



Annual Report of the Independent Monitoring Board at HMP/YOI Feltham

**For reporting year
31 August 2024 to 1 September 2025**

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Introductory sections 1 – 3

1. Statutory role of the IMB

The Prison Act 1952 requires every prison to be monitored by an independent board appointed by the Secretary of State from members of the community in which the prison is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

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

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

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment¹

Feltham changed enormously in the reporting year.

It is now two fully distinct establishments, each with its own Governor and senior management team. A few services remain shared, e.g. chaplaincy and the kitchen. The trial, which started last year to split the governorship responsibilities, has, in the considered view of the IMB, been very successful. The built estate is still very much wanting. The roofing project, which has been promised by the Ministry of Justice (MoJ) since 2018, has yet to be realised, so the visits hall is almost unusable after heavy rain. Any capital projects are never delivered within the stated time frame. Centrally controlled procurement and poor delivery of infrastructure projects is a major roadblock to improvements.

Feltham A YOI is the only YOI in England from Cornwall to the Midlands. It takes all young offenders from that area, and chiefly from the large and diverse population of Greater London, which includes two of the most deprived areas in the UK with regard to deprivation among children. Feltham houses boys aged 15-18, both on remand and convicted. Most have had experience of local authority care before custody. The average remand population (i.e. those in the process of standing trial or awaiting sentence following conviction) during the reporting period was 55%. 14 are over 18 years of age. Most are charged with, or convicted of, the most serious offences. The roll was at around 90 for most of the reporting year. This has long been regarded by management as the optimal number for a stable environment and consistent regime delivery. However, the number crept up to 100 and continues to hover between 100 and 110, which is concerning. The high number of remands and the turnover of the population is a cause of instability.

In January 2025, a new senior leadership team was put in place and this has overseen the launch and implementation of the new Youth Custody Services framework: 'Road Map to Effective Practice.' The IMB has been monitoring this with close interest for nine months and, at the end of the reporting year, we could see the beginnings of some improvements. Sadly, by the time of writing this report, in October, staff absence is again high, and A side has reverted to the vicious circle of little time out of room, increased violence and staff absence.

HMP Feltham B is now a category C establishment, with no age limit. All prisoners are convicted and sentenced. Prisoners come from all parts of England and Wales, and some are far from home and families.

The average monthly number of foreign national prisoners on Feltham B was approximately 56.6, with monthly figures ranging from a low of 33 to a high of 86.

The challenge of the last year has been to change what was formerly a YOI for young adults up to age 21 into a fully functioning adult male category C prison. The Governor has introduced some transformational initiatives. These include the

¹ Figures included in this report are local management information. They reflect the prison's position at the time of reporting but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

'Standing down non-associations implementation plan'²; free flow³ to workshops and education, and improved gate security and staff discipline. The IMB has monitored progress and can see positive changes, such that Feltham B is a very different place from 12 months ago.

As in our previous reports over recent years, IMB at Feltham would like to thank the senior leadership team and staff for their patience and courtesy to our volunteers. Without the co-operation of staff, it would be impossible to monitor effectively. The IMB observes every week that staff treat both children and adult prisoners with care and dignity. We see that the staff at Feltham do a very difficult job on behalf of the public and we constantly see good examples of good management of the unique challenges of a prison environment and professionalism.

Population:

	Feltham A	Feltham B
1 September 2024	123	459
31 August 2025	103	450

² Definition of non-associations: this refers to where prisoners who have certain named other prisoners within the establishment with whom they cannot associate, and from whom they must be carefully kept apart at all times, for fear that the prisoners will be violent towards each other.

³ Free flow is when prisoners can move freely in mixed groups to workshops, education or other activities.

3. Key points

3.1 Main findings

Safety

Enhanced gate security measures have been introduced this year. Although airport-style X-ray machines are not yet in use, the measures taken have achieved a reduction in the amount of contraband entering through the staff entry gate route.

Feltham A

Staff absence has continued to impact the children's regime. The main reasons for staff absence are training requirements and sickness. It appears to the IMB that staff sickness levels tend to be high, particularly at times of school holidays. Some steps have been taken to follow up staff attendance issues. When staff are not there, for whatever reason, the boys remain in their rooms. The IMB made this point in last year's report.

From January 2025, significant attempts were made by the leadership team to reduce the number of non-associations (restrictions on a child's movements in the prison, due to a risk from another prisoner or prisoners) and to minimise the number of different regime groups on each wing. This had a positive impact, with a reduction in protesting behaviours, such as going at height (which would typically involve prisoners climbing over bars on a landing). However, from October 2025, violence increased, both assaults on staff and between boys. Incidents at height occurred again and weapons were found. There have been some violent attacks on staff, leading to staff absence.

The enhanced support unit (a national resource) has re-opened, with dedicated and specifically trained officers who appear to have worked hard to support a small group of boys with highly complex needs.

Many of the children at Feltham have highly complex needs and mental health problems, which results in very challenging behaviour, including the making of and using weapons.

Feltham B

The reduction in non-associations, or 'keep apart', has enabled prisoners to mix, facilitating free flow to education and workshops. Violent incidents do still occur, now mainly in the secure link areas. Assaults on staff have decreased. In June 2025, Feltham recorded its lowest number of staff assaults since early 2023, with two staff assaults.

Fair and humane treatment

Feltham A

From the Board's observations, officers continue to treat the boys very well, even in instances when boys have assaulted them or been offensively rude. The Youth Custody Service (YCS) 'Road Map to Effective Practice' was starting to succeed in increasing time out of room until October 2025. Although outside the period covered in this report, the Board is now compelled to say that, as of November 2025, time out of room for boys is extremely low. Entire units are getting less than two hours out of their rooms some days, even in the week. Education and workshops are routinely cancelled, so that from mid-October to the last week in November, in no single week has there been a full timetable of education classes, and there are cancellations of activities on many days.

There are a number of planned weekend and evening activities, but these are only accessible to small numbers of young people (YPs) and only when staff numbers are able to get boys out.

In March, the IMB was told that a capital bid for new showers on Jay and Eagle units had been signed off but work still has yet to commence.

Feltham B

Staff on B are observed by IMB to treat prisoners fairly and respectfully. Prisoners were complaining to IMB members for most of the reporting year that they did not have enough time out of their rooms and purposeful activities were 'boring' or a 'waste of time'. Towards the end of the reporting period, this somewhat improved, with bigger numbers attending workshops and education and more association. This was as a result of standing down 'keep aparts'.

Health and wellbeing

Feltham A

The co-location of support and therapeutic services on residential units has, overall, been a positive move in supporting the boys, in the Board's view. However, there is still difficulty in accessing the boys for interventions and many appointments do not take place. There remains a lack of suitable rooms for one-to-one meetings.

Feltham B

From the Board's observations, the biggest improvement has been the successful introduction of two substance-free living units.

Dental care provision was disrupted this year by the prolonged refurbishment of the dental room, which was closed from end of March to late August.

Education and training

Feltham A

Delivered hours of education for boys are still below the YCS recommended minimum (15 hours per boy, per week) and far below what is planned each week. It is commendable that the education provider is ambitious in its planned weekly hours of delivery, but the boys are not receiving the planned amount of teaching. There are

multiple reasons for this, mostly outside the control of the education provider. There are areas of real excellence in education, but places are very limited. The education courses are not designed for the short-term goals of the many of the boys on remand.

Feltham B

The initiative to eliminate 'keep apart' and introduce a free flow of prisoners has enabled many more men to attend workshops and education. However, there is a shortage of workshop places. When the IMB visits workshops, we are continually disappointed to see so few men there. The bricks workshop has been closed throughout the reporting period, due to the failure to install an extractor fan/air filter for brick dust. This is lamentable and one example of the failure to deliver any building or renovation projects in a timely and cost-effective way. It is especially disappointing, as Feltham already has a bricks workshop instructor ready to teach bricklaying.

Progression towards transfer or release

Feltham A

The resettlement team is highly motivated but short staffed. The IMB continues to be concerned that release plans are finalised very close to release dates, with boys unsure of where they will be living. This causes them distress and anxiety. The social work team fell from three to only one member, which left many children who entered with care orders without a link to their local authority. There is now a full social work team.

Feltham B

Staff shortages in the resettlement and offender management unit team (OMU) are having a significant impact on both sentence planning and planning for a successful release. Prisoners tell the IMB of their numerous concerns and questions about their sentence planning, because they have no support and guidance from the OMU. The OMU team can only prioritise those due for release within 12 weeks.

3.2 Main areas for development

TO THE MINISTER

- What is being done to recruit staff to the Probation Service? The shortage of probation staff hampers delivery of resettlement services in prisons and will be a serious impediment to the proposed community sentence proposals in the Government's Sentencing Bill.
- The IMB understands that recent changes to visas for overseas workers will prevent many foreign national people who have recently joined the Prison Service from continuing to work in the UK. These trained and operational working prison officers face deportation. The changes will also prevent current overseas applicants from being successfully recruited. In this situation, where else will the Government look for prison staff?

TO THE LOCAL AUTHORITY

- What plans are in place to support 18-year-olds with complex needs who are released from a children's prison, in terms of housing and probation support?

TO THE YOUTH CUSTODY SERVICE

- When will there be sufficient meaningful activity to allow all boys to have more time out of their rooms, particularly at weekends and on bank holidays?
- The education contract with Shaw Trust is in year three of seven years. It is not fit for purpose in a number of key respects. When will the education contract be revised so it *is* fit for purpose?
- What steps will you take to support the A side Governor in recruiting more staff for resettlement and well-being teams?

To the A side Governor

- The IMB understands there is an intention to open Grebe unit as a construction workshop area. When will this be achieved?
- What steps will you take to improve staffing levels in the resettlement team?
- What steps will you take to improve staffing levels in the wellbeing team?
- What plans are in place to further increase time out of room for the boys at the weekends and in the evenings?

