no longer used. There was a gated cell on K wing for prisoners on a constant watch but its use was minimal.

- 2.69 **All night staff should be issued with anti-ligature shears. (3.24)**

**Achieved.** All night staff carried personal issue anti-ligature shears.

## Additional information

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- 2.70 There were good governance arrangements for safer prisons (see paragraph 2.56). The comprehensive suicide and self-harm prevention strategy had been reviewed in February 2010. Suicide and self-harm prevention was a standing agenda item at the monthly safer prisons meeting.
- 2.71 ACCT documentation was completed to a very good standard. The assessment interviews explored in depth the reasons why the prisoner was in crisis. The care plans were well thought out, meaningful and individualised to the prisoner in crisis and were live documents – we saw examples where they had been updated as a result of significant changes to the prisoner’s risk issues. Case reviews were multidisciplinary and attendance from health care specialists was good. Observational records were in depth and displayed interactions between staff and the prisoner. At the time of the inspection, there was one open ACCT document for a prisoner on the segregation unit, and the care shown to him was good.
- 2.72 There had been 155 ACCT documents opened in 2010 (a third before the prison’s change of role in April 2010). There was a good tracking system to ensure that action had been taken on components of the process. Good quality post-closure reviews were completed in all cases, with a review of the significant issues that had arisen while the prisoner was in crisis.
- 2.73 There were seven trained Listeners with plans for further training. Listeners said they had sufficient support from staff and did not report any barriers to carrying out their duties. A Listener attended the monthly safer prisons meeting.
- 2.74 Staff training in ACCT foundation and case management was ongoing. At the time of the inspection, 82% of staff had received foundation training and 78% case manager training.

### Further recommendation

- 2.75 All staff should be trained in the assessment, care in custody and teamwork (ACCT) foundation training.

## Applications and complaints

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- 2.76 Information about the application and complaints system should be provided in a range of languages. (3.122)

**No longer relevant.** Information on the application process was available in some foreign languages but there were no longer any foreign national prisoners (see paragraph 2.125).

- 2.77 All application forms should be freely available to prisoners. (3.123)

**Achieved.** Application forms were available in racks on all wings.

- 2.78 There should be a tracking system for applications, and senior managers should evaluate and monitor responses. (3.124)

**Partially achieved.** Prisoners could submit applications daily and these were logged in a wing book. Prisoners received their response on a tear-off slip from the form. This system allowed

for only limited tracking. Applications entered in wing books were not consistently dated and there was no system to record whether responses had been received or whether they answered the query. There was no regular quality assurance system and no timescales for responses. Some prisoners told us that applications often went unanswered.

#### Further recommendations

- 2.79 Prisoners should receive a receipt for applications when they submit them.
- 2.80 There should be quality assurance of applications to ensure that responses are consistently appropriate and there should be a timescale for responses, similar to that in the complaints scheme.

#### 2.81 Replies to complaints should be legible and respectful, and senior managers should monitor their quality. (3.125)

**Achieved.** During the inspection we looked at a large number of complaints submitted in the previous six months. The clarity of responses was generally good, even though very few were typed.

#### Additional information

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- 2.82 From January to mid-November 2010 there had been 2,539 complaints submitted, averaging around 230 a month. This was a considerable increase on the previous year's total of 1,660. Prisoners told us that they were more likely to submit a complaint than an application, as responses were more reliable. This was, in part, borne out by the complaints we saw, which included examples that should have been managed by the application system.
- 2.83 In the majority of cases, responses to complaints were respectful and detailed, often with supporting documents. A quality assurance scheme included proportional weekly and monthly checks. Concerns or problems were referred back to the original authors.
- 2.84 Although responses to complaints were generally efficient and appropriate, those that required involvement from a member of staff not available (due to leave, for example) were not followed-up to ensure that this work was completed. Several complaints that had been marked as having a racist element had also not been passed to the diversity team.

#### Further recommendations

- 2.85 Where a complaint requires a response from a member of staff not currently available, an interim response should be sent to the prisoner and the complaint should remain live until it is completed.
- 2.86 All complaints marked as racist by the prisoner submitting them should be forwarded to the diversity team for investigation.

#### Legal rights

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- 2.87 The role of the legal services officer should be advertised on all residential wings. (3.132)

**Achieved.** The role of the legal services officer was advertised on wings, the main corridor and in other places, for example, the library.

**2.88 The legal services officer should see all prisoners during their induction programme to explain all the services offered. (3.133)**

**Not achieved.** Due to limited resources allocated to legal services advice, the officer was not able to attend induction. The induction programme did not include any written information about legal services.

**Further recommendation**

**2.89** Information about the role of the legal services officer should be included in the induction pack.

**Additional information**

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**2.90** A legal services officer was available two days a week. She had been trained some years previously but was unable to access any refresher training and felt some of her information was out of date. Induction officers assessed the needs of new arrivals and made referrals to her. The legal services officer ensured prisoners were given information about their legal rights and also supported them in understanding legal correspondence. Additional stationery and stamps were available for prisoners to contact solicitors.

**2.91** Legal visits were held in private but, due to high demand and limited interview space, they were limited to one hour. Official visitors told us this would cause problems if they were dealing with a complex case.

**Further recommendation**

**2.92** Provision for legal visits should be sufficient to meet demand.

**Faith and religious activity**

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*No recommendations were made under this heading at the last inspection.*

**Additional information**

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**2.93** Provision in this area was generally good. There were two full-time chaplains, the Anglican coordinating chaplain and a Muslim chaplain, along with two part-time chaplains. Sessional chaplains for all faith groups represented at the prison offered further support.

**2.94** A chaplain saw all new arrivals during induction. Church of England and Catholic services were provided on Sundays and Muslim prayers on Friday. Muslim prisoners accounted for around 17% (114) of the population and were the second largest faith group at the prison after the Church of England (24%). A multi-faith room was well equipped and catered for approximately 90 prisoners attending Friday prayers.

- 2.95 A variety of faith-based meetings and classes were held during the week. The chaplaincy facilitated a poor copers' support group once a week along with the Sycamore Tree restorative justice programme from the Prison Fellowship that was delivered eight times a year for approximately 160 prisoners. The 'futures unlocked' community mentoring scheme, offering post-release support for prisoners, had recently been extended to Onley.

### **Substance use**

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- 2.96 **The primary care trust, in partnership with the prison, should introduce secondary detoxification programmes for opiate users who have relapsed while in custody. (3.143)**

**Achieved.** Secondary detoxification programmes had been introduced in conjunction with the establishment of the integrated drug treatment system (IDTS). An effective referral mechanism offered prisoners good opportunity to seek the help of the services when required.

- 2.97 **Healthcare providers' skill mix should include dual-diagnosis expertise. (3.144)**

**Partially achieved.** The skill mix of staff made use of the mental health team based at the prison. All cases were considered by a multidisciplinary team, allowing patients with dual-diagnosis needs to be managed by both substance use and mental health staff. Despite the levels of care, the health care team did not have a nurse trained in dual diagnosis.

### **Further recommendation**

- 2.98 The nursing workforce plan should include the training of staff to develop dual-diagnosis skills to further enhance the service to substance use clients with mental health problems.

- 2.99 **The establishment should ensure that the mandatory drug testing scheme is sufficiently resourced to undertake the required level of target testing. (3.145)**

**Achieved.** The mandatory drug testing (MDT) scheme was sufficiently resourced to undertake the required level of target testing. The MDT facility had recently been refurbished with the creation of more holding rooms. It was clean and well organised.

### **Additional information**

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- 2.100 Substance use and alcohol services were commissioned and provided by Northamptonshire Health Services Primary Care Trust. The drug strategy had been developed and was regularly reviewed and included clear developmental targets. IDTS had been introduced since our last inspection and worked in collaboration with the counselling, assessment, referral, advice and throughcare (CARAT) service. Multidisciplinary case management took place weekly. There were 65 prisoners on the IDTS scheme supported by three nurses and a visiting psychiatrist. The MDT positive rate year to date was 6.2% against a target of 7.2%. In the year to date there had been 49 suspicion tests with a positive rate of 40.8%. Drugs detected were predominantly cannabis.

### **Diversity**

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- 2.101 **A named manager should have overall responsibility for promoting and managing diversity. (3.31)**

**Achieved.** A full-time diversity manager was responsible for ensuring that all aspects of diversity were developed and implemented appropriately.

- 2.102 **There should be a prisoner diversity policy, informed by a needs assessment, that meets the requirements of anti-discrimination legislation and outlines how the needs of minority groups will be met. (3.32)**

**Partially achieved.** An up-to-date diversity policy covered all key aspects and strands of diversity. Although race was covered in detail, other aspects of diversity gave little detail about how prisoners, for example those with disabilities, would be identified or managed through their sentence. The policy on other areas of diversity that were not well developed, such as sexual orientation, was insufficiently detailed. There was a separate older prisoner policy that was reasonably detailed on provision for prisoners over 50. The current policy had not been supported by a needs analysis.

**We repeat the recommendation.**

### **Additional information**

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- 2.103 The diversity team consisted of a full-time diversity manager, full-time race equality officer and a part-time disability liaison officer along with administrative support.
- 2.104 Most of the discussion at the diversity and equality action team (DEAT) meetings related to race and other aspects of diversity were included only when specific concerns arose. This approach was also reflected in the diversity and equality action plan where virtually all objectives were oriented to general issues of diversity or specifically to race equality. Apart from ethnic monitoring (see paragraph 2.114) there was no monitoring of the effect of the regime on minority groups of prisoners.
- 2.105 The prison's prisoner peer supporters were also diversity representatives, who attended DEAT meetings and liaised with the race equality officer. This group was, however, primarily focused on peer support and was managed by the safer custody team. Diversity staff did not have any input to their meetings. As a consequence, the diversity aspect of the role had diminished and the peer supporters we spoke to were unclear of their role regarding diversity. At the time of the inspection there were seven peer supporters, although four were on I wing and there were none on most of the other wings. Further peer supporter training was scheduled for the week after the inspection. There were no specific meetings for any groups of minority prisoners apart for those over 50 (see paragraph 2.131). The chaplaincy had facilitated an occasional group for Travellers but this had not met for about 12 months.

### **Further recommendations**

- 2.106 The prison should develop an integrated diversity action plan that outlines development objectives for all strands of diversity.
- 2.107 There should be monitoring to ensure that no prisoners from any minority group are excluded or disproportionately affected by the prison's regime. Any findings should be highlighted and managed through the diversity and equality action plan.
- 2.108 Prisoner diversity representatives should be appropriately trained and supported and there should be sufficient to cover all wings

2.109 There should be support/focus groups for all minority groups at Onley and the prison should use these groups to identify the range of needs and support required.

### **Race equality**

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2.110 Representatives from healthcare, library and external community organisations should attend race equality action team meetings. (3.52)

**Partially achieved.** The bimonthly DEAT had replaced the race equality action team. It was oriented to the development of diversity strands for prisoners and was chaired by the governing governor. Although generally well attended and appropriately constituted, the group did not have any specialist external representation.

### **Further recommendation**

2.111 The prison should ensure that there is external specialist diversity representation at diversity and equality action team (DEAT) meetings.

