



ONE3ONE – Quality and Fairness in Everything we do.

The following statement outlines how the central ONE3ONE team will meet the requirements of the Code of Practice in seeking to win new work.

Working gives prisoners the opportunity to learn new skills and prepare for employment on release, resulting in better opportunities for them to rehabilitate whilst making reparation. Work in prison is also an opportunity to generate separate funds for reparation and rehabilitation.

The Government wishes to see more prisoners working, and working longer hours, where work can be recognised as productive and is delivered in an 'employment like' atmosphere. We will deliver this ambition working in partnership with the private and public sectors, expanding our range of partners as we seek to add to the capacity of the UK economy

In doing this, we will function as part of our partners' supply chains. We will work consistently at high standards of quality. This will be aided by continuing investment in production and checking systems, and customer service. Partners will be able to enhance the skills and productivity of working prisoners.

We will be a trusted and ethical partner. We will do this by adhering to the following principles.

We will compete fairly for work

When acting as an undertaking, we are, like all other organisations, subject to the Competition Act 1998, and EU law more generally, which prohibits anti-competitive agreements and abuse of a dominant market position. Our policy is clear in this respect: we do not offer prices which breach rules on illegally excluding competitors or exploiting market power. We will also avoid any form of unlawful subsidy in this work which might otherwise also have an impact on the market.

We will set our charges fairly, with reference to the market price for the goods and services we offer. We will also be competitive. Different issues apply to working in prison than to work that takes place in the community and our approach to charging will reflect this.

Community

Each prison is a part of the local and national community, and its workshops likewise.

We will look for opportunities to support the economy, and in particular Small or Medium Enterprises, and to help retain or provide jobs in the community. We will actively seek work which would not otherwise be done in the community, looking in particular to support efforts to reshore work from outside the EU to create new jobs in the community.

We will not take work where we know that doing so will be the direct and sole cause of jobs in the community being substituted without replacement, and commit in such situations to having at least a neutral overall effect. We will seek to understand and be sensitive to the economic conditions of where the work is delivered, and Governors and Directors are encouraged to work with local partners to ensure this.

We will treat prisoners with dignity and respect

Prisoners work under a specific legal framework. We do not and will not exploit them. We will always ensure that our partners, treat prisoners with decency and respect. All applicable Health and Safety, anti-discrimination and other standards and legislation, including the European Convention on Human Rights, will be followed. Prisoners' working and living conditions are inspected regularly and all complaints are investigated and, where appropriate, acted upon.

Governor Directors have the freedom to make prison work productive and increasingly similar to that found in the community where practicable, including giving prisoners the opportunities to volunteer for work and giving greater opportunity for those who work well to progress to more challenging and responsible work. They can also link pay to productivity. However, the rates at which prisoners are paid for working will continue to reflect the special circumstances of work in prison. Prisoners' immediate pay for working inside prisons is therefore not likely to approach rates in the community, and nor will they be given formal contracts of employment for working inside prisons.

Complaint

We will always seek to abide by this Code, but accept that there will be occasions when we need to demonstrate that that has been done.

There are established avenues of complaint available if you consider that we have acted improperly, in breach of competition laws or state aid rules. Our processes for dealing with any complaint will not override or conflict with these procedures.

We will take complaints seriously and where they fall outside the established remedies, will investigate these carefully. Our response to your complaint will be considered and approved by the Chief Executive of ONE3ONE.

If that process is not satisfactory, you may ask the sub committee of the Working Prisons Delivery Board to take further action. That request will be considered by non-Executive Directors, legal advisers and the head of the Ministry of Justice independent internal audit function alone. Where action is warranted it will be taken forward.

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