To the B side Governor

- The IMB has seen plans to increase workshop capacity by early 2026. What steps will you take all steps to ensure these plans are delivered?

3.3 IMB review of progress and ongoing issues

The 2022-23 report, published in January 2024, and ongoing issues:

Issue raised in January 2024	Response given in 2024	Progress, as of August 2025
<u>To the Minister</u>		
STAFFING	Dedicated national campaign to recruit youth justice workers.	Dedicated national campaign to recruit youth justice workers.
Recruitment of probation staff?	Additional funding; staffing levels in London increased 13% in the year ending December 2023; additional support in London through Civil Service detached duty scheme; alumni scheme to recruit returners to the Probation Service.	August 2025: 56 of 200 members of staff require visas to work on Feltham B and will soon lose their right to work under the changes to government rules from July 2025. August 2025: probation staffing at crisis level. Feltham should have five Probation Service prison offender managers (POMs), but only has one.

Prisoners' lost property	The Prisoners' Property Policy Framework was introduced in 2022. Onus on Governors and Directors to ensure management checks are undertaken to have confidence that prisoners' property is being handled correctly and with care. HM Prison and Probation Service (HMPPS) to monitor framework and see if improvements can be made.	Raised again in 2023-2024 report. lost property is an ongoing issue but the IMB feels we have had fewer applications regarding this and reception staff feel confident to approach other establishments directly.
Information sharing between social services and the YCS, so looked-after children (LACs) receive entitlements.	The Youth Custody Service (YCS) will build relationships with local authorities (LAs) and site safeguarding teams. Working-together guidance being prepared by the YCS and the youth justice board (YJB).	The designated social work team has been reduced to one member this year. A new lead recruited in August 2025. Huge efforts are required by the resettlement and social work team to liaise with local authorities.
<u>To the YCS/HMPPS</u>		
Staff absence and improve retention	Answer, as above, given by the Minister.	In August 2025, the staff attrition rate had fallen. Staff sickness in Feltham A is still high. In 2025, Feltham B saw many staff on performance reviews, but staff sickness rate is low.
Can local authority funding for SEN/EHCP children follow them into custody?	The YCS does not qualify for additional LA funding to support SEN/EHCP children: 'We are working with the Department for Education to see how we can support learners with SEN.' There was an acknowledgement that Feltham A education provision requires improvement. The YCS	Feltham has a SENCO and from July 2025 a neurodiversity support manager. The IMB continues to be concerned about poor provision of outreach education to separated boys. One-to-one outreach teaching is not included in the contract

	<p>has developed a new contractual assurance cycle. In October 2023, this recorded shortcomings in outreach. Action to improve outreach forms part of the school development plan and is monitored monthly. The YCS education leads monitored this in January 2024 and confirmed some improvement but that more is required.</p>	<p>and not provided for those who need it. Sometimes, only work packs are provided, to be completed without support.</p>
<p>Older prisoners on B side: access to appropriate education and training?</p>	<p>This lies with the Governor, who commissions courses, informed by a need-analysis in consultation with employers and HMPPS New Futures Network. Review of activities is underway. Additional resource is targeted to cater for the older cohort. 'The quality and type of workshop provision will be addressed to mitigate the current poor levels of engagement and attendance.'</p>	<p>August 2025: The IMB receives the same complaints and sees few men in workshops. There are insufficient places. Plans to re-open bricks workshops and expand recycling have taken too long to materialise.</p> <p>However, more 'red bands' (trusted men) are visible out and around.</p>
<p>Underinvestment in the fabric of the estate.</p>	<p>In the past year, over £100,000 has been spent on short-term roofing repairs. There is a £20 million MoJ capital project for roof replacements on five-and-a-half units on B side (Ibis, Lapwing, Nightingale, Osprey, Raven and Swallow), as well as the legal and social visits areas. Project in design phase; works expected 2024-2025.</p>	<p>The roof on the care, separation and reintegration unit (CSRU) was repaired but leaks have occurred this year in the same place. The visitors centre roof continues to leak badly. The capital roofing project remains to be seen.</p>

<u>To the Governor</u>		
What proactive steps can be taken to reduce staff absence and provide support for those on sick leave?	Update given verbally to IMB at Board meetings on a continual basis.	On A side, staff retention has improved, although staff absence is still high. In cases of unauthorised absence, action has been taken, post-absence, to reduce further occurrences and to tighten up on TOIL (time off in lieu of overtime pay). The increase in violence adds to staff absence. On B side, staff absence has improved hugely.
Delivery of key worker and custody support plan (CUSP) sessions?		September 2025: there is a B side new key worker strategy, with an increase in quality and quantity. Changes to A side mean more CUSP sessions are delivered now.
Spaces for outreach meetings, e.g. out-of-use corner rooms, etc?		August 2025: 80% of outreach interventions take place, more rooms are available and some are being refurbished.
Is the prison investigating why the population of Wren unit is generally white, when a significant proportion of the prison population is black?		2025: Wren now open as a substance free living unit and reflects the population of the prison in terms of diversity.
Please could more information be made available regarding time out of room (TOoR), e.g. inclusion of data in daily briefing and flagging all children with less than two hours?		August 2025: This information is now in every daily briefing notice.

Response to the 2023-2024 annual report, published February 2025

Issue (February 2025)	Response	Progress
<u>TO THE MINISTER</u>		
What is the government doing to address youth knife crime and gang culture?	<p>'The government manifesto committed to halving knife crime over 10 years' and every person caught possessing a knife referred to YOT to draw up plan to prevent reoffending... We are working up proposals through stakeholder engagement.'</p> <p>A new offence in the Crime and Policing Bill to increase convictions against exploiters and gangs who use children to commit crimes.</p> <p>MoJ's programme Turnaround providing funding to YOTs running to March 26 Young Futures Programme to identify young people who could be drawn into crime.</p>	2025: YPS in custody continue to carry weapons. 50 weapons found on A side August 2025, many pointed.
<u>TO THE LOCAL AUTHORITY</u>		
To the Mayor of London: what is he doing to address knife crime and gang conflict in London?	The Mayor has committed £15.6m for London Children and YP Violence and Exploitation Support Service. MOPAC worked with London Prisons Group formulate a violence reduction strategy. At Feltham, this includes peer mentoring, enhanced purposeful activity, specialist support for prisoners, phase 2 now a specialist therapeutic group work programme.	Catch 22 (a charity that supports prisoners with education, training, employment and resettlement) team of three and Belong (also three) working with B side. Prisoners: very small numbers engaged, e.g. six attending the Catch 22 family day.

TO THE YOUTH CUSTODY SERVICE /HMPPS

<p>When will Feltham have enhanced gate security (EGS), considering the rise in substance misuse and the admission of older prisoners on B side?</p>	<p>HMP/YOI Feltham implementing EGS- working towards building a new area for staff searches. Local-led project re-allocating local resources due for completion July 2025.</p>	<p>New protocols around gate security are in place, e.g. gate pass system, transparent bags for possessions, etc. An existing portacabin reopened where searches are conducted at certain times of day. Still no airport-style X-ray machine in place for staff bags/body scanners. Finds of contraband being brought in by staff has recently reduced.</p>
<p>Will the YCS consider taking proactive steps to address the issue of prisoners making and carrying weapons in custody?</p>	<p>YCS has 'prioritised research to better understand why children create, carry and use weapons' and if neurodiversity is a factor. Feltham A is being offered support through group safety leads, and the site is developing a 'weapons strategy'. This will include a consistent response to those young people making, holding and using weapons.</p>	<p>Boys in Feltham A continue to make and fashion weapons, which are often sharpened and pointed. In May 2025, a knife crime education week was held.</p>
<p>Will the YCS look at changing the policy where a boy who removes parts from his laptop, in order to make a weapon, is given a replacement after only 28 days? Will the YCS also look at the design of laptops so they do not include removable strips of rigid metal or other removable parts that can be sharpened into weapons?</p>	<p>YCS policy is quoted in the response: a proven adjudication on proof of tampering with a laptop leads to 28-day ban on laptop use. A suitability review is conducted before a replacement is given and, if not suitable on review, the person is reassessed but at no longer than 35 days. There are seals on laptops.</p>	<p>Sharpened metal pieces from laptops continue to be found.</p>

When will the enhanced support unit be reopened on Feltham A?	This now operational.	It was opened in October 2024. It has six beds but has had never more than three or four occupants.
Feltham B: What is being done to improve purposeful activity? What steps will be taken to increase the number of workshop places to ensure prisoners have access to further education and training, such that they can secure employment on release?	<p>A review of current workshop spaces is underway; a new carpentry workshop is being introduced. The recycling workshop moving to a new compound. There is a new initiative for servicing and repairing garden machinery from other prisons.</p> <p>‘Additional vocational training programmes are being introduced in high demand industries.’ Higher level qualifications are being introduced. All staff are attending regular training to upskill to deliver high quality instruction. ‘A structured process in place to gather information about each learner early in their custody, allowing for a personalised learning plan’. Partnerships with external employers and apprenticeships. Partnerships with charities/not-for-profit organisations to ensure individuals have mentorship and support on release.</p>	<p>The bricks workshop has remained closed. New recycling workshop places not available by the end of reporting period.</p> <p>Prisoners are assessed on arrival.</p> <p>Some companies and charities are involved, e.g. Galliford Try construction.</p>
What are the plans for improving the structural fabric of the whole prison?	Emergency lighting changed; dental suites A and B upgraded; knotweed removed; landscaping and pond renewed; control room and gate house refurbished; IBIS and Wren and	<p>B dental suite closed from March to August.</p> <p>Gardens look improved due to additional work of horticulture workshops and red bands; Gate house repainted; roof repairs done but new</p>

	visitors' centre have a new roof; Nightingale refurbishment. Future projects: multi-sport court; fire safety; study into upgrading or replacing boilers and roofs; explore feasibility of improving lighting; consider relocating radiators; consider installing anti barricade doors in education.	leaks appeared on the CSRU and the visits centre Nightingale remains closed, but work was underway, then stopped. Education A windows blocked up as emergency measure in July 2025.
When will A side education have a new management of information system (MIS)?	YCS will be purchasing a new cloud-based system designed for schools.	A Side still has MIS 'Curious'. Not fit for purpose; YCS advised IMB in September 2025 that it intends to come out of the contract on this.
When will B side prisoners have in-cell laptops that support study on remote learning courses such as the Open University?	'Currently there is a suite of educational videos available on Feltham's Launchpad hub and three guidance docs for application to Open University'. Recognised that Launchpad has limited functionality and is not interactive, nor can it do word processing.	The newly appointed education manager is looking at increasing classroom access for Open University and other distance-learning students. This would allow them more time on the DEP computer system, which includes word processing software.
<u>TO THE GOVERNORS: A and B</u>		
Staff absence	Governor delivered responses orally during IMB Board meetings.	A side: weekly staff absence meetings help unit custody managers work with their staff to reduce absence, but sickness rates are still high. Side B: sickness rates have decreased dramatically over the last 12 months and are now below the national target.