2.112 All staff should receive race equality training. (3.53)

**Achieved.** Ninety-three per cent of all staff had attended the 'challenge it change it' diversity training. All new staff had diversity training as part of their induction programme.

2.113 Race equality training should be provided to all prisoners. (3.54)

**Partially achieved.** The race equality officer gave a diversity presentation during induction that included an outline of how Onley managed diversity and how any problem or complaints could be pursued. There was no other diversity training for prisoners.

2.114 All areas of SMART monitoring should be completed as required, fully investigated, and evidence of action recorded. (3.55)

**Achieved.** SMART (systematic monitoring and analysing of race equality treatment) monitoring included mandatory areas as well as local dimensions. Investigations were undertaken where there was a pattern of over- or under-representation for three consecutive months. SMART monitoring was generally well managed and in the previous 12 months there had been no recorded patterns of concern.

2.115 There should be frequent and effective consultation with black and minority ethnic prisoners. (3.56)

**Not achieved.** Although the prison had prisoner representatives on some wings they also undertook the wider role of peer support (see paragraph 2.105). There was no forum or focus group for black and minority ethnic prisoners (see further recommendation 2.109).

2.116 All parties should be informed in writing of the outcome of racist incident report form investigations, and evidence included in forms. (3.57)

**Achieved.** All racist incident report form (RIRF) investigations were undertaken by the race equality officer (REO) to a reasonable standard and, where appropriate, evidence was

included in these responses. At the conclusion of investigations, the parties involved were informed of the outcome in writing, and the appeal process should they wish to pursue it. Although information also included a response/feedback form they were not always returned. There had been 106 RIRFs in 2010 to date, compared with 167 in the whole of 2009. Although there were limited sanctions for proven inappropriate behaviour, we saw examples of proportionate responses from the prison, especially in two cases involving staff.

**2.117 Completed racist incident report forms should not be signed off until all action required has been completed and recorded. (3.58)**

**Not achieved.** We saw some investigations that had been signed off by the governing governor before requests by him for further action had been completed.  
**We repeat the recommendation.**

**2.118 Racist incident investigations should be validated by an external body. (3.59)**

**Partially achieved.** The prison had arranged for a representative of Citizens Advice (CAB) to review a representative sample of RIRFs in July 2010 and 10% were reviewed but the exercise had not been repeated since. Although a useful exercise, the CAB was already contracted to work at the prison and did not offer the level of independent scrutiny that was required. The prison was investigating use of a local body that specialised in work with minority groups.  
**We repeat the recommendation.**

**2.119 Short courses should be introduced for prisoners found guilty of race discrimination. (3.60)**

**Not achieved.** There was still no course or programme to challenge the discriminatory language or behaviour of prisoners.

**Further recommendation**

**2.120** The prison should develop interventions to challenge the underlying attitudes and behaviours of prisoners found guilty of race discrimination.

**2.121 Prisoners should be formally involved in reviewing impact assessments. (3.61)**

**Not achieved.** The prison did not have any single equality impact assessments in place at the time of the inspection, although a meeting was scheduled to develop an action plan and timescale with departmental leads.

**2.122 There should be regular events to promote and celebrate racial, ethnic and cultural diversity to both prisoners and staff. (3.62)**

**Partially achieved.** Although cultural events and celebrations were listed throughout the year there was limited activity to support these. Black history month in October 2010 had been limited to a dedicated meal and a quiz for which there were only two entries. The lack of a prisoner focus group had made planning for this event difficult. The kitchen held monthly themed evening meals that helped to promote cultural differences. During the inspection there was also a positive celebration of the feast of Eid attended by over 90 Muslim prisoners.

### **Additional information**

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- 2.123 The black and minority ethnic prisoner population was approximately 35%. The full-time race equality officer had a reasonably high profile and many black and minority ethnic prisoners were aware of him and his role.

### **Religion**

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*No recommendations were made under this heading at the last inspection.*

### **Additional information**

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- 2.124 Although the coordinating chaplain or his representative always attended the DEAT meeting, religion was a relatively underdeveloped strand of diversity. SMART monitoring did cover religion but there was no monitoring of the impact of the prison regime on different religious groups (see further recommendation 2.107). Some Muslim prisoners expressed the view that they were treated less well than those of other faiths.

### **Foreign nationals**

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- 2.125 In June 2010, Onley stopped taking foreign national prisoners. Although a foreign national policy remained in place in case the strategy was reversed, at the time of the inspection there were only two foreign national prisoners, both waiting for the conclusion of their parole reviews before being transferred. As a consequence, the 11 recommendations concerning foreign national prisoners were no longer applicable.

### **Prisoners with disabilities and older prisoners**

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- 2.126 **There should be a disability policy that includes the methods for assessing the impact of policies and practices, and the arrangements to help the establishment carry out its positive duty under the Disability Discrimination Act. (3.33)**

**Partially achieved.** The diversity policy covered issues of disability broadly and the older prisoner policy also covered aspects of disability as they affected older prisoners. However, neither policy was sufficiently detailed to outline the methods of assessment or development required to meet the needs of all prisoners with disabilities or the requirements under the Equality Act (see further recommendation 2.106).

- 2.127 **The disability liaison officer should have a job description, and sufficient training, time, support and resources to meet the needs of disabled prisoners. (3.34)**

**Partially achieved.** The disability liaison officer (DLO) had a job description and was allocated seven hours a week to the role. She had had no specific training although she had a good understanding of the role. Day-to-day support for prisoners with disabilities was meant to come from wing officers, with the DLO undertaking a coordinating function, but in practice there was little on the wings beyond the development of personal emergency and evacuation plans (PEEPs). For as long as this was the case, the current time allocated to the disability liaison officer was insufficient. She had yet to see approximately 15 of the 49 identified prisoners with

disabilities and was unlikely to have regular contact with those she had seen, unless there was a specific need or request.

### **Additional information**

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- 2.128 All new arrivals were assessed by health care staff, who were generally able to identify those with a disability. The diversity team held a database of all identified prisoners with disabilities, including those identified by education staff as having specific needs; there were good links between the two departments.
- 2.129 Although there were also good links between the DLO and the health care department, there were no joint care plans for those identified with a need. We saw one prisoner with a care plan that had been compiled at his last establishment and had not been updated since his arrival at Onley over 12 months earlier. Prisoners requiring help in the event of a wing evacuation were clearly identified in wing offices but not all PEEPs were in place.
- 2.130 There had been a disability access report in 2008 and, although there had been no ongoing assessment of progress, the prison was about to review the original report to establish what work had been completed against the recommendations.
- 2.131 There was an older prisoners (50+) group even though fewer than 4% (25) of the population were over 50 and there were no prisoners of retirement age. This was the only focus/support group at Onley.

### **Further recommendations**

- 2.132 All prisoners with an identified disability should, where necessary, have a joint care plan facilitated by the disability liaison officer and health care department and agreed by the prisoner concerned. Care plans should be reviewed and updated regularly on an agreed schedule.
- 2.133 All personal emergency and evacuation plans should be up to date and clearly accessible to wing staff.
- 2.134 An action plan should be compiled to monitor and manage progress following the review of the disability access report.

### **Sexual orientation**

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*No recommendations were made under this heading at the last inspection.*

### **Additional information**

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- 2.135 The sexual orientation strand of diversity remained relatively underdeveloped. There was little or no positive promotion of gay or bisexual images and no support or information about external support groups.

## Health services

### General

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- 2.136 There should be additional accommodation for healthcare staff to ensure clinics are not postponed due to lack of facilities. (4.47)

**Partially achieved.** Some additional space had been provided for health care staff and this was being used for groupwork and offices. However, more additional clinical space was needed to improve the service further.

#### Further recommendation

- 2.137 There should be further additional accommodation for health care staff to enable more clinics to be delivered.

- 2.138 The dispensary should provide proper office facilities for the technician, and the clinical records should be relocated. (4.48)

**Achieved.** Clinical records had been relocated to a separate room that complied with Caldicott guidelines on health data protection. This had made more space available in the pharmacy and enabled suitable office facilities for the pharmacy technician.

- 2.139 The healthcare room in reception should provide better facilities for staff and patients. The sink should be removed and a desk provided. (4.49)

**Achieved.** The health care room in reception provided a satisfactory facility for screening new arrivals. The sink had been removed and a desk provided. All prisoners were now screened using a standard electronic screening tool on SystemOne (NHS IT).

- 2.140 The emergency equipment should be professionally reviewed to ensure that it is portable enough to enable swift staff response in an emergency. (4.50)

**Achieved.** The emergency equipment had been professionally reviewed and new equipment provided. The equipment was distributed across three separate sites in the prison and was more easily portable.

### Clinical governance

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- 2.141 The head of healthcare should be a member of the partnership board. (4.46)

**Achieved.** The head of health services attended the partnership board along with the governor and a representative from the provider arm of the primary care trust (PCT) who had a very active role in the delivery of the service.

### Primary care

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- 2.142 There should be a survey of young adults and black and minority ethnic prisoners to establish the cause of their discontent with health services. (4.51)

**Achieved.** There was an annual survey of black and minority ethnic prisoners (young people were no longer held at the prison). The surveys did not identify any cause for discontent with health services. The health needs assessment also obtained the views of prisoners and assessed appropriate health care provision. The last survey was completed in April 2010.

- 2.143 **There should be a general prisoner and healthcare focus group, which meets regularly, to enable nominated wing representatives to raise prisoner concerns directly with senior healthcare staff. (4.52)**

**Achieved.** A prisoner health care forum met monthly and included two prisoner representatives from each wing. An older prisoner forum also met monthly.

## **Pharmacy**

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- 2.144 **In-possession risk assessments of drugs and the patient should be documented. If the prisoner meets the criteria for holding medicines in possession, this should be allowed at all times and not altered to suit staffing arrangements. (4.53)**

**Achieved.** All patients were risk assessed before they were given in-possession medication. The assessments were reviewed every three months. The criteria were not altered to suit staffing arrangements.

- 2.145 **Patient group directives should be introduced to enable the supply of more potent medication by the pharmacist technician and/or nurse. A copy of the original signed patient group directives should be available in the pharmacy, and all staff should read and sign them. (4.54)**

**Achieved.** Patient group directions (PGDs) had been developed and enabled the supply of more potent medications by nurses when appropriate. The PGDs were available in the pharmacy and had been signed by all relevant staff.

- 2.146 **The pharmacist and/or pharmacy technicians should introduce pharmacy-led clinic. (4.55)**

**Achieved.** The pharmacist visited the prison twice-monthly and clinics were available to prisoners as required. The pharmacy technician was employed on site and also provided clinics when required.

## **Dentistry**

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- 2.147 **Additional handpieces, light-curing tips and endodontic instruments should be provided in the dental surgery, as well as disposable three-in-one syringe tips, instrument trays and local anaesthetic syringes. (4.56)**

**Achieved.** The dental surgery had been equipped with all the equipment required by the dentists and their team.

- 2.148 **Emergency oxygen and resuscitation equipment, including appropriate emergency drugs, should be available in the dental surgery. (4.57)**

**Achieved.** Emergency equipment and emergency drugs were readily available in the dental surgery.

**2.149 The panic button in the dental surgery should be re-sited where it can be easily reached during working sessions. (4.58)**

**Achieved.** The panic button was suitably located in the dental surgery and within easy reach of staff while carrying out treatment.

