



ONE3ONE
SOLUTIONS
JUSTICE WORKING FOR YOU

“ I am determined to make sure families feel safe in their homes and can walk their streets freely and without fear. It is the first duty of government to protect the public and ensure that those who play by the rules are kept safe.

Prison is about punishment, first and foremost, and also gives vital respite for communities and victims of crime. But it needs to be about more than that. It needs to reform and rehabilitate prisoners so that when they come out, they are less likely to fall back into crime, creating more misery and more victims.

The government wants prisons to be places of punishment with a purpose. Instead of prisoners sitting in their cells, we want them to work hard and reform themselves. Prisoners working productively towards their own rehabilitation will contribute to the UK economy and make reparation to society.

Many businesses, large and small, already make use of prison workshops to produce high quality goods and services and do so profitably. They are not only investing in prisons but in the future of their companies and the country as a whole.

I urge others to follow their lead and seize the opportunity that working prisons offer.

Rt Hon David Cameron MP, Prime Minister

“ Reoffending brings with it significant costs to society. Working in prisons can provide prisoners with an opportunity to gain work related skills and experience that can help them reintegrate into society on their release, building their potential to become hardworking future employees. The CBI fully supports ONE3ONE Solutions and the initiative to bring more commercial work opportunities into prisons.

John Cridland, CBI Director General

“ I believe the business community should do more to help rehabilitate prisoners and find opportunities in the workplace. We need to be creative and flexible in our approach to find jobs and work contracts. Initiatives such as ONE3ONE are a step in the right direction.

“The more productive you can make people while they are in prison the more they can learn and the better their chances of succeeding once they are let out. Everyone deserves a second chance and research shows that many ex-offenders are more committed and willing to do more than ‘just the job’ and are grateful for the opportunity to do something worthwhile.”

Sir Richard Branson, Virgin

ONE CHANGE TO YOUR BUSINESS

ONE3ONE is an enterprise with a difference. We have 131 locations across England and Wales, utilising a workforce of motivated prisoners who are looking to repay society and build outstanding business relationships with you.

We deliver many high quality products and services for household names. We help businesses with textiles, printing, laundry, woodwork, furniture making and engineering in all sorts of innovative ways. We have tens of thousands of workers in more than 450 facilities in Her Majesty's prisons. We want to create new work opportunities and that is where you come in.

It doesn't matter what size your company is, we have experts in all forms of manufacturing, logistics and customer services just waiting to change the way you do business for good.

3 GREAT REASONS

1 We are ready – our facilities have the capacity and workforce to build the best solutions for your company. Our flexibility and our commitment to offer more work opportunities to prisoners means that we are ready right now to offer more to business.

2 We are nationwide – you are never far away from one of our locations. Whether it is working with your business locally or

nationally, supporting innovative ideas or linking up to provide goods or services – we have the scale to match your ambition and can shorten your supply chain.

3 We are justice working for you – We offer you a social return as well as great business benefits. Our team is motivated to help change lives as well as satisfy your customer needs.

Offenders are motivated to work and return to their lives outside better prepared for work. It is a way to give something back to your community.

ONE NEXT STEP

Those who are already working with ONE3ONE tell us the best call they made was the first one.

Better still, come to visit us at one of our locations across England and Wales and you will see we are open for business.

It could change the way you run your business.

Call:
0300 047 5239

Email:
ONE3ONE@noms.gsi.gov.uk

Find us online:
www.ONE3ONE.justice.gov.uk

THREE FLEXIBLE SOLUTIONS

Because of ONE3ONE's scale and diversity we can support a wide variety of needs 24 hours a day. Our flexibility could be the strength you have been searching for. Look at the three choices we offer:

1

We can produce your merchandise to order

Whatever you need us to do, we have the capacity.

Already on the production line are:

- Workwear/uniforms
- T-shirts and jeans
- Office and garden furniture
- Windows and doors
- Leaflets, marketing material and signs

2

We can be part of your supply chain

Assembling and packing your products.

Our workers currently:

- Wrap and box headphones
- Assemble plastic poppies
- Inject plastic moulds
- Pack meal portions
- Repair equipment
- Run laundry services and alterations

3

We can host your business

Saving you the hassle of managing a number of overheads, providing you with a flexible workforce that meets your needs as your business changes and grows.

We already host companies:

- Making furniture
- Running digital marketing
- Packing and storing supplies

The companies we are working with have expressed genuine surprise at the level of work we are able to produce and the resources and facilities we have to offer. We have the space, the people and the flexibility. We are open to new ideas and open for business.

Deborah Butler, Governor HMP Featherstone



ONE LOOK AT WHAT WE ALREADY DO

You can see our diverse range of locations, and some examples of where work is already underway, benefiting businesses and their local communities.