Increase time out of room (TOoR)?		A Side: the YCS 'Road Map to Effective Practice' with integrated care model introduced. Small improvements seen by August 2025 but lost by October 2025.
To the Feltham A Governor:		
Will you ensure that the shortfall between planned hours of education and delivered hours continues to be monitored and reduced?		Insufficient progress seen here.
What steps will be taken to deliver more education via outreach to separated boys?		Insufficient progress seen here, although attendance numbers have improved. Increase in red bands. Red bands now deployed on A side to clean.
To the Feltham . Governor:		
What steps will you take to commission appropriate skills workshops and rehabilitation courses for prisoners in Feltham B?		New standards role created on SLT with senior and very experienced leader.
What steps are being taken to address the inconsistent cleanliness seen in the serveries, including inconsistent wearing of personal protective equipment (PPE) by servery workers?		Servery cleanliness improved but remains variable, with vermin issues in the summer of 2025. Appropriate clothing rarely worn by servery workers.
What steps are being taken to reduce the amount of food going missing between the kitchen and residential units?		Measures have been introduced with some success. Officers pick up the food trollies from the kitchen and an audit trail shows amounts of food allocated to wings.

When will the Traka units for dispensing medication be commissioned for use?		Traka units not commissioned in the 2024-2025 reporting year. There was a soft launch in October 2025 and this is now live, so B side prisoners are collecting their in-possession medication independently.
What steps will be taken to re-introduce a working protocol for resolving lost property issues?		No protocol but recently staff seem better able to track down property (as above).

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

Feltham A

There has recently been a high number of new arrivals. October 2025 saw 32 arrive and 22 leave, from a population of about 110. This 'churn' is a cause of instability. Jay is the induction unit. The reporting year saw periods when there was a high roll, including separated boys, all with different regime requirements. This meant that no boy received the daily minimum two hours out of their room, even four boys on gold level, the enhanced status earned for good behaviour. In September 2024, boys had to choose between a shower or exercise. Over the reporting year, there have been trials of housing inductees on different units, including on the 'platinum' unit, Curlew, which is for boys with exemplary behaviour. This had the disappointing effect of disrupting a very successful single community unit. Later inductees were housed on different residential units. This has all now ceased.

The induction offer has been enhanced by the new neurodiversity support manager who can offer distraction packs and items, including stress balls, ear plugs and easy-read information.

Young people new to Feltham are more prone to self-harm than longer-term residents. Of the 18 assessment, care in custody and teamwork (ACCT) plans, which are used to support boys at risk of self-harm and suicide, opened in August 2025, seven were new arrivals to the establishment. A new initiative to mitigate anxiety is a 'what to expect' video, which is shown on Serco vans coming to Feltham.

Feltham B

The churn of prisoners entering and leaving Feltham B has increased this year. For example, the Board understands that, in mid-June 2025, the roll number was 420, and in the following six weeks to the beginning of August, around 90 new prisoners had entered and 80 had left. Last-minute changes to names and numbers pose challenges to reception staff. Prisoners transferred on controlled medications have to be taken to the Wren unit for dispensing and Feltham has not had facilities for dispensing methadone this year.

The induction process has changed so new arrivals are housed on residential units within a few days of admission, without staying long on the Kingfisher induction unit. All induction information is contained on the prisoners' laptops, although it may be a few days before these are issued.

Missing property continues to be an issue for prisoners arriving at Feltham, either from court or other establishments. Reception staff will contact other prisons directly if any property is found to be missing during a transfer. Loss of property, from both a financial and sentimental aspect, causes distress to prisoners.

4.2 Suicide and self-harm, deaths in custody

There have, again, been no deaths in the establishment during the year, and members frequently observe that staff work very hard to prevent suicide and self-harm.

Feltham A

One tool used to prevent potential self-harm is the ACCT (assessment, care in custody and teamwork) process.

The number of ACCTs opened/reopened across the year varied, with an upward trend, starting with 12 in September 2024, a low of nine in January 2025, and ending with 24 in August 2025. Across the reporting year, the number of children who have self-harmed was relatively stable (six to 10) until July 2025, but then the number jumped to 15 in August. This mirrors the pattern of the previous year when, traditionally, staff numbers have been harder to maintain during the summer holidays, impacting the ability to provide a full regime for boys. Also, more incidents of self-harm occur during the night patrol state (the overnight security mode when prisoners are locked in their cells and staff conduct periodic checks with no movement allowed).

A total of 40% of ACCTs are opened on arrival to the establishment, as the first few nights in custody can be very stressful for boys. Other reasons identified by prison management for thoughts of self-harm range from unwelcome judicial decisions, bad news from home and dissatisfaction with their location within Feltham.

Boys housed on Alpine, the enhanced support unit, have been assessed as particularly vulnerable. Unsurprisingly, in August, 15 of the 31 incidents of self-harm occurred on Alpine, despite it housing only four boys then, with one boy self-harming on ten occasions. The child was on a constant observations ACCT plan. IMB members have frequently witnessed the intense efforts of staff on the unit to engage with and help boys housed there.

Feltham B

In the reporting period, the number of ACCTs opened in a month varied between 11 and 28, which is lower than last year's recorded monthly figures of 17-30. Incidents were high from January to April (with a high of 28 in April), but started to fall in May, with 12 in July. As in previous years, a small number of people are responsible for a large proportion of incidents. Staff report at safety meetings that some self-harm is 'goal related', as in, it is driven by demands for concessions or benefits.

The Board has had one concern this year about staff understanding of the correct ACCT process after an IMB member was incorrectly asked to open an ACCT. This was taken seriously by the Governors and investigated.

The Samaritans and Listeners

Recruitment and training has been going on this year, resulting in 12 Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) by 31 August 2025. However, there seems to be no formal means of referral to a Listener. The Board has been told by Listeners that they accidentally come across people who would like their services. There is no designated specific

space for the Listeners to conduct a meeting, although at the time of writing, in October 2025, this is being addressed.

4.3 Violence and violence reduction, self-isolation

Feltham A

In the first month of the reporting period, September 2024, there were 25 violent incidents. Weapons such as a plug in a sock or a sharpened part of a laptop were used, and group incidents took place. In September 2024, 11 young people attacked staff on Dunlin unit. A total of 18 officers were injured and seven were taken to hospital. This resulted in many staff off work sick on subsequent days, exacerbating staffing shortages. One very experienced and valued member of staff was hospitalised in this serious attack and has since left the Prison Service. Violent incidents did fall in the reporting year. In August 2024, 60 young people were involved in violent incidents (including 19 victims) compared with 53 in August 2025 (including 10 victims). Members reported a calmer atmosphere on Feltham A in August 2025, compared with the previous two summers, because of the huge reduction in incidents of boys going at height. From the Board's observations, the senior leadership team worked strenuously this summer to maintain staff levels and a full regime for residents. Instances where force was used were lower in August 2025, too, with 87 restraints on 47 young people. Whilst this was very welcome, it remains the case that Feltham A experiences frequent assaults or fights. No month saw fewer than 19 incidents, with two months seeing over 40 incidents of violence.

Assaults on staff often involved spitting or liquids being thrown, but physical assaults remain worryingly high: in August 2025, there were seven physical assaults on staff. Reasons given were boredom, escalating poor behaviour and targeting night-support staff.

Child-on-child assaults and fights have increased. There were 16 in September 2024, with numbers falling in the spring. However, in August 2025, there were 24 assaults and fights among boys. A common catalyst seems to be when a child is mixing in a group for the first time, with problems inherited from the community.

Education has been a hot spot for violence on several occasions during the year. In December 2024, three members of the education staff were assaulted and there was a serious incident in June 2025. The education block has been closed for more than a week on two occasions after fights, when groups broke through internal windows to attack each other. Consequently, these windows have been blocked up, which has resulted in a more stable education environment.

The prison has introduced measures to reduce violence, such as using handheld metal detection wands to find and remove hidden metal weapons.

From 1 September 2025, electric razors will replace traditional manual razors to prevent their use as weapons. Boys are also being taught that spitting and throwing liquids counts as assault, with commensurate penalties, with encouragement to desist from such behaviour.

The Board is concerned that many observation panels in room doors are obscured so boys cannot be seen by staff. In September 2024, it was confirmed to the IMB that this was not allowed and staff would be told to ensure these were uncovered. However, the problem has persisted throughout the year. Boys tell the Board that

they arrive in rooms where the panel is already blocked, with paper pushed up between the panes of glass. On one occasion, a member was trying to check on a self-separating boy whose observation panel was obscured, preventing a proper check on him.