### **Mental health**

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**2.150 The counsellor should be provided with a dedicated computer. (4.59)**

**Achieved.** The facilities for the counselling service had much improved. New offices were well equipped and included two computers for the sole use of the counsellors.

### **Additional information**

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**2.151** Health services were commissioned and provided by Northamptonshire Health Services Primary Care Trust. The health care centre was very clean and well managed and provided prisoners with an appropriate range of services, including primary care, mental health, dental services and IDTS.

**2.152** Prisoner access to a GP was good with daily weekday clinics. Staffing levels were good and there were no vacancies. Out of hours cover was provided by the same service as that for the local community.

**2.153** The health care centre provided a good range of nursing and specialist clinics, including some innovative programmes in holistic care and the development of some prisoners as health champions. Medicine administration was carried out mainly in the health care centre and a small mobile service to some wings. Clinical records were well maintained and there was good use of SystmOne electronic recording.

**2.154** Dental services provided a satisfactory number of sessions on three days a week but this had failed to reduce a lengthy waiting list of 145 patients – with the longest wait of 18 weeks. An improvement in the attendance rate would help to reduce the problem.

**2.155** The mental health team was based in the prison and comprised four mental health nurses, one learning difficulties nurse and one support worker. The team provided primary and secondary mental health care with an average caseload of 55 patients, including nine with enduring mental health needs. There were on average 30 new referrals a month. One visiting psychiatrist provided one clinical session a week and there was a very good team of counsellors available to prisoners. Mental health awareness training was provided for all prison staff.

### **Further recommendation**

**2.156** Attendance at the dental clinics should be reviewed and measures taken to ensure that all clinics are used to their full capacity to reduce the waiting list for treatment.

## **Learning and skills and work activities**

### **Leadership and management**

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- 2.157 The full range of education and training provision should be effectively promoted to prisoners at induction, on the wings, and when planning and reviewing their time and activities at the prison. All staff should be made aware of the range of activities available, their content and associated qualifications. (5.16)

**Achieved.** New arrivals were given detailed information on the full range of qualifications and courses through a presentation, individual interviews and a marketing leaflet during induction. The careers information and advice service (CIAS) run by Lincoln College provided appropriate advice and guidance on the activities available. Most wing officers and prisoner representatives gave additional information for prisoners where needed.

- 2.158 The pay for accredited education and/or vocational training should be increased to encourage participation. (5.23)

**Achieved.** A revised pay policy had been introduced and gave advantage to those in education. The new policy ensured that education and training courses received the highest rates of pay, and achievement was rewarded.

### **Additional information**

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- 2.159 The learning and skills provision was managed by the head of learning and skills, and education was provided by Milton Keynes College. There was effective communications and partnership working between the prison, Offender Learning and Skills Service (OLASS) providers and other external providers who were responsive to prisoner needs. Senior managers provided a clear direction and there was good partnership working between the service providers. Managers had worked very hard since the last inspection to improve the provision. New education and training courses had been introduced and work opportunities had improved. Leadership and management of learning and skills were very good. The head of learning and skills had a clear focus on identifying and meeting education, training and resettlement needs. The self-assessment process was thorough and the report was self-critical with clearly identified strengths and areas for improvement. Quality improvement was a priority although teaching and learning in some vocational areas was not yet checked.

### **Induction**

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- 2.160 There should be an integrated and better informed process to prioritise allocation to activities according to prisoners' needs, including their prior learning and work experience, and to make full use of the provision available. (5.17)

**Achieved.** The allocations board worked well with the CIAS provider and used the information gathered at induction to allocate prisoners appropriately to an activity. This information included the results of initial assessment of prisoners' literacy and numeracy needs and an individual interview on their prior learning and experience.

- 2.161 Prisoners' initial allocation to activities should be reviewed following the development of their sentence plan. (5.18)

**Not achieved.** The CIAS team reviewed the appropriateness of prisoners' allocation to activities informally through weekly or biweekly visits to the education department and training workshops. However, there were inadequate processes to ensure that relevant information following the development of prisoners' sentence plans was fed back to the allocations team. **We repeat the recommendation.**

## **Work**

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*No recommendations were made under this heading at the last inspection.*

## **Additional information**

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- 2.162 The range of work activities was good. They included gardening/horticulture, concrete products production, waste management, kitchen work, and wheelchair and bicycle maintenance and repair. A high proportion of prisoners were engaged in purposeful activity and only 3% were unemployed. Only around 15% of prisoners were engaged in menial work as cleaners and orderlies on the wings, although they also had the opportunity to participate in learning and skills activities part time. There was outreach literacy and numeracy provision on the wings for those not engaged in activity.

## **Vocational training**

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- 2.163 There should be urgent attention to eradicate the poor hygiene and health and safety practices in vocational training, and place a greater emphasis on these in the future. (5.22)

**Achieved.** Immediate action was taken following the last inspection to rectify this. A member of the education staff now attended the prison health and safety meetings, and prison staff and the health and safety manager carried out regular spot checks of workshops to monitor compliance and share good practices.

## **Additional information**

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- 2.164 There was a wide range of vocational training, which had improved since the last inspection, although much was only accredited at low level. Courses were offered in concrete manufacturing, fork-lift truck driving, catering, industrial cleaning, painting and decorating, waste management and gardening/horticulture. The good facilities in hairdressing had been re-opened and a barbering course was offered at level 2. Eleven prisoners had gained jobs in barbering after leaving the prison within the last two years. There were also good facilities in most of the other vocational training areas. Additional vocational training areas had been added since inspection, including carpentry, multiskills construction, motor vehicle studies and 'fast-fit' mechanics. Staff were experienced and appropriately qualified. All these areas led to vocational qualifications. More than 250 prisoners were on vocational training courses leading to a qualification and many prisoners developed good practical skills, although this was not all accredited to the appropriate level. Pass rates were high on most courses at over 90%. Pass rates for key skills and basic skills in most vocational workshops were low at 33% and 39% respectively, but key skills success rates on multiskills construction and carpentry courses were particularly high at around 90%.

## Education

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- 2.165 Education provision should better reflect the needs and abilities of prisoners to increase the numbers completing courses and gaining accredited awards. (5.19)

**Partially achieved.** The number of prisoners completing courses and gaining accreditation had increased. Only a small proportion of courses were available at level 2 or beyond. Most vocational and education courses were offered at either entry level or level 1, which did not meet the training needs of prisoners who had prior experience or training.

### Further recommendation

- 2.166 The level of educational and vocational qualifications should be improved to provide appropriate progression routes, especially for prisoners who have prior experience and training.

- 2.167 The quality of teaching and training should be improved in all areas. (5.20)

**Achieved.** Teaching and learning were mostly good, with some satisfactory teaching of basic skills. Teaching sessions were planned well, with greater attention to meeting the needs of individual learners, especially where learners' skills and experiences varied widely.

### Further recommendation

- 2.168 The quality of teaching and learning across all vocational training areas should be checked and best practices shared.

- 2.169 Staff should be recruited as soon as possible to ensure that education and training facilities are fully used. (5.21)

**Achieved.** Additional staff had been recruited and most areas were fully operational.

## Additional information

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- 2.170 Milton Keynes Colleges had taken the contract for education and training in August 2009. The provision was well managed, with improvements to broaden the range of programme choices for prisoners. There were around 166 full-time equivalent places in education and most courses were offered part-time. All courses led to accredited qualifications. Three Skills for Life tutors provided basic skills training to prisoners in workshops, as required in response to needs identified through initial diagnostic assessment. Twenty-four prisoners received literacy and numeracy support in their cells and 18 prisoners were undertaking correspondence courses in their own time, including some through the Open University. Storybook Dads was used well to support prisoners' personal and social development. In art and information and communication technology (ICT), staff had particularly good expertise in their subjects and learners developed good technical skills. Teaching and learning in most areas were good, and satisfactory in literacy and numeracy. Resources were good and well used. Attendance had improved and was satisfactory, although some classes were small during the inspection. Punctuality was satisfactory.

- 2.171 Long-term targets in prisoners' individual learning plans were often too vague, or simply listed the target qualification. They did not include clear information for learners on the steps for them to improve. There were insufficient links with the library to develop learners' abilities in independent learning.

#### Further recommendations

- 2.172 Individual learning plans should provide clear information on the steps that learners need to improve to meet their resettlement goals.
- 2.173 Learners on education courses should make better use of the library to develop and improve their skills in independent learning.

### Library

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- 2.174 **The library should be open at weekends. (5.24)**

**Achieved.** The library had been open all day on Saturdays since early 2010, attracting over 100 users, and was now open 40 hours a week.

#### Additional information

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- 2.175 The library was provided by Northamptonshire County Council. Access to and the use of the library were good. Around 400 prisoners used the library regularly each week. All prisoners received an informative induction into the library. Borrowing of books had increased. There was a good range of books, CDs, DVDs and journals. The selection of reference books was appropriate and included up-to-date Prison Service Orders and information. Staff were appropriately qualified and experienced. They operated an effective system to reduce book loss, which was low at well under 4%. The three orderlies had completed the qualification in library studies at levels 1 and 2.

### Physical education and health promotion

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- 2.176 **The PE department should be fully staffed to run accredited courses and offending behaviour courses. (5.32)**

**Achieved.** Additional staff had been recruited, mostly from suitably qualified prison staff. The provision was now fully staffed with eight PE officers who were managed by a senior officer. A full range of accredited PE courses had been reintroduced and officers worked closely with other prison staff to support offender behaviour programmes. The senior PE officer had recently been trained to offer a level 2 course on the understanding of substance misuse, which was about to be introduced.

- 2.177 **There should be a greater variety of PE activities to meet the needs of the prisoner population. (5.33)**

**Achieved.** The variety of PE activities had been significantly improved. They included separate weight training and cardiovascular training sessions for older prisoners and a range of indoor and outdoor team sport activities. A separate football league for veterans had

recently been started which played regular matches against local outside clubs. There was good use of the wide range of PE facilities.

### **Additional information**

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- 2.178 PE provision was well managed. Staff were enthusiastic and appropriately qualified with a good range of expertise, and all either had or were working towards a basic teacher training qualification. Facilities for outside PE had been improved with the refurbishment of the all-weather pitch. Gym use had improved since the last inspection from around 61% to 68% of the prisoner population using the facilities at least twice a week. The timing for PE induction had been changed to Friday mornings to ensure this did not clash with Muslim prayers.
- 2.179 There had been improvements to cater for the needs of specific groups, such as older prisoners and those in need of remedial PE. A good range of accredited PE courses had been reintroduced from entry level to level 2 and pass rates were high. Shower facilities were well maintained and prisoners had good access to towels and sports kit. Injuries were carefully logged and analysed along with any actions taken.

### **Time out of cell**

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- 2.180 **All prisoners should be allowed to spend at least 10 hours out of their cells on weekdays, except in exceptional circumstances. (5.47)**

**Not achieved.** The prison was reporting a year to date time out of cell figure of 9.10 hours a day against a target of 8.4. Since May 2010, monthly outturns had fluctuated between 8.9 and 9.27 hours. A review of the prison's core day and our own observations, however, indicated that it would be difficult for even the most active and engaged prisoner to experience more than 8.5 hours out of cell each day. For an unemployed prisoner the figure was likely to be less than four hours.