PRINTING

We have presses, cutting and laminating equipment across our network.

At present a workforce of 500, supervised by over 50 instructors in almost 30 workshops provide competitively priced, high quality print, signage and data processing solutions. At HMP Maidstone our ISO 9001:2008 accredited unit has the capacity to achieve 66,000 sheets per hour across B3 and B2 lithographic presses.

Our facilities and services include:

- litho and digital printing
- Signage, leaflets, business stationery and brochures
- Print finishing such as binding, folding and laminating
- Desktop publishing
- Direct marketing and data entry



TEXTILES

One of our longest associations is with the textile industry. In 2011 we produced over 2.3 million pieces across our operations, including aprons for a large supermarket chain.

We have large workshops, typically involved in:

- Cutting
- Manufacturing
- Inspection and packing

Our facilities include:

- Cut, make and trim (CMT)
- Embroidery machines
- Computer assisted flat beds



ENGINEERING

We have 16 engineering and aluminium double glazing workshops offering 614 prisoner work places. Our workshops are equipped to handle both sheet and fabricated products using modern machinery capable of producing high quality products.

Our engineering work includes:

- Machining
- Sheet metal work
- Powder coating
- Welding and fabrication
- Assembly



LAUNDRY

We have significant experience providing industrial-scale laundry services. Across the country, we provide laundry solutions for hospitals, police forces and even rugby clubs. We have 40 workshops employing about 800 prisoners and over 70 instructors.

Our facilities include dedicated space for:

- Continuous batch washers
- Washer extractors
- Tumble drying
- Folding and sorting



WOODWORK

Twenty woodwork workshops offering 700 prisoner workplaces. Our workshops are equipped to handle both sheet and solid wood products using modern machinery capable of producing high quality products

We manufacture and refurbish wood products including:

- Machining – cutting, moulding, edge banding, turning, sanding and spray finishing
- Assembly
- Joinery



With the recent refurbishment of HMP Wymott laundry, the prison laundry is now comparable with any private commercial laundry.

D.I. Jaszczuk, Instructional Officer, HMP Wymott Laundry



IT WORKS FOR YOU

ONE3ONE have proven experience in delivering quality solutions at fair and competitive prices. We operate behind prison walls but these are no barrier to business.

A straightforward relationship – working with us will be no different to contracting with any other provider. Prisons are a secure environment but this can be a real advantage and working with us will be a straightforward business transaction. When we work with you we will give you all the support you would expect from a partner in your business.

You can trust us – we compete on quality as well as cost. We will always deliver the best standard of service. Over 1,000 instructors are employed to oversee and motivate prisoners delivering your work. Our instructors are some of the best in the business at training and developing skilled and unskilled workers. And our prisoners want to work and take pride in what they do, gaining valuable life skills and work experience along the way.

Safe and secure – many of our prisoners are trained to work with a range of tools and materials. Whether it is welding machines, cleaning chemicals, sewing machines or printing presses, we comply with all health and safety standards and develop our workforce. Our doors are open for business, but naturally prisons are secure 24 hours a day. This means there is no concern about separate security contracts to protect goods or stocks.

Excellence. Simply delivered



DHL runs a complex retail service for prisons across England and Wales where prison workshops with 800 prisoners receive orders, pick, pack and ship across the prison estate. The partnership has led to a number of work opportunities for offenders on temporary release with the logistics giant.

Huw Jenkins, Vice President DHL (Public Sector) said he would recommend ONE3ONE because of its **dependable workforce.**

He adds: “Working offenders can offer a valuable contribution to operations using their enthusiasm and intelligence. It is great experience for our managers and colleagues. Ex-offenders who come through the system offer a very loyal approach to their employer.”

Chris Taylor, DHL, General Account Manager:

“Anyone would be lying if they didn’t admit to some trepidation when first visiting prison, but I have been impressed by the level of investment and quality of output. Once you are through the door we like to create an environment identical to any DHL workplace. Prisoners are colleagues.”

IT WORKS FOR PRISONERS

Improved opportunities to work in prison are the building blocks helping prisoners adapt to a real work environment and become productive members of society.

Prisoners, often for the first time, will work full, productive weeks and will make a further contribution back to society.

Prisoners will:

- Extend their skills and Collaborate within a team
- Build their CV
- Develop self confidence

We have developed the provision of training and qualifications inside prison so that it links to vocational opportunities available outside.

Our approach is to replicate the experience of everyday working life.

Our prisons operate to a set of values which include being open, honest, transparent and treating prisoners with decency and respect.