Self-isolation

The total incidents of self-separation for the reporting year is 62, covering a total of 1,117 days. The worst month was November 2024, when 13 boys self-isolated for a total of 141 days. Boys self-isolate from fear of mixing with others. They may be housed on Falcon or a residential unit. The Board pays particular attention to these boys on monitoring visits. These boys are visited regularly by the various interventions teams, the mobile library service, the chaplaincy team, etc; however, they spend most of every day locked behind their doors.

Feltham B

Key changes during the reporting year have brought about some improvements in safety at Feltham B. These include:

- The lifting of the age cap in March, which brought in increasing numbers of older prisoners, who tend not to resort to violence.
- The introduction of enhanced gate security measures.
- Disciplinary measures and improved management of staff to enforce standards.
- The appointment of a new data analyst officer to collect and analyse all safety data. This informs structured and analytical monthly safety meetings, which include all unit custody managers (CMs). CMs now have a 'dashboard' for their units rich with data, so that violence triggers may be anticipated and trends better understood.

In January, a neurodiversity training pack was rolled out for all staff, as it was suspected that poor communication with neurodivergent prisoners was one cause of violence against staff.

Despite all these changes, prisoner-on-prisoner assaults are at similar numbers at the end of the reporting year as they were 12 months ago, in August 2024.

But prisoner-on-staff assaults finished the year at half the level they were at in August 2024.

A significant change has been the policy concerning 'keep apart' (a formal system of restrictions between individuals used to prevent certain prisoners from interacting with each other). On 10 February 2025, 'keep apart' were running at 636 for a population of 395. About 18 prisoners alone accounted for 70% of all the 'keep apart'. Some prisoners had only one. It was concluded that the prison was putting men with non-associates on the list and there they stayed, with a huge impact on regime delivery quite disproportionate to any risk.

The Governor led a whole new approach, whereby it would be assumed no prisoner had 'keep apart' in prison (in the absence of a police or court order). Arrivals in induction would no longer be questioned about gang associations and 'keep apart'. It should not be underestimated what a courageous and fresh approach this was, in the Board's view. There was a slow roll out, starting in February, with

communications to prisoners, and finalising in April. In March 2025, the policy initially gave rise to prisoners feeling fearful, and there was an increase in weapons finds. Searches for weapons held up movements off the units. The Board noted that there was an initial slight rise in self-harm rates in March and April 2025. However, in the six months after free flow was introduced, self-harm rates reduced significantly, and the data suggests that no acts of self-harm were due to anxieties around meeting non-associations.

After the policy was introduced, the number of 'keep apart's dropped steadily, and, as of 31 August 2025, there were only 12 'keep apart's. The result was far more men attending workshops and education, increasing time out of cell (a lack of which is understood to be a motivation for staff assaults). The establishment has been able to introduce 'free flow' to workshops and education, where prisoners can mix freely. Where incidents occur, they now occur in the secure link on the way to workshops and education, but there have been few serious incidents, with none at all in August 2025. The number of incidents in workshops and education has decreased, which means sessions are not cancelled or curtailed due to violence, and attendance has increased. Only a year ago, the Board was told by the Deputy Governor that free flow was not something he ever saw happening at Feltham, so this is a remarkable improvement.

The charity, Catch 22, has been working in the prison throughout the year and now has a team of three. They have worked with around 100 prisoners, either one-to-one or in groups, or in ad hoc support. They offer courses that are accredited and comprise anger management, skills for life, and peer mentoring. In addition, Catch 22 runs workshops around business creation and business plans, as well as spoken word/poetry sessions. They now run two unit-wide groups for men on a residential unit, with 15-20 men unlocked and out on the unit, whilst one of the project workers, who has lived experience, spoke to them about his life. The men created and performed their own poetry, songs and spoken word. Belong is another charity with a therapeutic programme working with prisoners.

Assaults

B side

Last year, the Board reported its concern that prisoner-on-staff assaults had increased dramatically, with 147 in the reporting year ending 31 August 2024. This year, there have been 115 staff assaults.

At the start of the reporting year, in the last three months of 2024, both prisoner-on-prisoner assaults and prisoner-on-staff assaults increased. In December, there was a peak number of 27 prisoner-on-staff assaults, of which five were considered serious. Some consisted of spitting or punching or pushing. Analysis of the data showed that the main motivation for staff assaults was issues with regime. Prisoners gave reasons to staff and the IMB such as, 'I wanted to stay out of my cell', or 'I wanted to use the kiosk'. Staff assaults decreased and in June 2025 there were two.

Most assailants in all types of violence were in the 21-24 years age group, and it has continued throughout the reporting year that violence is more prevalent in the under 24 age group. In July, 18-21 year olds were 12 times more likely to be involved in violence than older prisoners.

In the reporting year, there were 239 prisoner-on-prisoner assaults. There was a peak of 36 assaults in October 2024, but they now run at about 22-24 a month. Every month, at least half involve weapons.

Incidents at height

Feltham A

Incidents at height have been a frequent occurrence at Feltham for a number of years. In the reporting year, the number was high across the winter months. The command suite (the central control room where senior staff coordinate and manage prison operations during serious incidents or emergencies) was opened, with the IMB called on Christmas day and New Year's Day. There were over 30 incidents at height in December, January and March. On 9 February, an incident took seven-and-a-half hours to resolve. However, they were consistently very much lower from April onwards, with eight in July and 10 in August 2025. The command suite was opened once in August 2025. This is a very welcome change from the previous two summers. It is partly attributed by staff to a more consistent regime and the drive to have more units operating as single communities or with only two groups, resulting in increased time out of room (TOoR). Explanations for going at height have been for more specific reasons, rather than a general desire for more TOoR.

Feltham B

These increased in November 2024 and the command centre was opened once. As with assaults, the motivation was said to be frustration with lack of regime. These vary from less than five to 12 a month and are of short duration.

4.4 Young people with specific vulnerabilities: Alpine unit

Children with complex mental health needs are housed on the enhanced support unit (Alpine). This unit is a national resource, intensively staffed, and houses between three and six boys who require comprehensive support. The staff are highly trained and committed. In June, Alpine officers accompanied one YP who had been in their care to his accommodation upon release so he could settle in.

4.5 Use of force

Feltham A

On 24 April, the use of PAVA (an incapacitant spray, similar to pepper spray) was authorised in the youth estate. This was introduced following several extremely violent incidents, including the one in September 2024, mentioned above, and other occasions when staff risked their own lives to save boys. During the reporting year, PAVA was not used at all on A side. The first use was in October 2025, as this report was being written.

Managing and minimising physical restraint (MMPR) is the system for managing the use of force in the UK's youth secure estate. Not all restraints use MMPR as, before MMPR is used, de-escalation techniques are employed. In December 2024, of 130 restraints on 65 young people, 91 used MMPR, i.e. 70%; MMPR was used in 75% of restraints in May 2025 and in 67% of restraints in August 2025. Whilst this illustrates that the use of MMPR remained roughly consistent as a proportion of restraints, the actual number of restraints during the year fell. The number of restraints was consistently higher during the winter months (120-130 every month), but the number

was well short of the 163 seen in August 2024. The highest number observed was 135 in June 2025. From January to August 2025, no pain inducing techniques were used.

Feltham B

Use of force and ‘disproportionality’

The Board is aware of claims in the public sphere that force is used ‘disproportionately’ on people of black ethnicity. Use of force may consist of hands on, control and restraint by trained staff, use of cuffs, PAVA or batons. Every use of force incident is subject to careful review and analysis.

Much work is done on the data at Feltham to understand this. The IMB observes the safety and use of force meetings and studies the minutes and data presentations. An in-depth analysis has been prepared by the prison data analyst, which shows that people who correspond to certain ethnic codes are more involved in incidents of violence, both as perpetrators and victims. The use of force figures follow the same pattern. The data has been very valuable for the diversity and inclusion team, informing work to understand the drivers of violence among certain groups of prisoners. Work is done specifically with these prisoners to address the causes of violence.

The use of body worn video cameras (BWVCs) is increasing slightly, but the IMB would like to see these used in every instance. Safety data reports it is used in around 90% of instances. There was a serious shower assault on the Swallow unit in February 2025, when staff did not turn on their BWVCs and the IMB noted that the lack of evidence was an issue afterwards.

There has been a fall in the use of batons. No batons were used in the last three months of 2024, despite the increase in instances of use of force techniques to control violence. In most cases, a ‘hands on’ approach was used.

PAVA is sometimes drawn but not actually used. In the reporting period, it was drawn in 18 incidents on 45 prisoners. It was actually used in 41 incidents on 181 prisoners. Examples of instances when it was used included an assault in the showers and one incident involving a sharpened metal broom handle. Most uses were on multiple prisoners fighting, such as in May 2025 (the month with highest PAVA use), when it was used in a multi-prisoner fight in the visits hall, a multi-prisoner fight involving weapons and a multi-prisoner fight in the Mosque, involving a weapon.

4.6 Substance misuse

Feltham A

There has been an increase in drugs such as cannabis coming into Feltham A.

The IMB has recorded in its weekly report noticing a smell of cannabis on several occasions, including on the care, separation and reintegration unit Falcon. The use of drugs by five of the GCSE candidates was considered to have contributed to their low exam scores. After cannabis was detected on A side, the IMB understood that it was found that prisoners involved in illegal contraband were working in the main kitchen and using that as a means of distributing drugs throughout the prison.