**We repeat the recommendation.**

### **Additional information**

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- 2.181 The prison's published core day was basic and permitted some interpretation and variation from wing to wing. For example, on I wing prisoners were locked in cell between their return from work and the serving of meals but this was not the case on other wings. Similarly, between early morning domestic time from 7.45am and movement to activity at 8.30am, prisoners on the older A to E wings were locked up at about 8.15am, on the basis that this allowed better supervision of movement to activity. We were unconvinced by this argument, which was not applied on other wings.
- 2.182 Throughout the core day we saw evidence of slippage in routines, particularly in the evenings. The core day suggested that prisoners should receive 1.25 hours evening association. Our observations indicated that only an hour was actually available and prisoners told us it was often less than this.
- 2.183 Although the prison recorded just 3% of the population as unemployed, during a check we conducted during the working part of the day, we found about 119 prisoners, about 18% of the population, locked in their cells.
- 2.184 Exercise in the open air was generally available for about 30 minutes during evening association. However, many prisoners said that exercise was frequently cancelled owing to

staff shortage. Some exercise yards, particularly in the older part of the prison, were littered and drab.

#### Further recommendations

- 2.185 The core day should be applied consistently throughout the prison and conform to published requirements.
- 2.186 Prisoners should have more time for evening association.

#### Security and rules

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- 2.187 Senior officers in the security department should visit all areas of the establishment regularly. (6.15)

**Achieved.** The two security senior officers visited every area of the prison at least once a week and shared security responsibility for every area.

- 2.188 There should be routine authorised reasonable suspicion mandatory drug testing. (6.16)

**Achieved.** The security information report (SIR) system highlighted security intelligence which was scrutinised by the intelligence analysts. Since April 2010 there had been 49 suspicion drug tests with 20 resulting in positive indications.

- 2.189 The visits CCTV system should be routinely staffed during domestic visits. (6.17)

**Achieved.** This was routinely staffed and not affected by redeployment.

- 2.190 The roll reconciliation following moves to activities should not delay the unlocking of wing- based workers. (6.18)

**Achieved.** A notice to staff on this had been published in 2008. Staff and prisoners said prisoners were unlocked after movements and were only locked back if the roll reconciliation resulted in a standfast roll check (where prisoners remain in their current location until the roll is reconciled), which was a proportionate response.

#### Additional information

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- 2.191 The deputy governor led the security department supported by an operations manager, two senior officers and intelligence analysts. The information gathering systems were basic and did not make for easy dissemination of information that could inform strategy.
- 2.192 A monthly security meeting was chaired by the deputy governor and well attended by staff from appropriate departments and the agenda included reports relevant to the security of the prison. A well-informed restricted monthly security bulletin informed staff of issues they needed to be aware of.
- 2.193 Intelligence-led searching was based on SIRs' information and a review of all information by the security intelligence analysts. In a six-month period during 2010, there had been 146 intelligence-led searches with 93 resulting in a significant find, including six mobile telephones, four telephone chargers and nine SIM cards. Routine cell searching took place during a five-

month cycle. In the last cycle there had been 802 searches with a 10% rate of contraband items found, the majority of which were excess clothing and property.

- 2.194 During 2010, 5,247 SIRs had been received. Although this was a large number, staff had been encouraged by the senior management team to record everything they felt was a security issue. The majority related to drugs and mobile telephones but, since the re-role of the prison, 10% had related to threats to staff, although some were low level.
- 2.195 Reporting systems were good and recorded all incidents. In a six-month period, 255 reportable incidents had been recorded with the majority being self-harm, assaults and drugs. There was an effective system and database to record data for prisoners who were developing or prominent nominals (individuals targeted for legitimate security reasons), and we were assured that this system highlighted the correct prisoners.
- 2.196 Procedures for placing a prisoner on closed visits were appropriate and included in the visits policy, which ensured transparency. At the time of the inspection, 10 prisoners were on closed visits. The monthly security meeting reviewed all prisoners on closed visits, their security information and any change in circumstances. Despite this, prisoners remained on closed visits for a minimum of three months whether or not their risk had been reduced, which was disproportionate.
- 2.197 The prison still operated some rules that related to the previous young adult population and were no longer appropriate for an adult category C training population – such as strict rules on the wearing of own clothes and the escorting of prisoners in the prison grounds. The local security strategy had been reviewed before the population change but required further change to bring it in line with the new adult population.

#### **Further recommendations**

- 2.198 Security information gathering systems should ensure that information is easily gathered and can fully inform the strategy.
- 2.199 The prison should investigate the reasons for the high number of intelligence reports related to threats to staff from prisoners.
- 2.200 Prisoners should not remain on closed visits for a minimum of three months if the monthly security review deems the risk has been reduced.
- 2.201 The local security strategy should be fully revised and be in line for the population of category C adult training prisoners.

### **Discipline**

#### **Disciplinary procedures**

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*No recommendations were made under this heading at the last inspection.*

#### **Additional information**

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- 2.202 In the six months to September 2010, there had been 556 adjudications of which 13% had resulted in cellular confinement and 13% had been dismissed by the adjudicating governor. A

standard adjudication tariff document was available but we found evidence of many adjudications where the punishment was severe given the circumstances. There were too many occasions where adjudicating governors had given several punishments of 14 days, including cellular confinement and loss of all privileges.

- 2.203 The adjudications that we observed were carried out well but the mitigating circumstances the prisoner gave were not investigated thoroughly. We reviewed the paperwork for some previous adjudications and found many instances where the adjudicating governor had not explored the evidence sufficiently. There was a quarterly adjudication standards meeting, which had identified this lack of exploration.

#### Further recommendations

- 2.204 The adjudication standards meeting should revise the adjudication tariff, and punishments should be fair and consistent.
- 2.205 Adjudicating governors should fully explore the evidence and mitigating circumstances before concluding the adjudication.

#### The use of force

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- 2.206 Use of force documentation should indicate the levels of de-escalation used to ensure that force is used only as a last resort. (6.40)

**Achieved.** The paperwork for use of force was completed to a very good standard and in every instance highlighted the de-escalation tactics used by staff involved in the incident.

- 2.207 Prisoners should be given a formal debrief following an incident where force is used. (6.41)

**Partially achieved.** Formal debriefs took place for full planned removals but not for spontaneous full removals.

**We repeat the recommendation.**

- 2.208 The special cell should be refurbished to provide a decent environment. (6.42)

**Not achieved.** The special cell, although never used, was still stark with no windows and minimal natural light. Under the segregation policy prisoners were either moved to cell F1-02 – a normal cell on the segregation roll – and placed in special accommodation conditions or items were removed from their own cell and the prisoner classed as being in special accommodation conditions. These conditions had been used on prisoners three times in 2009 and three times in 2010, including for prisoners who were in crisis. We were not assured that the use of special accommodation recorded in some cases was appropriate to the risk.

**We repeat the recommendation.**

#### Additional information

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- 2.209 There had been 128 recorded incidents of the use of force in 2010 to date, which, although not insignificant, included every incident where a hand had been laid on a prisoner, including breakaway techniques or minimal force to prevent injury to another prisoner. Of the recorded incidents, 31 had been spontaneous full use of force and three planned full use of force.

- 2.210 The use of force committee was primarily resource and training focused. The use of force coordinator completed a monthly report for the safer prisons meeting. This report was detailed and looked at patterns and trends, including the staff involved in the use of force incidents. The paperwork we saw was completed to a very good standard and gave a good picture of the incident, the force used and de-escalation tactics deployed.
- 2.211 Staff training was ongoing and at the time of inspection 94% of eligible staff were in date with their control and restraint refresher training. In every planned incident, only staff whose training was in date were used to carry out the planned use of force.

### **Segregation unit**

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- 2.212 **The segregation unit should not be used to hold prisoners segregated in their own interest on a long- term basis. (6.43)**

**Achieved.** Segregation was not used to hold 'own interest' prisoners long-term. In the six months to September 2010, nine prisoners had been located in the segregation unit in their own interest and their average stay had been four days.

- 2.213 **There should be a purposeful regime for longer stay prisoners in the segregation unit. (6.44)**

**Achieved.** The number of longer staying residents on the segregation unit had decreased and the small number there had an adequate regime on the unit and could attend the holistic day clinic off the wing.

### **Additional information**

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- 2.214 The segregation unit was well maintained and clean and consisted of 17 cells, two of which had been specified safer cells and two designated as dirty protest cells. Each cell had a fixed wooden bed and was well maintained, although we found graffiti in some cells. The unit included three shower cubicles and a telephone room that provided excellent privacy. There was two exercise yards but these were bare and included an internal cage, which gave them an austere look.
- 2.215 The average daily roll over the previous six months was seven. The numbers held on cellular confinement and good order or discipline (GOOD) during that period were high at 64 and 78 respectively. The average length of stay for prisoners on cellular confinement and GOOD was eight days. The regime was limited to exercise, telephone calls and use of the small but well-equipped library.
- 2.216 There were daily visits from the duty governor, the chaplain, health care staff and a member of the Independent Monitoring Board (IMB). The governor or deputy governor made a weekly visit. Segregation management and review group meetings took place, and all the paperwork we saw was completed to a satisfactory standard.

### **Further recommendations**

- 2.217 Segregation exercise yards should provide a more engaging environment for prisoners.
- 2.218 The prison should seek to reduce the number of prisoners in the segregation unit.

2.219 There should be a more purposeful regime for prisoners in the segregation unit.

### **Incentives and earned privileges**

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2.220 Information about the incentives and earned privileges scheme should be available on all wing notice boards in a range of languages. (6.57)

**Not achieved.** There was limited information on wing notice boards about the incentive and earned privileges (IEP) scheme and there was no information in any language other than English, although there were no longer foreign national prisoners.  
**We repeat the first half of the recommendation.**

2.221 Officers' comments in wing files should cover prisoners' progress against sentence plans, and not just their behaviour. (6.58)

**Not achieved.** There were limited entries in case notes that related to IEP and none of those we saw covered progress against prisoners' sentence plans.  
**We repeat the recommendation.**

2.222 There should be more tangible differentials between the standard and enhanced regime levels, developed in consultation with prisoners, particularly for those who cannot benefit from extra cash spends and additional visits. (6.59)

**Achieved.** Prisoners on the enhanced level of the IEP scheme had greater access to release on temporary licence and computer gaming equipment, including a DVD player in possession. The facilities list had recently been reviewed and it allowed enhanced prisoners to have more items in possession than those on standard level, including duvets and musical instruments.

2.223 Enhanced level prisoners should not be downgraded directly to basic for failing to work. (6.60)

**Achieved.** Two instances of failing to work generated a review board and the prisoner could be downgraded one level. We found no evidence that enhanced prisoners were downgraded to basic level for failing to work.