“I find the colleagues we’ve recruited from prisons are among the best we’ve got. We simply recruit people who we feel deserve a chance and think the best way to avoid people going back to prison is to give them a good job.” James Timpson

TIMPSON
Great Service by Great People



Making London 2012 a British success

Amaryllis are a British force to be reckoned with in the management of recycling furniture, fittings and equipment. Their work with prisons has led them to UK success and now the road to the London Olympics.

David King, Chief Executive said: “Prisons have vast space and facilities. They have lots of people who can provide labour and resource. I like to think of it as super-serviced accommodation.

“You have to get used to working in a secure environment, ensuring that people are trained, but the upside is that you can secure your supply chain – prisons don’t go bust.

“The programmes we have put in place are a benefit to us, but also to the prisoners as they will be trained and have an NVQ qualification at the end of their sentence.

“Our most significant success to date is through our brand ‘Reform’, which is a partnership between Amaryllis and the Prison Service, where we are providing refreshed and remanufactured furniture for the Olympic Games.”

John, an offender at HMP Kirkham said: “I’ve learned a lot from working for Amaryllis. Before I thought stuff just got chucked away. We are here from 7.45am to 4.45pm, making use of all the furniture that comes in and learning about recycling.”





I have personally been exceptionally pleased with the skills and quality of workmanship demonstrated by prisoners. I have seen this first hand through prisoners that work for my business, both during and after their sentences. I was so pleased with the quality of furniture in one prison that I ordered more for Timpson's offices.

James Timpson, Timpson Ltd



The print shop has given me a good background for my future prospects.

Alex, Offender, HMP Wymott

IT WORKS FOR SOCIETY

As well as excellent commercial benefits for your business, working with ONE3ONE helps deliver your corporate social responsibility objectives. We support the Government's commitment to 'Breaking the Cycle' of crime and reoffending.

We know that offenders are less likely to reoffend if they gain employment after release. Through working in prison, offenders are helping to generate revenue which contributes financially to victim services and their own rehabilitation.

The cost of crime and reoffending directly impacts on your local community. Paying back to society is one of the great strengths of our enterprise. It truly is justice working for you.

"We're here to help change the lives of offenders and in doing so protect the public and prevent victims. Making prisons places of productive work, providing the discipline and challenge of a full working week to offenders will make a contribution to these aims. Work in prisons will contribute to their rehabilitation, support victims particularly through financial means and make a more positive contribution to wider society."

Michael Spurr, Chief Executive Officer, National Offender Management Service

Prison governors are industry focused

Paul Norbury, Governor at HMP Wymott is justifiably proud of the achievements across multiple industries at the prison. He explains:

"HMP Wymott is a large adult male training establishment, with around half of our overall prisoner population of 1,176 being employed in our industrial workshops on

a daily basis. This includes engineering, laundry, textiles, printing and contract services work. Significant recent investment has been made in the areas of our laundry, print and engineering workshops and there is considerable potential for future successful partnership working in these areas and elsewhere."

One offender, Alex has worked in the print workshop since he arrived at HMP Wymott. Initially he felt intimidated and confused by the machinery and the unfamiliar workshop

environment. Soon, however, he found himself looking forward to his working day and what he might achieve in the future. He says:

"The print shop has given me a good background for my future prospects of employment after release. This is due to some of the excellent training by the staff and instructors. It has enabled me to undertake an NVQ qualification. It has also been a great help to my self esteem and given me pride in what I do and can achieve in the working environment."

ALREADY THROUGH THE GATE

Uniquely for a new organisation, we draw on the experience of prisons that have an established and successful reputation with key industries such as recycling, industrial laundry, printing, furniture and textiles. We already have 190 external customers and provide a range of services for internal markets across government.

We find flexible solutions for brands such as: DHL, Amarylilis, Timpson, Summit Media, Boss Design, Dextra Lighting, LMB & Co, Williams Lea, York Timber.

Now let's work together to find the right solution for you.

Grow a green business

Polymer Recycling use ONE3ONE's high security establishments for a secure recycling business. Initially they had concerns about prisoners handling potentially sensitive materials. Darren Johnston, Production Manager explains how these initial concerns were quickly overcome:

"After meetings and discussions with various prisons, all of the potential security issues have now been resolved.

"Polymer Recycling Ltd has been able to grow as our principal suppliers of physical media are secure in the knowledge that their material is being securely handled and can in no way find itself back into the marketplace."

POLYMER RECYCLING LTD

Completing the circle

Tailored to your needs

LMB Textiles sort and recycle old clothing. They have been working with prisons since 1995. Ross Barry, Business Development Manager explains:

"It's allowed us to continue manufacturing in the UK, which I don't think otherwise would've been possible. Most of our

competitors moved to Eastern Europe about 10 years ago.