Feltham B

The IMB has frequently smelled drugs being smoked on B side residential units. Drones have infiltrated the prison delivering drugs, and drugs have also entered via other routes. In January 2025, there was a large drone drop of cannabis. Prisoners were using fishing lines to haul the drugs up to their windows. On one occasion, a broken window was thought to facilitate a drone delivery. This is an ongoing problem. The Board understands that the establishment is exploring working collaboratively with the risk and capabilities unit (RACU) on counter-drone options and pre-unlock hotspot searches.

Contraband: phones and weapons

Feltham A

Weapons are found every single month on Feltham A. In August 2025, 50 weapons were found, the highest number of any month in the reporting year, although there were never fewer than 20 in any month. Weapons consist of rocks, soap or plugs in socks, razor blades, sharpened metal strips from laptops and screws in deodorant bottles. Steps have now been taken to replace metal razor blades with electric shavers.

Feltham B

At the end of 2024, there were large numbers of iPhones entering the establishment. A total of 41 iPhones were found in December, 38 in January and 44 in February. The number fell to five in April after a lockdown search was conducted, but the numbers have been ticking up again, with 21 found in July and 37 in August 2025.

Weapons are used in about 50% of all assaults. In January 2025, flick knives were found stored in the staff mess. The IMB at this time sought to escalate to the Minister concerns around staff competency and corruption.

Finds of weapons were high, at 38, in December 2024, but fell in the first three months of 2025. It is disappointing that these are increasing again, with 44 recorded weapons finds in July 2025 and 34 in August.

Weapons used in assaults in the reporting year have included broken and sharpened mop and broom handles stolen from the cleaning stores. A pair of nail scissors was found on the end of one broom handle. This resulted in the lack of proper cleaning equipment available on the wings.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Feltham A

There are nine residential units, including, Falcon, which is the care, separation and reintegration unit. Grebe unit remained closed throughout the year. All rooms on Feltham A are single occupancy. The majority of units have in-cell shower pods, but an approved capital bid to install showers on Eagle and Jay has still not been implemented.

During the year, the residential units on Feltham A were repainted. Whilst there was some upheaval involved in moving the boys between the units whilst the work was undertaken, the end result is an improvement in the environment. There has also been a big push to clean graffiti on the walls of rooms and keep the rooms free of graffiti.

Feltham B

There are 11 residential units, including Ibis, the care segregation and reintegration unit; Nightingale unit remained closed throughout the year. There are almost an equal number of single and double occupancy rooms on most of the residential units. In October 2024, 33 double rooms had over 21s sharing with younger prisoners. From December 2024, a new policy meant no under 21-year-olds were sharing with older men. None of the cells in Feltham B have in-cell showers.

Roof repairs across the site commenced during the year, starting with the roof of the CSRU. Whilst the bucket in the CSRU corridor is no longer a permanent fixture, it was disappointing to see evidence of a leak in the same place some months later. Leaks are still observed around the site during periods of heavy rain (including in the sports hall, visitors' centre and Governor's office). Extensive work on Nightingale unit commenced during the year but then stopped when the contractor withdrew due to funding issues.

The IMB has observed many cells without curtains. One prisoner had a temporary curtain made out of toilet paper. There were several cells on the CSRU without curtains; the IMB was told by officers that the curtain poles had been removed, as they had been used to break the observation panels. The IMB notes that there appears to be a high level of damage to the in-cell toilet seats, requiring constant replacement. We understand that the plastic toilet seats provided in Feltham are in accordance with the national standard, but it is concerning that they appear so easily damaged. They are broken to be used as weapons, as they are not picked up by the new metal detection wands.

As reported in previous years, the temperature within the prison remains a constant source of complaint to the IMB. Boys on Feltham A have complained that they could, on occasion, see their breath, and one new boy was observed under his duvet with his coat on. Extra blankets are offered across both prisons when it has been particularly cold. In hot weather, prisoners on Feltham B are now allowed access to fans (these can be purchased through the canteen, a facility whereby prisoners can buy snacks, toiletries and other essentials using their allocated funds).

A number of cells on Feltham B had to be taken out of use during the year because of damp and mould problems. On Lapwing unit, where the IMB reported mould issues last year, the majority of rooms on the top landings were out of use at one point, due to roof leaks causing damp issues, as were rooms on Kingfisher unit. In-cell showers cannot be introduced due to ventilation problems. The men have continued to complain to the IMB about the low water pressure in the communal showers and drainage issues. Teal unit appears to have had particular shower issues this year: the IMB noted, on more than one occasion, that the showers were unsanitary, with blocked drains and reeking of mould. Teal showers were seen after a deep clean and, although they appeared clean, one drain did appear to be permanently blocked and there was still a musty smell. The Board has noted that the restricted number of working showers on the residential units impacts the regime.

Each residential unit has a kit room with prison-issue clothing. However, the IMB observed kit to be limited (e.g. lots of tracksuit trousers but no tops), or even completely absent, with empty shelves. One man reported waiting for three months for an outdoor jacket. Throughout the year, the IMB often observed the railings on the upper landings of some of the residential units being used to dry prisoner clothes and towels, with prisoners telling us that the washing was returned slightly damp. There also appeared to be continual problems during the year with access to functioning washing machines and dryers across both Feltham A and B; some units shared washing machines, so using machines took staff away from their home unit. There is a new contract, as of April 2025, which will cover both the provision and maintenance of machines.

Cleanliness in serveries is inconsistent. The wearing of hygienic white uniform by server workers is sporadic, and our observations of the uneven stock levels in the kit rooms confirm the prisoners' complaints that whites are not always available. The IMB is used to seeing plates with uneaten food from the previous night left exposed on the server sides. Both officers' and prisoners' explanation for this is that the regime times are too tight to allow for immediate cleaning after meals. We have seen rat control bait boxes, rodent faeces in the servery, and even live mice. We spoke to a pest control agent on site, who said they were 'chasing their tails' and would never get on top of the problem whilst there was so much exposed food and rubbish on the wings.

An initiative has started this year to provide communal self-cooking facilities on Feltham B, but this is not yet fully in place. Microwaves, air fryers and fridges are being supplied.

Prisoners' comments about the central kitchen food provided is generally positive ('better than other jails'), but there have been complaints:

- The options are too repetitive and limited. We note that there continue to be five options each day, while packet noodles have been introduced as a lunchtime option, to allow flexibility for hot food any time.
- Soggy food in boxes during Ramadan (although the Imams observed that the problem appeared to be the with the boxes themselves).

The measures to reduce food going missing, in particular, appear to have had some success.

The visitors' centre was not welcoming at the start of the year, with the toilets, in particular, in poor condition, fabric issues and no refreshments available. However, it is much improved now, visibly brighter and enhanced with new lockers. A cafe/kiosk is up and running, which both visitors and staff can use. Hot food is on offer but take up has been impacted by it taking cash only. The visits halls on both Feltham A and B are clean and appropriately furnished, with a facility for purchasing a range of drinks and food. Unfortunately, heavy rain in early autumn 2025 has leaked into the visits hall, with rainwater seeping through a light fitting.

5.2 Separation

Feltham A- Falcon unit:

In the reporting year, there were 301 separations. This number included 56 for their own protection, 62 self-isolating and 183 for good order or discipline (GOoD). A high of 46 boys were separated onto the Falcon unit in September 2024, partly due to the serious assault in September. The last three months of 2024 were a busy period, with the Falcon unit full most of the time. Separations decreased from February, and the lowest month was July, with only 20. As with boys who were self-isolating, all separated boys are visited throughout the day by different agencies. The IMB has previously reported that the Falcon team works hard to care for separated boys and works with them to improve their behaviour so they can be reintegrated back onto the residential units. We have noticed, this year, a couple of instances where boys have been released back into the community straight after periods of separation or only mixing with very few, which raises the question about how successful these boys can be in coping with release.

B-side CSRU Ibis unit

Ibis was closed from 23 September, and the segregated prisoners were moved to Wren so that the roofing works and refurbishment could take place. Wren had fewer cells so, in some cases, losses had to be imposed on adjudication (disciplinary hearings when a prisoner is alleged to have broken prison rules) rather than cellular confinement.

The IMB dealt successfully with complaints by segregated prisoners that they were being charged 50p per week for a TV, although they did not have one.

The Board visits the CSRU at least once a week and sees all the prisoners in person. The big challenge in the reporting year was the housing on the CSRU of an extremely mentally ill young adult. We were very impressed with the care given to this individual with complex behavioural challenges. A visit with his mother was facilitated and this had not been done in any establishment for two years. In the view of the IMB, housing this person on the CSRU considerably disrupted the regime on the unit.

5.3 Staff and relationships

A side

The IMB consistently observes positive interactions between staff and boys on A side. The staff work hard to engage cheerfully and patiently with the boys. Curlew, the platinum unit, generally has boys out most of the day and the trust in the officers there is evident to the IMB.

B side

The IMB observed, in July 2025, an improved atmosphere on B side, with the increase in time out of room and association. 'Constructive conversations' were noted between staff and prisoners.

5.4 Equality and diversity

The diversity and inclusion team is very proactive and visible to assist prisoners and staff. A monthly meeting is chaired by the Governor or Deputy Governor. Various departments are invited to attend, including prisoners' representatives. The prisoners' representatives attended nine of the 12 meetings held during the reporting year. The chair encourages the representatives to be vocal about prisoners' concerns or suggestions. The diversity and inclusion team has done a lot of work this year which, according to the prison safety data, achieved a reduction in the numbers of black prisoners involved in violence.

A total of 66 discrimination incident reporting forms (DIRFs) were submitted during the reporting year (37 B side; 17 on A side; 12 by staff).

There was a monthly average of 26 different nationalities during the reporting year on B side and 14 on A side.

The Big Word translation service is available to prisoners for whom English is not the first language. The phone is located on the induction wing, Kingfisher, and can be located on other wings if necessary.