2.224 Prisoners on basic status should be monitored daily through regular comments in their wing files, and this should be checked by managers. (6.61)

**Not achieved.** Entries on the electronic case notes were perfunctory and made little or no reference to the prisoners' attitude to the basic regime. Management checks were sporadic.  
**We repeat the recommendation.**

2.225 Targets set for basic level prisoners should be individual and meaningful rather than generic. (6.62)

**Not achieved.** We saw evidence of prisoners on basic who had no targets set and others whose targets were mechanistic or unrealistic, such as to comply with the regime and achieve enhanced status.  
**We repeat the recommendation.**

## **Additional information**

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- 2.226 The prison operated a three-tier incentives and earned privileges scheme. The policy, reviewed in June 2010, clearly described the aims of the scheme, and staff and prisoners had an understanding of its objectives. At the time of the inspection, 11 prisoners were on the basic level (0.1% of the population), 293 were on standard and 379 were on enhanced. All new arrivals entered on the standard level unless there was verified evidence that they had been on enhanced at their previous establishment.
- 2.227 Prisoners received IEP warnings for behaviour that was not to the required standard. The warnings that we saw were fair and prisoners said that staff did not give IEP warnings as a matter of course. Prisoners on the standard level of the scheme who remained adjudication free and maintained a high level of behaviour for six weeks were referred for an IEP board to upgrade them to enhanced. Any prisoner who felt that they should be on enhanced within this six-week period could make an application for an enhanced board.
- 2.228 Procedures for downgrading prisoners to basic were proportionate and occurred after a review had taken place. An appeals process was used and recorded adequately. A prisoner downgraded to basic remained on this level for 14 days irrespective of any improvement in his behaviour, even though there were reviews at the seven-day stage.

### **Further recommendation**

- 2.229 Prisoners on basic should be able to move to standard at the seven-day review if their behaviour has improved to an acceptable level.

## **Catering**

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- 2.230 **The kitchen floor should be repaired and maintained to a good standard, and damaged equipment should be replaced with the minimum of delay. (7.17)**

**Partially achieved.** The kitchen floor had been repaired and was of a good standard. Damaged equipment was not always replaced or repaired quickly enough. For example, it had taken three weeks to repair the fryers.

- 2.231 **Managers should ensure that servery workers are dressed appropriately, and that all procedures relating to the serving of food are fully observed. (7.18)**

**Achieved.** Servery workers were dressed appropriately but some contractors and other staff entered the main kitchen without wearing whites. The correct serving procedures were observed.

- 2.232 **Breakfast should be served on the morning it is eaten, and toast should be available to all prisoners. (7.19)**

**Partially achieved.** Although toast was served on each wing in the morning, most wings distributed a breakfast pack the evening before and prisoners said they would often eat it that night.

## Further recommendation

2.233 Breakfast should be served on the morning it is to be eaten.

2.234 Lunch should not be served before noon and the evening meal not before 5pm. This should apply to all prisoners, including those on basic. (7.20)

**Not achieved.** Lunch was served at 11.45am and dinner at 4.45pm or slightly before on some wings. Basic-level prisoners received their meal earlier.

**We repeat the recommendation.**

2.235 Catering staff should attend the prisoner council meetings, and minutes should record feedback and action on prisoner comment. (7.21)

**Achieved.** Catering staff regularly attended prisoner council meetings and minutes provided a clear record of issues raised and agreed actions. A food forum had also been established providing further consultation with prisoners. However, this was not always well attended

2.236 Long-term prisoners should have the opportunity to self-cater. (7.22)

**Not achieved.** The lack of facilities made it impossible for prisoners to have the opportunity to self-cater.

## Additional information

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2.237 Meals were prepared in the main kitchen and transported to wings by trolleys. Food was appropriately stored and food preparation areas in the kitchen and serveries were clean. The storing and serving procedures for halal meals had been revised and cross-contamination was no longer a concern. All but one wing had a dining room but not all prisoners chose to dine out of their cell. Dining rooms were an adequate size and had sufficient tables and chairs.

2.238 A varied menu offered a diverse range of meals. Hot meals were available for lunch and dinner and prisoners could choose from five options. Special dietary needs were catered for.

2.239 Responses to the prisoner survey in October 2009 were very negative, particularly about the taste, quality and the temperature of the food. While most prisoners said they got the option they ordered, half criticised the taste, 35% said the food was not hot enough, and 55% said the quality was poor. Just under half said the food in Onley was worse than they had experienced elsewhere. Some of the food we checked was not hot enough and was returned to the kitchen. Comments books regularly showed that the food was undercooked and prisoners we spoke to confirmed this.

2.240 A weekly monitoring system tracked meal temperatures and included prisoner and officer comments. The catering manager regularly reviewed these and sent individual replies. However, not all paperwork was returned to the catering department.

2.241 Approximately 20 prisoners worked in the main kitchen. They could achieve some formal qualifications and there were plans to develop these further. They were appropriately dressed. There had been staff training to raise awareness of health and hygiene in the serveries.

## Further recommendation

- 2.242 The quality of food should be improved and steps taken to ensure it is hot enough when served.

## Prison shop

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- 2.243 Fresh fruit should be available through the prison shop. (7.31)

**Achieved.** A selection of 10 different fruits and vegetables were available on the shop list, although there were frequent prisoner concerns about their quality and freshness.

## Additional information

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- 2.244 The prison operated a shop service in line with the standard Prison Service DHL contract. Orders could be made once per week using an order form that was reviewed quarterly. The product list appeared satisfactory. We were told cash advances were only provided to arrivals if it was confirmed that they had money in their account on transfer in. This seemed restrictive and could disadvantage prisoners without money but with the ability to work and earn once they had arrived. We were, however, also told that reception packs containing basic items could be advanced to new arrivals without resources. Prisoners could order larger items from three catalogues. Religious items were purchased through the chaplaincy.

## Housekeeping point

- 2.245 The prison should ensure reasonable access to prison shop products immediately upon transfer, in order that basic needs are met.

## Strategic management of resettlement

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- 2.246 The prison should include its work in the NOMS alliances when the reducing reoffending strategy is updated. (8.5)

**Achieved.** The reducing reoffending strategy had been updated and reflected corporate, civic and community alliances. Eleven pathways and agencies involved in each were clearly identified.

- 2.247 There should be a needs analysis to inform future reducing reoffending strategies. (8.6)

**Achieved.** There was a rolling needs analysis backed with active use of prisoner consultation. Each pathway provided a monthly report to the committee setting out up-to-date needs, progress made and issues arising.

- 2.248 The reducing reoffending committee should revise and update the action plan on a regular basis. (8.7)

**Achieved.** The reducing reoffending committee met each month and was well attended by pathway leads. Minutes of recent meetings were more detailed and maintained a focus on each pathway. A recently introduced progress report format supported continuous review of

the action plan. Actions were flagged to highlight progress and remedial action was taken when necessary.

**2.249 There should be more publicity and information to prisoners about the resettlement services available. (8.8)**

**Partially achieved.** A resettlement guide providing prisoners with information about the full range of services had been designed but not yet published.

**Further recommendation**

**2.250** The resettlement guide should be published to provide more information to prisoners about the resettlement services available.

**Additional information**

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**2.251** The reducing reoffending strategy contained the seven resettlement pathways in addition to others focusing on offender management, public protection and third sector and faith-based resettlement provision.

**Offender management and planning**

**Sentence planning and offender management**

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**2.252 Offender supervisors should have appropriate training for their role. (8.16)**

**Partially achieved.** Offender supervisors had been waiting too long – some for four years – to access the required training. The first two staff had attended the training the week before our inspection. There was little other training for uniformed offender supervisors.

**We repeat the recommendation.**

**2.253 Offender supervisors should not be routinely detailed to other duties. (8.17)**

**Not achieved.** Over 200 hours of uniformed offender supervisors' time had been lost in October 2010 due to them being detailed to operational duties. This affected how they saw their role, the time they had to see individual prisoners and additional pressures on other offender management unit (OMU) staff to complete assessments.

**We repeat the recommendation.**

**2.254 Prisoners serving short sentences should benefit from formal custody planning. (8.18)**

**Partially achieved.** Custody planning for those serving less than 12 months had been introduced in April 2010. However, the plans we saw were of insufficient quality and were not routinely shared with the prisoner, making it difficult to see what benefit they brought.

**Further recommendation**

**2.255** Custody planning should be of sufficient quality, regularly reviewed and shared with the prisoner.

## **Additional information**

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- 2.256 The OMU consisted of 13 offender supervisors working alongside case administration, observation, classification and allocation (OCA) and public protection officers. Five of the offender supervisors were probation staff and seven were prison officers. All prisoners were allocated an offender supervisor and 281 prisoners were in scope for offender management at the time of our inspection. The OMU did not have a formal policy and there was little evidence that it was central to the management of prisoners.
- 2.257 OASys (offender assessment system) assessments and plans were up to date but there was no formal system for monitoring or reporting on their timeliness. It was clear to the reducing reoffending committee that sentence plan objectives tended to reflect what was available in the prison rather than what the prisoner needed. Offender supervisors needed to give more attention to making all necessary referrals. For example, although work on attitudes, thinking and behaviour was a priority area evidenced through OASys, offender supervisors made few referrals to programmes.
- 2.258 Offender supervisors were required to meet each of their in-scope prisoners once a month. However, the amount of time dedicated to these contacts and the content of the sessions were less well defined. Involvement of offender managers in sentence planning boards was not monitored. OMU staff were involved in the induction process for new arrivals and planned to introduce drop-in sessions.

### **Further recommendations**

- 2.259 The offender management unit should have a policy defining roles and responsibilities of all staff.
- 2.260 The timeliness of OASys (offender assessment system) assessments and plans should be monitored.

## **Categorisation**

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*No recommendations were made under this heading at the last inspection.*

## **Additional information**

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- 2.261 OCA had been moved from residential into the OMU in August 2010 and had already developed clear processes and efficient systems. Categorisation boards were held frequently with the prisoner and other staff were fully involved or consulted. Categorisation decisions were given in writing. Reviews were undertaken either every six months or a year depending on the length of sentence. Recategorisation decisions detailed the reasons for non-approval and the programmes, expected behaviour and work needed for the prisoner to succeed in recategorisation to a lower security level.
- 2.262 There was a database to track individual prisoners but the number of category D prisoners was inaccurately recorded. Prisoners remained recorded as category C until they had been accepted by a category D prison.

2.263 The OCA staff were active in making appropriate transfers for prisoners based on needs. For example, good relationships with HMP Ranby enabled access to sex offender treatment programmes there. Transfer to category D prisons was hindered by the lack of available spaces. At the time of the inspection, 40 prisoners were waiting for a transfer – 13 were waiting to be accepted at a category D prison, five were on hold to finish a course at Onley, 12 were waiting for a place to become free at HMP Sudbury (six of whom had been waiting six weeks or more) and a further 10 were waiting for a place at HMP Springhill, with one waiting since September 2010. Low numbers had been transferred due to security, discipline reasons or an unplanned move.

#### Further recommendation

2.264 The observation, classification and allocation database should be updated to reflect the number of category D prisoners waiting transfer to another establishment.

### Public protection

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2.265 Police liaison and security representatives should attend public protection panels. (8.19)

**Partially achieved.** Interdepartmental risk management meetings were generally well attended, but while security staff attended public protection panels, the police intelligence officer did not always attend.