"Using prison workshops has helped LMB to expand and develop our business. It has allowed us to continue to work in the UK and given us extra capacity and the ability to expand quite quickly and easily should we need it."

LMB has expanded its business to four establishments, with about

150 prisoners working for them. ONE3ONE has worked closely with them to ensure the physical environment of each workshop is tailored to their business needs and that we can adapt as their business needs have grown.



Food for thought

At HMP Kirkham, we host the business CALPAC Ltd, which stores, packs and dispatches food.

The prison governor has committed to provide CALPAC with the buildings, facilities and resource pool to deliver their business. He also ensures that the necessary security features are in place, and facilitates deliveries and collections to and from the prison.

CALPAC have been able to train their workforce to suit their needs, and retain close control over the daily production, processes and supervision of the business. Their overheads are minimised and all costs are included in the price they have agreed with the prison.

Mike Perry, Director of CALPAC (pictured) said:

“The financial costs of setting up a business within a prison are considerably lower. As far as the motivation of the lads or the work that they do, you definitely wouldn’t know that it was within a prison. It’s probably one of the most efficient units that I’ve ever worked in.”





Having a vast professional background in the textile industry we pride ourselves in producing quality garments working with state of the art machinery.

Instructional Officers, Debbie Goodman and Carole Devlin, HMP Wymott.

QUALITY AND FAIRNESS IN EVERYTHING WE DO

We manufacture products of high quality. Our headquarters are registered to ISO 9001:2008, and many of our prisons have attained sector specific quality standards to run businesses in a safe and compliant way.

We operate under a Code of Practice that ensures we behave fairly with regard to both prisoners and UK business.

We will not exploit prisoners and they will need to demonstrate a willingness to work before they are utilised on commercial work, nor will we unfairly undercut established business.

We do look for opportunities to support jobs in the community and UK supply chains.

Further details and the full Code of Practice under which we operate can be found at www.ONE3ONE.justice.gov.uk

“The Government has been keenly aware of the need to operate fairly. ONE3ONE’s commitment to making sure that it is not the cause of jobs in the community being substituted, to competing fairly and to seeking opportunities to support local business and jobs, is a significant and very welcome step forward.”
John Cridland, CBI Director General

Social solutions

Summit, the UK’s leading retail-only digital marketing and e-commerce consultancy, started life in 2000 at HMP Wolds. Today, they employ 110 staff at four offices. The 28 staff at the Wolds office include a number of prisoners working on affiliate marketing and social media.

Over 450 prisoners have already worked with Summit, and after release, many former prisoners have gone on to become full-time members of staff.

Hedley Aylott, Co-founder and Managing Director, says:

“We have now worked in the prison in partnership with HMP Wolds for eleven years. The office we equipped is comparable with the best standards of any outside accommodation. Our highly motivated staff are loyal and hardworking and realise they are being offered a once in a lifetime opportunity to have a decent future as honest tax paying citizens. As time has gone by there are many success stories to feed the resolve of those working towards their future.

“Those who go on to work for Summit on release are seamlessly integrated into the outside office, enjoying parity of esteem with their colleagues. Two of the most senior positions in the company are held by ex-offenders who have worked for Summit for ten and eleven years respectively. We highly value our prisoner colleagues, past and

present, who have made such a valuable contribution to the growth and success of Summit. Above all, they have rewarded our faith in setting up Summit inside the prison and demonstrated so many successes in turning their lives around.”

HMP Wolds is operated by G4S. Cathy James, Director says:

“Because we are ourselves a commercial operation, we fully understand the needs of the commercial partners with whom we do business. We are committed to helping them to make their business a success.”



MEET THE ONE3ONE TEAM

Discover the people who will make a difference to your business, to the future of offenders and to the society we live in.



One ambition

Michelle Jarman-Howe Chief Executive of ONE3ONE Solutions:

“We are open for business. This enterprise provides exciting opportunities for your business and your future. Our ambitions for ONE3ONE are to develop these unique opportunities into really exciting business relationships. We can provide you with a competitive and flexible service. I am confident that you will be pleased with the results.”



131 local business leaders across our enterprise looking for new opportunities

Richard Vince, Governor of HMP Manchester:

“When taking on new work it is important to get to know your customers and what their expectations are. Giving the customer what they want, quality, communication and an on time service helps achieve this.



1,000 instructors that put quality first

Tommy Wilson, Instructional Officer, HMP Wymott:

“In the printing department we offer a high standard of training in all aspects of industrial printing, up to and including City & Guilds qualifications.”



And a motivated workforce of tens of thousands

Martin, Offender

“The goals we get set, we achieve within the 40 hours per week. Working in here has made me think that I can get a job in a factory when I get out.”



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