Diversity and inclusion representatives are available on every wing to assist those prisoners with language difficulties.

The Board has observed that special meals for diets and religious festivals are provided satisfactorily but, some prisoners stated that some of the meals during Ramadan were soggy, due to inadequate insulated boxes.

Several events and festivals, including Steven Lawrence Day (A side), Pride, the 2024 Black History Month theme and the History of Braids and African Hair, were held during the reporting year.

A prison officer was appointed as the local RISE (racial inclusion and striving for equality) representative. RISE aims, amongst other initiatives, to maintain a more inclusive and respectful workplace.

The average number of prisoners with declared disabilities, during the reporting year, was around 55% of the average population on B side and around 60% on A side.

The Board had heard concerns from prisoners on B side, who have learning disabilities, sharing education classes with prisoners with no learning disabilities. Several said they were too embarrassed to attend.

A side

The newly appointed neurodiversity support manager is improving help for the very large number of boys who have neurodivergent needs. In addition to her work within Feltham A, she attended a release on temporary licence, or ROTL (which allows prisoners to be temporarily released into the community for specific purposes)

session with a boy approaching release to help him understand his new accommodation arrangements

5.5 Faith and pastoral support

As in our previous report, we acknowledge the value of the multi-faith chaplaincy team to all prisoners, extending beyond formal opportunities for religious worship. The chaplaincy team is an integral part of the reception process for all new arrivals; they support prisoners on the ACCT process; all those residing on the CSRUs, Falcon (Feltham A), and Ibis (Feltham B), receive a daily visit from a member of the chaplaincy team; and the individualised daily programme for those boys on Alpine unit includes chaplaincy visits. Access to faith support 'outside' the local team can be requested via prisoners' laptops. (During the year, this option was signposted by IMB to a Rastafarian prisoner.) This year has also seen a number of lunch and learn sessions for staff, organised in collaboration with the chaplaincy, covering Judaism, Hinduism, Christianity and Sikhism.

Numbers attending the Mosque for Friday prayers are at a high of around 70. Numbers attending Christian services are lower than in previous years, at about only 35. On the A side, the issues of keeping boys in groups and 'keep apart' limit attendance at Sunday services.

5.6 Rewards and sanctions

Feltham B

Work was done this year on the incentives scheme as part of making Feltham a category C prison (for those who cannot be trusted in open conditions but are considered unlikely to try to escape). Prisoners who refused to work were denied pay from 3 March 2025.

5.7 Complaints

A side: 190 complaints including, seven appeals and 84 complainants.

B side: 1338 complaints, including 92 appeals. Feltham B also received 221 complaints from prisoners on the B side, which were related to other prisons.

Most common complaints by category, with the number of actual complaints shown:

	A side:	B side:
1	Staff - 56	Residential - 217
2	Property/clothing - 28	OASYS/offender management -139
3	Accommodation - 20	Staff - 111
4	Incentives scheme - 13	Incentives scheme - 108
5	Use of force - 10	Finance/cash - 99
6	Food/drink - 8	Transfer/allocation - 90
6	Security - 8	Property - 76

6. Health and wellbeing

6.1 Healthcare general

Central and North West London NHS Foundation Trust (CNWL) continues to provide healthcare services. A new model of healthcare has been agreed by NHS England commissioners, to split the service in two, to meet the different needs of Feltham A YOI and Feltham B. The new B side head was to be in post by September 2025, but a temporary head of healthcare was appointed and arrived on 3 November 2025.

Young people and adults have told the Board they are unhappy regarding extended waiting times for dental appointments. The Board is aware of the delays in access to dental services, due to the temporary closure of the suite. Refurbishment of the dental suite was commenced March 2025 but not completed until late August. This resulted in a huge increase in the waiting list for treatment, which was only partially mitigated by the dentist doing triage on the units and providing a limited service. Orthodontic work is not commissioned for adults and children, unless the case is referred by the on-site dentist for new orthodontic care. This had been an issue for one adult.

In June, the clinical rooms on Feltham A were identified as not meeting infection control and prevention standards. A deep clean has been completed, awaiting new healthcare facilities.

The Youth Custody Service (YCS) has fully funded a healthcare facility for young people in an existing portacabin. There will be provision for a dental suite, clinical rooms for the GP, nurses and optician, plus a reception and a waiting room. Work is due for completion in 2026.

A healthcare document had been developed to enhance the screening of young people and adults on arrival. This is especially welcome for older adults, as their healthcare needs can be complex and require equipment that had not been previously routinely provided at Feltham, such as specialist wheelchairs and continuous positive airway pressure (CPAP) machines.

A separate clinical record and incident reporting system, which is more age appropriate for adults, has been implemented.

Complaints, concerns and compliments are monitored through the NHS process. The IMB received 13 applications (prisoners' written representations) relating to health matters in 2025 compared with 15 in 2024. Of these, two related to dental issues.

6.2 Physical healthcare

Healthcare provides a comprehensive range of services and clinics for young people and adults. There is 24-hour healthcare for Feltham A, but no provision in the establishment for in-patient treatment. Provision of healthcare for adults includes care plans for long-term conditions, bowel screening, annual health checks for those over 35 years and aortic abdominal aneurysm screening.

There was an average of 43 hospital escorts per month and nine hospital admissions. These all require prison escorts. Occasionally, hospital appointments are missed.

There are regular delays in escorting young people for their medicines and other appointments, due to the prison regime and incidents.

The Board is aware of the change in dispensing of in-possession medication, due to the change in the age and needs of the adults. In-possession medicines depend on individual risk assessments and are dispensed daily from the primary care unit. Adults who are prescribed controlled drugs are escorted to Wren unit for their medicines.

The healthcare staff are observed by the Board attending incidents and ACCT and segregation reviews.

6.3 Mental healthcare

The Board is aware that three patients have required transfer to specialist hospital under the Mental Health Act. There have been considerable delays. In one case, it took 92 days, which exceeds the national guidelines. In this case, it was expedient that the prisoner be housed on the CSRU, despite the fact that the head of healthcare deemed the prisoner unfit for segregation. There was no other location suitable. The Ministry of Justice declined to issue a warrant to transfer and it took a long time to find an alternative placement.

Members of the substance misuse team are part of the Hounslow Drug and Alcohol Partnership Board. This affords access to intelligence on current and emerging substances used in the community, their associated risks and how to recognise and treat them. In mid-May, a substance misuse group started. The substance free living unit, Wren, has been very successful and at the end of the reporting period this was extended to a second unit, Teal.

The Board has continued to observe men vaping openly on residential units in Feltham B, even in front of officers, despite the rule that vaping should be restricted to cells. Following a fire, it is now banned on the CSRU. In October 2024, we were told that the healthcare centre would work with adults to help them withdraw from vaping, but we have not seen any evidence of this. Vapes may be purchased via the canteen facility. A person who does not wish to vape may be forced to share a cell with a habitual vaper (this led to one complaint to the IMB this year).

There is a minimal waiting list for the mental health service. The mental health staff are key members of the integrated team for complex young people.

6.4 Social care

At the start of the reporting year, there was an experienced designated social worker with two assistants. The team then dwindled to just one social worker. This is an issue, because many boys who enter custody are on some form of care order (in September 2024, out of 90 boys, 21 had entered Feltham with a Section 31 order). The social work team constantly has to liaise with relevant local authorities to ensure the delivery of boys' statutory entitlements of visits and pocket money, as well as work with LAs to arrange accommodation prior to release. The work therefore fell to the understaffed resettlement team. There were some issues, which came to the attention of the IMB: one boy received no pocket money from his local authority, and the Friends of Feltham charity assisted him.

6.5 Time out of room, regime

A side

In September 2024, this was very poor, due to the lack of staff and a rise in violence, leading to large numbers on Rule 49 (when prisoners are separated from the rest of the prison population). On 28 September, the IMB noted that every boy was receiving additional £5 phone credit and no removal of TVs, even if they were on the basic (bottom) level of the incentives scheme, due to the reduced time out of room and regime delivery. A total of 13 months later, as we write this report, time out of room is, again, very reduced. For some, it may only be two hours; for others, possibly 4-5 maximum. As we have said before, this means that no rehabilitation can be achieved.

We are very disappointed to note this, as the reporting year saw improvements. In January, the 'Road Map to Effective Practice' started to be introduced at Feltham, commencing with a 90 day 'run in' period. The new emphasis was on 'enhanced integrated care', with the overall aim of increasing time out of room. The plan was well explained to staff in regular meetings and a staff member told the Board in August that 'the mission was clear'. The staff involvement and engagement in this seems to us to be the chief reason why the summer passed successfully, with reduced violence and more regime delivery.

It took time for real meaningful change to be seen. Over Easter (17-21 April), all boys were shut up in their rooms, with very little time out, due to staff shortages. On the Thursday before Easter Sunday, there was scheduled staff training and no additional activities were organised for Good Friday or bank holiday Monday. At the end of the reporting year, the Board did see time out of room figures slowly increasing, although weekends were still too low. In March, we were told there was a drive to recruit additional physical education Instructors (PEIs), using money following the closure of YOI Cookham Wood. We have been told this repeatedly throughout the reporting year, but there is still no sign of increased gym provision at weekends. In October and November 2025, all progress on increased time out of room has completely stalled and boys are back to experiencing 22 hours 'bang up' on most days which they complain to us about. One told us that his week had felt 'very dark'.

Custody support plan (CuSP): Feltham A

'The Custody Support Plan (CuSP) is a key component of the care and support provided to young offenders. It is designed to ensure that each young person receives a personal officer to work with, fostering trust and consistency. The CuSP officer plays a crucial role in the child's development and well-being during their time in custody.' (www.gov.uk)

Regular meetings should focus on supporting the young people to rate and reflect on where they are in terms of Maslow's hierarchy of needs (a theory stating that people must meet basic needs like food and safety before moving on to higher needs like love, self-esteem, and personal growth), as well as setting and reviewing personal goals to improve their engagement and behaviour.