#### Further recommendation

2.266 The police intelligence officer should attend interdepartmental risk management meetings.

### Additional information

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2.267 At the time of the inspection, 438 prisoners were identified as actual or potential MAPPAs (multi agency public protection) cases with nine identified as level 2. It was rare that the prison held level 3 MAPPAs cases. The interdepartmental risk management team met fortnightly to review prisoners identified as MAPPAs level 2 and/or within the last six months of sentence, along with any others where concerns were raised. Reviews were generally appropriate and, although offender supervisors usually contributed in writing, attendance depended upon availability. Where requested, contributions were also made to community-based MAPPAs meetings. At the time of the inspection, 50 prisoners were subject to some form of public protection monitoring with around 15 reviewed monthly on average.

### Indeterminate-sentenced prisoners

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*No recommendations were made under this heading at the last inspection.*

### Additional information

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2.268 Onley did not hold any life-sentenced prisoners at the time of the inspection, although it held 47 on indeterminate sentences for public protection (IPP). IPP prisoners were managed by the OMU in the same way as any other prisoners and there was no specific provision for them,

such as a focus group. All offender supervisors had completed the managing indeterminate sentence prisoners and risk (MISaR) training.

- 2.269 Some prisoners complained to us that they had been transferred to Onley even though programmes that they needed to complete were not available. This was a particular concern for the 24 IPP prisoners who were already over tariff, which was confirmed by OMU staff.

#### Further recommendations

- 2.270 There should be regular focus groups for prisoners on indeterminate sentences for public protection (IPP) to discuss issues of concern.
- 2.271 Prisoners on indeterminate sentences for public protection (IPP) should not be transferred to Onley if they have outstanding sentence planning targets that cannot be facilitated there.

### Resettlement pathways

#### Accommodation

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- 2.272 Accommodation services should provide more assistance to prisoners at risk of being released with no fixed or temporary accommodation. (8.24)

**Achieved.** Accommodation services were provided by Nacro, whose staff saw all new arrivals during induction to promote awareness of the service and to identify and respond to individual needs. The number of prisoners released with no fixed or temporary accommodation had improved since the previous inspection to just under 6% in the previous six months. Nacro also provided an education, training and employment service in the prison but in previous months had revised its staffing to provide three full-time and one part-time accommodation advisers. The work of the team was complex as prisoners were discharged to diverse geographical areas requiring relationships with several local housing authorities. The increasing number of prisoners due to be discharged to London boroughs would increase the complexity of the work.

#### Additional information

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- 2.273 Following focus groups with prisoners, the most recent of which was in July 2010, Nacro had worked with the Citizens Advice Bureau (CAB) worker to streamline the initial needs assessment completed during induction. New arrivals who required assistance to maintain or close down a tenancy were allocated to a housing adviser immediately, but advisers primarily prioritised their work according to a prisoner's release date. All prisoners who had indicated they would have accommodation needs were allocated to a housing adviser three months before their release to enable more intensive one-to-one work.
- 2.274 A monthly drop-in service on each wing enabled prisoners to have ongoing access to housing advisers. Through this service, Nacro encouraged prisoners to become active in securing settled accommodation on release by signposting them to community provision and information in the prison library about local housing authorities. Housing advisers could also distribute and provide support with the completion of accommodation application forms through monthly surgeries. Although housing advisers did not routinely see all prisoners before discharge and only allocated to an adviser prisoners who had indicated on arrival that they had accommodation needs, Nacro education, training and employment workers did see all prisoners before discharge, identified any outstanding accommodation needs at this point and

made a referral to the housing team. There was a local information booklet that provided prisoners with a clear overview of Nacro's services.

- 2.275 A rent arrears scheme was available and prisoners also had access to a groupwork programme on 'how to be a good tenant', which Nacro delivered every six weeks. The Nacro team also provided the bail accommodation and support service which offered accommodation for prisoners to be released on home detention curfew with no other accommodation available to them.

### **Education, training and employment**

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- 2.276 **The prison should develop external employment links to assist vocational training opportunities for prisoners. (8.31)**

**Not achieved.** Some vocational tutors had developed their own links with employers through personal contacts. However, this was not coordinated across the provision. The successful links with a large international hotel chain had stopped.

**We repeat the recommendation.**

- 2.277 **Progression routes should be identified for new arrivals to inform them how their activities at Onley relate to the education, training and employment resettlement pathways, and to help plan their custodial time effectively to meet successful resettlement goals. (8.32)**

**Not achieved.** Although the careers information and advice support (CIAS) service provided effective advice on the learning and skills provision in the prison, there was insufficient advice and guidance to prisoners on their options for release. There was still insufficient coordination of the support to help prisoners identify and meet resettlement goals in relation to employment, training and education.

**We repeat the recommendation.**

- 2.278 **There should be learning and skills activities to prepare prisoners for self-employment, as well as to help them complete application forms and interviews. (8.33)**

**Achieved.** The prison had introduced an accredited course in self-employment in 2008/09. The course was well designed and facilities were good. Achievement was good and the work in learners' portfolios was of a high standard, covering a range of businesses relevant to learners' interests and needs. Pass rates were high at over 70%.

- 2.279 **Prisoners should be encouraged to make more use of the library and resettlement area for job search activities. (8.34)**

**Not achieved.** The small selection of material in the library to support job search and provide information related to resettlement was still not promoted effectively. The prison planned to open its virtual campus in January 2011, which would include job search facilities.

**We repeat the recommendation.**

#### **Further recommendation**

- 2.280 The prison should ensure that all prisoners have equal access to the planned virtual learning environment for job search.

## **Additional information**

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- 2.281 Lincoln College had provided the CIAS service since August 2009 with three members of staff. There had been some good work to link with employers in several areas, such as in bricklaying, barbering and painting and decorating. The prison had started to make links with some national companies and was currently working to engage with more employers, although this was not yet fully achieved and lacked coordination. Around 40% of prisoners who left the prison went into education or employment.

## **Finance, benefit and debt**

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*No recommendations were made under this heading at the last inspection.*

## **Additional information**

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- 2.282 As at the previous inspection, a CAB worker was based in the prison for 34 hours a week. He worked closely with Nacro and saw all new arrivals during induction as a group to raise awareness about the sources of support in the prison and provided one-to-one financial advice, including dealing with outstanding court fines. His records showed that in the six months from April 2010, 477 prisoner enquiries had been dealt with. The CAB worker also attended family visits and provided signposting to community services for families. Along with the Nacro team, the CAB worker delivered training sessions to staff and to peer supporters to raise awareness about the resettlement services.
- 2.283 Since June 2008, prisoners had been able to open bank accounts and to date 201 accounts had been opened. Jobcentre Plus was based in the prison three days a week to provide assistance in claiming any outstanding benefit, advice on claiming disability living allowance and assistance in the completion of community care grants.
- 2.284 Since October 2009, through an 18-month contract funded by the Legal Services Commission, a community legal advice worker from Howells solicitors in Sheffield attended the prison for initial one-to-one debt interviews with prisoners identified as having a need during induction. The information obtained was passed to a team of caseworkers in Sheffield who provided support with identified debt issues, such as writing to creditors on the prisoner's behalf. Prisoners could speak directly to their allocated caseworker through a free telephone number and caseworkers could also provide a service to prisoners' families.

## **Mental and physical health**

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- 2.285 **A healthcare discharge clinic should be introduced to give advice to all prisoners due for discharge on how to access GP and social care services in the community. (8.41)**

**Achieved.** There were health care discharge clinics for prisoners that gave advice on how to access health services in the community, including GP and social care services. Letters were provided for future GPs outlining any care and treatment received.

- 2.286 **Healthcare staff should be notified of all prisoners due to be released early to ensure that their health and social care needs are identified before their release, and that they know how to access assistance in the community. (8.42)**

**Partially achieved.** Health care staff were generally notified of prisoners due to be released but they were often given very short notice. Health care staff were not involved in any pre-release meeting with resettlement staff.

#### Further recommendation

- 2.287 Health care staff should be involved in the early planning for the release or transfer of prisoners.

#### Additional information

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- 2.288 There were satisfactory procedures for the management of the terminally ill and inpatient beds at another local prison were used when required. The care programme approach was used effectively for prisoners with severe and enduring mental health problems.

#### Drugs and alcohol

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- 2.289 The updated drug strategy should include alcohol services and be informed by a population needs assessment. (8.57)

**Partially achieved.** Alcohol services had been included in the previous drug strategy and funded separately but this was no longer available. An holistic care programme, together with elements of the IDTS programme, provided some care. Alcoholics Anonymous also visited the prison.

#### Further recommendation

- 2.290 Prisoners should have access to a dedicated alcohol service following a further assessment of population needs.

- 2.291 The area drug coordinator should reduce the counselling, assessment, referral, advice and throughcare (CARAT) service substance misuse triage assessment target of 500 per year. (8.58)

**Achieved.** The assessment target had been reduced twice since our last inspection and was now for 120 assessments; this was more realistically achievable.

- 2.292 Counselling, assessment, referral, advice and throughcare service (CARATs) should be easily accessible to prisoners. (8.59)

**Achieved.** Prisoners were well informed about the availability of the CARAT service, including notices throughout the prison and information provided on induction.

- 2.293 There should be more CARATs interventions, which should include groupwork modules on stimulant use and relapse prevention. (8.60)

**Achieved.** The CARATs team provided a wide range of interventions, including 15 weekly groups co-facilitated with PE and IDTS.

**2.294 There should be appropriate drug and alcohol services for young adults. (8.61)**

**No longer relevant.** Before the re-role of the prison, specific alcohol services had been funded for the treatment of young people.

**2.295 The area drug coordinator and national drug programme delivery unit should reassess the suitability of the P-ASRO programme for Onley's population. (8.62)**

**Achieved.** The P-ASRO (prison addressing substance related offending) programme had been assessed for suitability for the prison population and had been on target for the number of prisoners completing. Due to shortage of staff, the programme had to be suspended in August 2010 and new staff had subsequently been recruited. The service was planned to recommence in February 2011.

**2.296 The P-ASRO team should develop a mentoring scheme to increase post-programme support. (8.63)**

**Partially achieved.** Before its suspension, the P-ASRO team had developed a mentoring scheme to increase the post-programme support.

**Further recommendation**

**2.297** The P-ASRO programme should be reintroduced as planned in 2011.

**2.298 The establishment should review the remit of the drug and alcohol support unit, and introduce structured support for prisoners residing there. (8.64)**

**No longer relevant.** The drug and alcohol support unit had been discontinued and the services had been made available to prisoners across all wings.

**Additional information**

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**2.299** The CARAT team comprised three workers and two administrators. There were 160 active clients and 40 suspended with an average referral rate of 40-50 per month. Alcohol services were provided by some alcohol awareness courses in conjunction with the health care department and as part of the IDTS programme.

**2.300** We were informed that the compact based drug testing positive rate for the previous six months was 1.9% with an average of 200 compacts.