The delivery and quality of CuSP sessions is consistently a challenge, particularly due to the Youth Custody Service requirement for 15 hours per week of education, along with other basic aspects of the regime such as a shower, gym time and meals.

If there are staffing issues on any one day, this adds to the difficulty. The sessions are now being delivered through each young person's learning pathway, in the hope of achieving more consistent delivery. Even when young people are offered CuSP sessions, they do not always take up the offer: in May, 55 out of 92 CuSP meetings were refused; in July, 48 of 172 (27%) were refused. Interestingly, in July, five young people refused CuSP three times in a row. It is also noteworthy that there are certain officers who receive significantly more refusals than others; of the 48 refusals in July, 21 were towards two officers. As well as difficulties with delivery, uptake and quality of sessions, there are also issues with the quality of recording the sessions on Nomis (the prisons' internal computer system). At a national level, CuSP is undergoing a formal review by the Youth Custody Service (YCS).

Feltham B

Time out of room and regime

During the reporting year, huge efforts have been made to improve time out of room for B side prisoners, in line with Feltham B's category C status.

In September 2024, Quail unit was the pilot, with the aim of all men being out and attending activities. The Board noted that this went well, with prisoners reporting positively at the prisoner council. In October, Quail was paired with Partridge unit to get men moving together to education and workshops. As the year has progressed, more units have followed the model. The new policy of eliminating 'keep apart' has been instrumental in achieving more time out of room. This has not led to waves of violence. The IMB sees many more men out of their rooms engaged in activities as 'red bands', wing cleaners or attending workshops, library and education.

7. Education and training

7.1 Education

Feltham A

There have been improvements in education since the last report but endemic problems remain and impact the quality of education received by the young people.

Delivered hours of education remain below the YCS recommended minimum of 15 hours per boy, per week. This is in spite of the fact that **planned** delivered hours for each young person has always exceeded the recommended minimum and, in some weeks, has reached a maximum of 26.2 hours planned. But **actual** delivered hours have ranged from zero hours (when the education unit was closed following a serious incident) to a maximum of 13.8 hours. The education programme is designed for a settled, long-term population, making the courses unsuitable for remanded boys who may only stay at the establishment for a short time.

Many issues are beyond the control of the education staff, who remain committed to the young people, and the boys tell us that the teachers do care about them. The key issues remain the same as last year: attendance, punctuality, violence and the impact of young people unable to mix freely. Punctuality has improved since January 2025 but remains an issue. For example, during the most recent Ofsted inspection, one group of young people arrived 90 minutes late for their class. There are also many authorised absences e.g. court, legal visits, etc. There remain too many children relying on outreach education. The average for the reporting period is 19% of the population. This is for a variety of reasons, with young people separated on Rule 49 being the largest contributing group. Prison staffing levels mean that education can sometimes not be facilitated on the wings and young people are very reluctant to complete work packs by themselves. The Board understands that the education contract made insufficient provision for outreach delivery to separated children. There is a classroom on Alpine and education provision there for those children, as well as a music practice room.

Our monitoring shows that young people rarely refuse to attend education without good reason, as it is an opportunity for them to mix with others and increases their time out of room.

At the end of the reporting year, there were 15 pathways for young people to follow. Ideally, the prison needs 22 to provide a full offer for all boys. We have been told by the head of education that they were fully staffed but 'with not enough of what we need'. From January 2025, a review of education introduced a new timetable. It was planned that emphasis would be on life skills learning. All young people now have access to a vocational pathway. This is a big step forward and popular with the boys, as, in previous years, some have only had access to academic subjects.

The A-side Governor has an exciting proposal to convert the closed residential unit, Grebe, into a construction skills workshop. However, as ever, capital funding, and launching the project, are taking a very long time.

There have been several violent incidents in the education block this year, as set out above. The prison has worked hard with the charity, the Shaw Trust, to improve security. Internal windows have now been blocked up and replaced with solid panels that have small observation panels.

Other improvements this year include communication between the Shaw Trust and the prison, the number of pathways available and the timely allocation of pathways for new arrivals. All children are now screened for reading ability, and the quality and effectiveness of the learning support assistants (LSA) has improved. In July, a neurodiversity support manager was appointed, who has immediately introduced some initiatives, which have enhanced the work of the SENCO (special educational needs coordinator).

Some aspects of the Shaw trust contract are extremely expensive. Education staff have reported to IMB that some costs are extremely high given that the cost may cover only one teacher and six boys. The IMB has been struck by the poor value for money.

Teaching performance has been addressed and, from the Board's observations, there are areas of excellence within education but, unfortunately, capacity in these classes is low. Painting (four places), barbering (six places), horticulture (eight places), cadets (eight places), and catering (eight places). These subjects are all high quality and popular with the young people.

Teachers regularly go out of their way to support the boys. In the summer of 2025 a young person on release on a temporary licence (ROTL) was taken to the Natural History Museum - his first ever 'school' trip.

Enrichment events are organised, such as 'Stephen Lawrence' Day being the initiative of the A side safety team lead, in conjunction with education.

Teachers facilitate external exams, wherever possible, despite the organisational difficulties. This year, 17 boys sat GCSEs. Unfortunately, grades were disappointing compared with previous years and only one candidate gained a grade 5. This was attributed to a number of different reasons including drug taking by some of the candidates. It was concluded that the boys were insufficiently prepared and motivated, and steps are being taken to address this for re-sits and for future candidates.

Feltham B has an appointed head of education, skills and work, with the aim of improving complete pathways for prisoners.

Education was delivered by Novus, whose contract ends on 30 September 2025. People Plus is the new education provider. The former contract provided education over 43 weeks in 52, which meant that if staff were sick or on holiday, there was no cover. In the summer, this meant some workshops were cancelled when tutors were away. The IMB waits to see if the new contract has better provision.

The core educational programme includes functional skills in English and Maths. It is HM Prison and Probation (HMPPS) policy that all prisoners must have functional English and Maths before being allocated a workshop pathway. Older prisoners complain to IMB about this policy. Laptops are not available for distance learning.

A total of 45 prisoners applied successfully for Open University and PET (Prisoner Education Trust) courses in the reporting year; 12 are still studying and 33 either completed or continued them on release.

A total of 505 accredited courses were completed and 451 achieved a qualification, which equates to an 89.3% rate (28 still awaiting results), compared with 92% in 2023-2024.

A learner feedback survey, carried out in April 2025 (49 replies), responded in an overall positive way in relation to the subject's availability, the opportunities to improve one's education, the enjoyment of learning and feeling safe whilst in the classrooms.

However, it remains the case that there are insufficient workshop places.

The literacy charity, the Shannon Trust, trains prisoners to act as mentors to other prisoners with reading difficulties. Comments have been received from mentors throughout the year that their sessions are often cancelled, due staffing and regime priorities. In November, the Shannon Trust National Poetry competition was won by a prisoner on Teal unit and arrangements were made to display his work.

7.2 Library

Feltham has an experienced and committed team, provided by the London Borough of Hounslow Library services

Feltham A

There remains only one member of staff, as a recruitment campaign for an assistant was unsuccessful. However, the A side library is a beacon of excellence. Over 90% of all boys are registered with the library and, at any one time, almost all boys registered will have a book or magazine or DVD out on loan. There are regular literacy competitions, which follow seasonal themes such as Remembrance. Unfortunately, when general staff numbers are low, library sessions are the first activity to be cancelled. However, on those days, the librarian tours the units with a mobile service and she is a very popular visitor to the units. In the reporting year, the librarian fulfilled a total of 14,335 interactions with boys, either through in-class library sessions, deliveries to boys' rooms or answering requests made via laptops.

B side

The library room has a positive and calm atmosphere. It is popular and well used by prisoners, with a monthly average of 1350 attendances.

A maximum of 19 prisoners are allowed in the library at any one time. All units can attend once per week for an hour, except Kingfisher unit, due to obligations delivering induction regime. The mobile library attends all units daily.

The library holds just over 10,000 books, 1219 DVDs and 57 PS2 games.

Audio CDs are available for non-reading prisoners. Books and CDs in foreign languages are available for non-English speaking prisoners.

There are orderlies (trusted prisoners who take on work to provide services that contribute to the running of the prison) who assist the librarians. Library staff are very encouraging of the orderlies and men who want to expand their literacy. The head librarian has also been very actively involved in activities on family days (which bring together prisoners and their families outside of their statutory entitlement to social visits, usually in more informal settings).

However, library staff have told the Board that accompanying officers do not manage poor behaviour leaving it to library staff.

Due to staff shortages and/or lack of regime, the library was closed on two occasions during the reporting year.

Due to the computing system, Oliver, being down for most of the reporting year, data on the number of books borrowed is not available.

7.3 Vocational training

The large, unused compound on site had not opened in the reporting year. Work continues to prepare the compound so it can provide work and training opportunities in partnership with SUEZ - a waste management and recycling company - alongside lawnmower refurbishment and forklift training.

A bricks workshop, managed by Novus, was opened briefly, early in the reporting year but had to close due to ventilation problems.

A carpenter instructor was hired but withdrew his application. Novus continues to look for a new hire, with the intention that the carpenter's workshop would be open by January 2026, offering 16 places.

Courses are available in cycle repair, landscaping, SUEZ (recycling), Redband induction, headset training (expanded to 22 places), BICS, construction work and painting. Prisoners who already held construction industry cards were taken on by the lead contractor refurbishing the Nightingale unit to assist with the construction work. Unfortunately, the Nightingale project closed when the contractor withdrew, as no final project sum had been agreed.