**Children and families of offenders**

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**2.301 The visits booking line should be accessible to visitors every day and in the evenings. (3.105)**

**Not achieved.** The opening hours of the telephone booking line had been extended but it was still not open during lunchtimes, evenings or weekends. It opened at 8.30am Monday to Friday and closed at 5pm on Monday, Tuesday and Thursday, 4.15pm on Wednesday and 4pm on Friday. This potentially limited the opportunities for employed visitors to use the system. An email booking system had been introduced but few visitors currently used it. However, the visitors we spoke to did not report any problems with booking visits. The information on the

reverse of the visiting order about the opening times of the visits booking line was out of date  
**We repeat the recommendation.**

#### Housekeeping point

2.302 Information on the visiting order about the opening times of the visits booking line should be updated.

2.303 **Visitors should be permitted to book their next visit in person while they are at the prison. (3.106)**

**Not achieved.** A visitor could only book their next visit before leaving if they had their next visiting order on them. Otherwise, the next visit had to be booked later upon receipt of this.  
**We repeat the recommendation.**

2.304 **Staff in the visitors' centre should be allocated time to support and advise visitors. (3.107)**

**Partially achieved.** Visitors commented positively on the support and advice given by the visits staff. Four staff supervised the visits hall and were on hand to respond to issues or questions. However, the booking-in process left little time for staff to provide much support or advice. There was no nursery nurse to oversee children and no crèche facilities. However, the family links officer was on hand, when she was free, to help and support visitors. There was a bimonthly newsletter for visitors providing up-to-date information.

2.305 **The barriers on tables in the visits room should be removed. (3.108)**

**Achieved.** Barriers on the tables had been removed and new furniture provided a relaxed atmosphere. There was space for up to 28 prisoners to have three visitors each.

2.306 **There should be a qualified family link worker in post. (8.68)**

**Achieved.** A family link officer was in post and had taken on more responsibilities, for example, attending the reducing reoffending committee. However, the work of the family link officer was not well understood across the establishment and better promotion of the service was needed.

#### Further recommendation

2.307 The role of the family link worker should be promoted across the establishment.

2.308 **Prisoners should have the opportunity to undertake general relationship counselling with their immediate family, where necessary. (8.69)**

**Achieved.** Relationship counselling had been introduced in October 2010 following a pilot in 2009 but it was too early to judge its quality. Two three-session courses were planned for January and March 2011.

2.309 **Families should be invited and encouraged to participate in key aspects of a prisoner's sentence, where appropriate. (8.70)**

**Partially achieved.** There was evidence that families were invited to attend post-programme reviews but they were not involved in sentence planning boards.

#### Further recommendation

2.310 Families should be invited to attend sentence planning boards.

2.311 Prisoners who are carers should have additional free letters and telephone calls to maintain contact with their children. (8.71)

**Not achieved.** We saw no evidence of the provision of additional free letters and telephone calls in the children and families pathway.

**We repeat the recommendation.**

2.312 Prisoners should be able to receive incoming telephone calls from children or to deal with arrangements for their children. (8.72)

**Partially achieved.** The family link officer supported prisoners in their contact with children's services for core assessments or adoption and fostering arrangements. We saw no evidence that prisoners could receive incoming telephone calls but we were told these could be arranged as and when necessary.

2.313 Evening and children visits and family days should be run on a regular basis for all prisoners, whatever their incentives and earned privileges level. (8.73)

**Partially achieved.** There were no evening visits but, on average, seven family days were organised a year and available to all prisoners who applied.

2.314 Subject to risk assessment and where appropriate, all category C and D prisoners should have extended contact with their children and families in the three months or more before their release. (8.74)

**Achieved.** Prisoners could apply for release on temporary licence (ROTL) towards the end of their sentence and could use this to have extended contact with their children and families. Of the 208 ROTL boards held from May to October 2010, 90 were granted ROTL, although it was not possible to ascertain how many were for contact with children and family. The visits strategy set out the rules for accumulated visits and temporary transfer.

#### Additional information

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2.315 Prisoners received information about visits during their induction and could have their first visit within a week of arrival. Frequency of visits depended on their IEP level. Prisoners on the standard level could have three one-hour visits every 28 days. Those on enhanced were entitled to four two-hour visits. Prisoners on basic had a one-hour visit every 14 days. Visits took place from 2pm until 4.30pm on Sunday, Monday, Tuesday, Thursday and Friday, and on Saturday between 9am and 10am and 10.30am and 11.30am.

2.316 The visiting process was managed efficiently and the visitors' centre and hall were adequate. There were no crèche facility or nursery staff and the play facilities for children were extremely limited. The snack bar sold a good range of food and snacks.

- 2.317 Prisoners were required to wear a high visibility sash as well as prison-issue clothing on visits, which was unnecessary given other security measures. Searching of visitors was adequate and generally appropriate. However, we observed two young Muslim male visitors who were not given the option of being searched by a male officer.
- 2.318 Prisoners had to wait in the visits hall for their visitors to arrive. They commented on the time it took their visitors to arrive in the visits hall and said the wait was embarrassing as they were unsure if their visitors had actually arrived at the establishment. Prisoners wanted to be held outside the visits hall until their visitors have been processed and were in the hall.
- 2.319 Work on the children and families pathway was underdeveloped and further actions had been identified. Family members could contact prisoners by email but there was no system for the prisoner to reply. The education department provided Storybook Dads and parenting classes. The family link officer was trying to expand provision and was in discussions with the Mothers Union, Children's Links and Kids VIP to explore the options.

#### **Further recommendations**

- 2.320 Prisoners should not have to wear a high visibility sash during visits.
- 2.321 Facilities for children during visits should be improved.

#### **Housekeeping point**

- 2.322 Prisoners should be held outside the visits hall until their visitors have arrived there.

### **Attitudes, thinking and behaviour**

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*No recommendations were made under this heading at the last inspection.*

### **Additional information**

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- 2.323 Only one accredited offending behaviour course, the thinking skills programme (TSP), was delivered at the time of the inspection. The P-ASRO programme was not currently being delivered but was due to recommence in 2011 (see paragraph 2.295).
- 2.324 Nine TSP courses a year were delivered by five full-time programme facilitators and attrition rates were low. There was a waiting list of 128 eligible prisoners at the time of the inspection, with places prioritised appropriately according to the prisoner's level of risk and length of time on the waiting list. Indeterminate-sentenced prisoners were also prioritised. Course facilitators maintained some contact with prisoners on the waiting list to maintain their motivation and commitment to completing the programme.
- 2.325 There were many self-referrals to the programme. The treatment manager felt that, although there were strong links with some OMU staff – particularly offender supervisors managing indeterminate-sentenced prisoners – links with officer offender supervisors were still developing.
- 2.326 TSP course graduates, of whom there were around 12 at the time of the inspection, were used positively to support and advise prisoners with questions about the programme or about to participate in it.

- 2.327 Eight Sycamore Tree restorative justice programmes were delivered each year funded by the prison and run through the chaplaincy. There was a waiting list of 123 prisoners at the time of the inspection. From April to August 2010, 46 prisoners had attained a National Open College Network level 2 qualification in victim awareness and restorative justice through the course.
- 2.328 A psychologist was based in the prison three days a week, principally to undertake parole assessment reports for indeterminate-sentenced prisoners, but she was also able to offer assessments for the controlling anger and learning to manage it (CALM) programme and some aspects of the assessment for the healthy relationship and cognitive self change programme (CSCP). Most referrals for such assessments came from the OMU.

## Section 3: Summary of recommendations

The following is a list of both repeated and further recommendations included in this report. The reference numbers in brackets refer to the paragraph location in the main report.

	<b>Recommendation</b>	<b>To NOMS</b>
3.1	Prisoners on indeterminate sentences for public protection (IPP) should not be transferred to Onley if they have outstanding sentence planning targets that cannot be facilitated there. (2.271)	
	<b>Recommendations</b>	<b>To the governor</b>
<b>Courts, escorts and transfers</b>		
3.2	New arrivals should be disembarked from transfer vehicles at the earliest opportunity. (2.6)	
<b>First days in custody: first night</b>		
3.3	Cells used for first night prisoners should be repainted and the walls should be free from toothpaste. (2.11)	
3.4	Staff should ensure that a peer supporter sees all new arrivals and maintains a record of prisoners seen. (2.13)	
<b>First days in custody: induction</b>		
3.5	Prisoners should be unlocked when not actively engaged in induction sessions. (2.16)	
3.6	The induction programme should include a comprehensive assessment of prisoners' initial resettlement needs across all the reducing reoffending pathways. (2.20)	
<b>Residential units: accommodation and facilities</b>		
3.7	Cell walls and notice boards should be free from graffiti and toothpaste marks on walls, and in-cell toilets descaled. (2.22)	
3.8	All cell windows should be well maintained and damaged windows should be replaced. (2.32)	
3.9	The prison should ensure that all cells are adequately heated. (2.33)	
3.10	All cell toilets should be adequately screened. (2.34)	
3.11	Mail should be distributed to prisoners on the day it arrives in the prison. (2.35)	

### **Residential units: clothing and possessions**

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- 3.12 Standard-level prisoners should be allowed to wear their own clothes. (2.36)
- 3.13 Rules about when prisoners can wear their own clothes should include the core day and visits. (2.37)
- 3.14 Applications for property held in reception should be dealt with promptly. (2.38)
- 3.15 Prisoners in double-occupancy cells should be given keys to their lockable lockers to secure their personal possessions. (2.39)

### **Residential units: hygiene**

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- 3.16 All showers should be effectively screened through the installation of individual cubicles. (2.40)

### **Personal officers**

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- 3.17 Personal officer entries in wing files should consistently demonstrate engagement, and management checks should address entries that fail to do so. (2.49)
- 3.18 Managers should ensure personal officers work collaboratively with offender supervisors to support prisoners in the completion of sentence planning targets. (2.52)

### **Bullying and violence reduction**

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- 3.19 The prison should develop interventions to challenge the behaviour of prisoners displaying unacceptable behaviour. (2.54)
- 3.20 Violence reduction strategy monitoring logs should include a synopsis of the prisoner's behaviour during off-wing activities. (2.61)

### **Vulnerable prisoners**

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- 3.21 The prison should publish a regime for vulnerable prisoners located on H wing and this should include purposeful activity. (2.66)

### **Self-harm and suicide**

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- 3.22 All staff should be trained in the assessment, care in custody and teamwork (ACCT) foundation training. (2.75)

### **Applications and complaints**

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- 3.23 Prisoners should receive a receipt for applications when they submit them. (2.79)

- 3.24 There should be quality assurance of applications to ensure that responses are consistently appropriate and there should be a timescale for responses, similar to that in the complaints scheme. (2.80)
- 3.25 Where a complaint requires a response from a member of staff not currently available, an interim response should be sent to the prisoner and the complaint should remain live until it is completed. (2.85)
- 3.26 All complaints marked as racist by the prisoner submitting them should be forwarded to the diversity team for investigation. (2.86)

### **Legal rights**

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- 3.27 Information about the role of the legal services officer should be included in the induction pack. (2.89)
- 3.28 Provision for legal visits should be sufficient to meet demand. (2.92)

### **Substance use**

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- 3.29 The nursing workforce plan should include the training of staff to develop dual-diagnosis skills to further enhance the service to substance use clients with mental health problems. (2.98)

### **Diversity**

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- 3.30 There should be a prisoner diversity policy, informed by a needs assessment, that meets the requirements of anti-discrimination legislation and outlines how the needs of minority groups will be met. (2.102)
- 3.31 The prison should develop an integrated diversity action plan that outlines development objectives for all strands of diversity. (2.106)
- 3.32 There should be monitoring to ensure that no prisoners from any minority group are excluded or disproportionately affected by the prison's regime. Any findings should be highlighted and managed through the diversity and equality action plan. (2.107)
- 3.33 Prisoner diversity representatives should be appropriately trained and supported and there should be sufficient to cover all wings. (2.108)
- 3.34 There should be support/focus groups for all minority groups at Onley and the prison should use these groups to identify the range of needs and support required. (2.109)
- 3.35 The prison should ensure that there is external specialist diversity representation at diversity and equality action team (DEAT) meetings. (2.111)

### **Diversity: race equality**

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- 3.36 Completed racist incident report forms should not be signed off until all action required has been completed and recorded. (2.117)
- 3.37 Racist incident investigations should be validated by an external body. (2.118)

- 3.38 The prison should develop interventions to challenge the underlying attitudes and behaviours of prisoners found guilty of race discrimination. (2.120)

### **Diversity: prisoners with disabilities and older prisoners**

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- 3.39 All prisoners with an identified disability should, where necessary, have a joint care plan facilitated by the disability liaison officer and health care department and agreed by the prisoner concerned. Care plans should be reviewed and updated regularly on an agreed schedule. (2.132)
- 3.40 All personal emergency and evacuation plans should be up to date and clearly accessible to wing staff. (2.133)
- 3.41 An action plan should be compiled to monitor and manage progress following the review of the disability access report. (2.134)

### **Health services**

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- 3.42 There should be further additional accommodation for health care staff to enable more clinics to be delivered. (2.137)
- 3.43 Attendance at the dental clinics should be reviewed and measures taken to ensure that all clinics are used to their full capacity to reduce the waiting list for treatment. (2.156)

### **Learning and skills and work activities**

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- 3.44 Prisoners' initial allocation to activities should be reviewed following the development of their sentence plan. (2.161)
- 3.45 The level of vocational qualifications should be improved to provide appropriate progression routes, especially for prisoners who have prior experience and training. (2.166)
- 3.46 The quality of teaching and learning across all vocational training areas should be checked and best practices shared. (2.168)
- 3.47 Individual learning plans should provide clear information on the steps that learners need to improve to meet their resettlement goals. (2.172)
- 3.48 Learners on education courses should make better use of the library to develop and improve their skills in independent learning. (2.173)

### **Time out of cell**

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- 3.49 All prisoners should be allowed to spend at least 10 hours out of their cells on weekdays, except in exceptional circumstances. (2.180)
- 3.50 The core day should be applied consistently throughout the prison and conform to published requirements. (2.185)
- 3.51 Prisoners should have more time for evening association. (2.186)

## **Security and rules**

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- 3.52 Security information gathering systems should ensure that information is easily gathered and can fully inform the strategy. (2.198)
- 3.53 The prison should investigate the reasons for the high number of intelligence reports related to threats to staff from prisoners. (2.199)
- 3.54 Prisoners should not remain on closed visits for a minimum of three months if the monthly security review deems the risk has been reduced. (2.200)
- 3.55 The local security strategy should be fully revised and be in line for the population of category C adult training prisoners. (2.201)

## **Discipline: disciplinary procedures**

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- 3.56 The adjudication standards meeting should revise the adjudication tariff, and punishments should be fair and consistent. (2.204)
- 3.57 Adjudicating governors should fully explore the evidence and mitigating circumstances before concluding the adjudication. (2.205)

## **Discipline: the use of force**

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- 3.58 Prisoners should be given a formal debrief following an incident where force is used. (2.207)
- 3.59 The special cell should be refurbished to provide a decent environment. (2.208)

## **Discipline: segregation unit**

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- 3.60 Segregation exercise yards should provide a more engaging environment for prisoners. (2.217)
- 3.61 The prison should seek to reduce the number of prisoners in the segregation unit. (2.218)
- 3.62 There should be a more purposeful regime for prisoners in the segregation unit. (2.219)

## **Incentives and earned privileges**

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- 3.63 Information about the incentives and earned privileges scheme should be available on all wing notice boards. (2.220)
- 3.64 Officers' comments in wing files should cover prisoners' progress against sentence plans, and not just their behaviour. (2.221)
- 3.65 Prisoners on basic status should be monitored daily through regular comments in their wing files, and this should be checked by managers. (2.224)
- 3.66 Targets set for basic level prisoners should be individual and meaningful rather than generic. (2.225)

- 3.67 Prisoners on basic should be able to move to standard at the seven-day review if their behaviour has improved to an acceptable level. (2.229)

### **Catering**

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- 3.68 Breakfast should be served on the morning it is to be eaten. (2.233)
- 3.69 Lunch should not be served before noon and the evening meal not before 5pm. This should apply to all prisoners, including those on basic. (2.234)
- 3.70 The quality of food should be improved and steps taken to ensure it is hot enough when served. (2.242)

### **Strategic management of resettlement**

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- 3.71 The resettlement guide should be published to provide more information to prisoners about the resettlement services available. (2.250)

### **Offender management and planning: sentence planning and offender management**

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- 3.72 Offender supervisors should have appropriate training for their role. (2.252)
- 3.73 Offender supervisors should not be routinely detailed to other duties. (2.253)
- 3.74 Custody planning should be of sufficient quality, regularly reviewed and shared with the prisoner. (2.255)
- 3.75 The offender management unit should have a policy defining roles and responsibilities of all staff. (2.259)
- 3.76 The timeliness of OASys (offender assessment system) assessments and plans should be monitored. (2.260)

### **Offender management and planning: categorisation**

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- 3.77 The observation, classification and allocation database should be updated to reflect the number of category D prisoners waiting transfer to another establishment. (2.264)

### **Offender management and planning: public protection**

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- 3.78 The police intelligence officer should attend interdepartmental risk management meetings. (2.266)

### **Offender management and planning: indeterminate-sentenced prisoners**

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- 3.79 There should be regular focus groups for prisoners on indeterminate sentences for public protection (IPP) to discuss issues of concern. (2.270)

### **Resettlement pathways: education, training and employment**

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- 3.80 The prison should develop external employment links to assist vocational training opportunities for prisoners. (2.276)
- 3.81 Progression routes should be identified for new arrivals to inform them how their activities at Onley relate to the education, training and employment resettlement pathways, and to help plan their custodial time effectively to meet successful resettlement goals. (2.277)
- 3.82 Prisoners should be encouraged to make more use of the library and resettlement area for job search activities. (2.279)
- 3.83 The prison should ensure that all prisoners have equal access to the planned virtual learning environment for job search. (2.280)

### **Resettlement pathways: mental and physical health**

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- 3.84 Health care staff should be involved in the early planning for the release or transfer of prisoners. (2.287)

### **Resettlement pathways: drugs and alcohol**

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- 3.85 Prisoners should have access to a dedicated alcohol service following a further assessment of population needs. (2.290)
- 3.86 The P-ASRO programme should be reintroduced as planned in 2011. (2.297)

### **Resettlement pathways: children and families of offenders**

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- 3.87 The visits booking line should be accessible to visitors every day and in the evenings. (2.301)
- 3.88 Visitors should be permitted to book their next visit in person while they are at the prison. (2.303)
- 3.89 The role of the family link worker should be promoted across the establishment. (2.307)
- 3.90 Families should be invited to attend sentence planning boards. (2.310)
- 3.91 Prisoners who are carers should have additional free letters and telephone calls to maintain contact with their children. (2.311)
- 3.92 Prisoners should not have to wear a high visibility sash during visits. (2.320)
- 3.93 Facilities for children during visits should be improved. (2.321)

### **Housekeeping points**

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- 3.94 Photographs of personal officers should be displayed in key areas throughout the prison to assist the promotion of the personal officer scheme. (2.47)

- 3.95 The prison should ensure reasonable access to prison shop products immediately upon transfer, in order that basic needs are met. (2.245)
- 3.96 Information on the visiting order about the opening times of the visits booking line should be updated. (2.302)
- 3.97 Prisoners should be held outside the visits hall until their visitors have arrived there. (2.322)

### **Good practice**

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- 3.98 The daily holistic course provided good support for victims of antisocial behaviour. (2.62)

## Appendix I: Inspection team

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Martin Lomas	Team leader
Sandra Fieldhouse	Inspector
Keith McInnis	Inspector
Kevin Parkinson	Inspector
Andrea Walker	Inspector

### **Specialist inspectors**

Mick Bowen	Health services inspector
Neil Edwards	Ofsted inspector
Karen Adriaanese	Ofsted inspector

## Appendix II: Prison population profile

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Status	21 and over	%
Sentenced	622	91
Recall	61	9
<b>Total</b>	<b>683</b>	<b>100</b>

Sentence	21 and over	%
6 months to less than 12 months	16	2.3
12 months to less than 2 years	73	10.7
2 years to less than 4 years	230	33.7
4 years to less than 10 years	287	42
10 years and over (not life)	30	4.4
ISPP	47	6.9
<b>Total</b>	<b>683</b>	<b>100</b>

Age	Number of prisoners	%
21 years to 29 years	370	54.2
30 years to 39 years	197	28.8
40 years to 49 years	91	13.3
50 years to 59 years	21	3.1
60 years to 69 years: <i>maximum age=68</i>	4	0.6
<b>Total</b>		<b>100</b>

Nationality	21 and over	%
British	681	99.7
Foreign nationals	2	0.3
<b>Total</b>	<b>683</b>	<b>100</b>

Security category	21 and over	%
Cat C	666	97.5
Cat D	15	2.2
Other	2(YOI)	0.3
<b>Total</b>	<b>683</b>	<b>100</b>

Ethnicity	21 and over	%
<i>White</i>		
British	401	58.8
Irish	8	1.2
Other white	8	1.2
<i>Mixed</i>		
White and black Caribbean	31	4.5
White and black African	6	0.9
White and Asian	2	0.3
Other mixed	13	1.9
<i>Asian or Asian British</i>		
Indian	28	4.1
Pakistani	16	2.3
Bangladeshi	11	1.6
Other Asian	8	1.2
<i>Black or black British</i>		
Caribbean	86	12.6
African	11	1.6
Other black	21	3
<i>Chinese or other ethnic group</i>		
Chinese	2	0.3
<i>Not stated</i>	31	4.5
<b>Total</b>	<b>683</b>	<b>100</b>

Religion	21 and over	%
Church of England	163	23.9
Roman Catholic	94	13.8
Other Christian denominations	58	8.5
Muslim	114	16.7
Sikh	10	1.5
Hindu	7	1.1
Buddhist	9	1.3
Jewish	1	0.1
Other	21	3.1
No religion	206	30
<b>Total</b>	<b>683</b>	<b>100</b>

#### Sentenced prisoners only

Length of stay	21 and over	
	Number	%
Less than 1 month	93	13.6
1 month to 3 months	148	21.7
3 months to 6 months	196	28.7
6 months to 1 year	178	26
1 year to 2 years	62	9.1
2 years to 4 years	6	0.9
<b>Total</b>	<b>683</b>	<b>100</b>

Main offence	21 and over	%
Violence against the person	147	21.5
Sexual offences	5	0.7
Burglary	118	17.3
Robbery	125	18.3
Theft and handling	35	5.1
Fraud and forgery	6	0.9

Drugs offences	133	<i>19.5</i>
Other offences	114	<i>16.7</i>
<b>Total</b>	<b>683</b>	<b><i>100</i></b>