Current opportunities for gaining qualifications include up to Level 2 in cycle maintenance, award certificate and diploma in landscaping, a BICS (British Institute of Cleaning Science) qualification in industrial cleaning, and NUCO health and safety qualifications at Levels 2 and 3, delivered in the induction workshop.

Tutors have told the IMB that punctuality to the workshops has improved with the free flow introduced earlier in the reporting year.

The average attendance to the workshops for the reporting year, measured against the allocation figure, was 63%.

8. Progression towards transfer or release

8.1 Case management and progression

Feltham B

This is managed by the offender management unit (OMU), in line with the offender management in custody model (OMiC), which is a collaboration between the prison and Probation Service. Both the prison and probation heads left in December 2024, with gaps in replacements. Over the year, staffing levels have been impacted by resignations, retirements and challenges in successfully filling vacant positions. At the end of the reporting period, there was only one out of five prison OMU band 4 members of staff in post and 200 prisoners waiting to be allocated an OMU worker. As of September 2025, priority was being given to prisoners due for release by November 2025 (i.e. within 12 weeks).

Prisoners still tell the Board that they do not know their key worker or have never seen them. This puts additional pressure on OMU workers, as queries are directed to them because prisoners often feel they have no single point of contact to support them in fulfilling their sentence plans and preparing for release. At the very end of the reporting period, the Governor advised the Board that there is a new strategy to deliver key work, with a dedicated team of 60-80 key workers, who will each be responsible for 5-6 adults. A new key work lead is in place, and the IMB looks forward to seeing an improvement in the quality and quantity of key work.

The Government's early release scheme required the OMU to expedite case management at short notice.

The SDS40 release scheme (which allows eligible prisoners serving standard determinate sentences to be released after completing 40% of their term instead of 50%), introduced by the Government in September 2024 to temporarily relieve the pressure on prison places across the estate, resulted in 14 releases in September. These all occurred without incident, with most men going out into approved premises (residential facilities where high-risk or vulnerable individuals live under supervision after release from prison). Although a number were subsequently recalled, they did not return to Feltham.

Ongoing requests continue to be received from prisoners for updated release dates.

Finding suitable accommodation for prisoners prior to release continues to be a challenge and the OMU is supported by commissioned rehabilitative service provider St. Mungo's charity. One prisoner eligible for home detention curfew (HDC) in April 2025 was not released until August 2025 whilst waiting for accommodation approval by the Probation Service.

The IMB continues to receive complaints about the lack of available courses at Feltham to progress sentence planning or recategorisation to a category D (open) prison. The Thinking Skills Programme (TSP), for example, is prioritised for those with a release date within six months. Prisoners are eligible for category D recategorisation three years before their conditional release date (CRD) for which completion of the TSP is essential; failure to access this course often leads to frustration.

8.2 Family contact

The visitors' centre is operated by a charity, PACT (Prison Advice and Care Trust), which, as well as processing all visitors, is contracted to provide 12 family days per year on both the A and B sides. Activities and refreshments are provided and the Board has observed very positive interactions on these occasions.

The visitors' centre is in a portacabin by the main gate and underwent a major refurbishment in autumn 2024. Since reopening, it is much brighter and cleaner and has functioning lockers, play facilities and a refreshment bar for staff and visitors.

PACT started a comprehensive visitor feedback survey in the summer of 2025 and the IMB will note the results when reported.

The Feltham B visits area offers refreshments from 'Loch Mess' for purchase, and includes an open play area for children, supported by PACT. This is often under-utilised, as prisoners are not allowed to accompany their children there.

Over the reporting year, there were 12 family days each on A and B sides.

On Feltham B, there is a facility for social video calls within a special booth. It is reliant on staff availability, although there is less demand now, which is probably due to in-cell telephony for prisoners.

Video booths were installed at great expense on all A side residential units for young people to make calls, but the IMB have never seen one in use and we have been told boys do not like them as there is little privacy. The booths take up room in the association areas and the boys climb up on the top. Staff on Alpine, the enhanced support unit, recently reported that the booth is 'used exclusively for going at height'.

8.3 Resettlement planning

A side

The resettlement team is operating with significant staffing challenges. There are five vacancies within the team, and one staff member is on restricted duties, due to pregnancy. This means they are functioning with only 50% of the required workforce, which has placed considerable strain on the department.

As a result, resettlement practitioners (RPs) are experiencing increased caseloads. Four new RPs have been recruited; however, they are still undergoing the vetting process, which is taking longer than usual.

Resettlement practitioners continue to maintain contact with their allocated young people/adults through direct messaging via laptops and face-to-face interactions. From June 2025, RPs have been based on the residential units, but now young people cannot contact RPs on their phones.

The team continues to face challenges with accommodation, as well as education, training and employment (ETE) outcomes.

Most local authorities are reluctant to secure accommodation six weeks prior to release, due to cost implications.

Additionally, there has been an increase in the number of young people turning 18 prior to their release, resulting in their transfer to probation services. The escalation

process is initiated six weeks before release, but timely responses are not received. This has led to a significant rise in the number of young people/adults being released with accommodation only confirmed on the day of release.

There are delays in transitioning young people aged over 18 to the adult estate, primarily due to population pressures but also because of the inescapable fact that some of these young people are among the most violent in the prison estate. As of September 2025, there are 27 individuals aged 18 and over on the roll.

The facility to open bank accounts is still available, although take-up is very minimal. The same can be said about the uptake in young people/adults applying for citizen cards (official, Government-recognised photo ID cards that provide proof of age and identity for people who may not have a passport or driving licence). Between August 2024 and July 2025, there were three applications for bank accounts and no applications for citizen cards. However, the provision is still available and the criteria for applying for bank accounts and citizen cards has been shared with other agencies.

Accommodation and ETE statistics (August 2024 to July 2025; 64 releases):

When accommodation was arranged	
Accommodation confirmed 28 days or more	22
Accommodation confirmed within 10 days of release	9
Accommodation confirmed less than 10 days before release	17
Accommodation confirmed 1 day before release	7
Accommodation confirmed on day of release	9
Employment, education and training	
No confirmed plan	52
Part-time education/training	8
Full-time education/training	2
P/T employment	2
F/T employment	0
Employment service Interview	0

Release on temporary licence (ROTL) statistics (August 2024 to July 2025)

ROTL	
Eligible	63
Suitable	25
Approved	8
Declined	7
Resettlement day release	11
Resettlement overnight release	0
Special purpose licence	1

Interventions

The appointment success rate for interventions is now sitting at around 80%, which is a marked increase from before.

The new core support model has meant more accessibility to the service for young people. A greater number of young people are self-referring for support, as well as having more opportunity to access professional support in the moment, when they are at heightened need. This has also meant stronger relationships with operational staff on each unit, and a greater knowledge and understanding of interventions, thereby increasing the referral rate further.

There have been works completed in the unit corner rooms to improve the environment that is being used to deliver interventions, and additional spaces, such as the Kings Fund room, education areas, and legal visits rooms are now available, giving more flexibility in this work. A budget has been approved to completely refurbish the corner rooms and create a more therapeutic environment on every single unit, so work on this will be starting soon.

Wellbeing

Feltham A

This incorporates a range of disciplines, including psychology, nurses and a nurse consultant. The Youth Custody Service continues to be committed to the Framework for Integrated Care (Secure Stairs), which incorporates NHS primary care, mental health and substance misuse. The team works flexibly and is co-located on units as well as in their own offices, in order to access the SystmOne healthcare system. The new locations on units have allowed staff to meet the needs of the young people in terms of supporting officers with skills and techniques but not in terms of offering one-to-one appointments. The team is better able to build relationships with staff and young people, but is not achieving an increased rate of direct work with them. Currently wellbeing is not a pathway on the education timetable, although staff can take young people out of education as a last resort. The department is understaffed, which is negatively impacting the amount of direct work that can be undertaken.

However, some group work has taken place, including, for example, a life skills session for young offenders, delivered by the speech and language therapist and occupational therapist.

Feltham B

The employment hub has been operating since 2023 to support prisoners in the last three months of their sentence. The hub works closely with the employment advisory board (EAB) to link with prospective employers. The hub assists with CV writing, setting up bank accounts, renewing driving licences and obtaining IDs, if necessary. For a short period staff ran a course called FREE to prepare prisoners for employment but sadly this is now discontinued.

September 2024 to August 2025

- Birth certificates received: 114
- Adoption certificate received: 1
- Replacement driving licences: 50
- Bank accounts opened (1 July 2024 to 30 June 2025): 168

These figures are in line with reporting period 2023-2024.

Over the reporting period, a number of companies delivered presentations to prisoners due to be released, including Pure Gym, Dusty Knuckle, JP Dunn, Galliford Try and Iceland. The latter interviewed six prisoners and all were offered through-the-gate opportunities. Construction companies generally prefer the CITB CSCS card (Construction Industry Training Board - Construction Skills Certification Scheme), whereas Feltham currently offers the GQA (Glass Qualifications Authority) qualification.

Three resettlement officers have been appointed during the year to support the work of the hub, who visit prisoners on their units to identify resettlement needs.

Hounslow's Department of Work and Pensions (DWP) ran a successful pilot scheme, starting in October 2024, to provide a full-time coach to advise on Universal Credit claims and links with JobCentre Plus. By March 2025, 30 prisoners had £300-£400 transferred into their bank accounts prior to release. This staff member left in August 2025 and, to date, has not been replaced. Support on an interim basis is being provided remotely by Hounslow Job Centre.

The hub office has been relocated to the education B unit to enable easier attendance for prisoners; on Tuesdays, it offers five bookable slots to follow up with employment advice and DWP support.

The employment hub tracks the outcome of their intervention and approximately 10% of prisoners released are in employment six weeks after release. There was a notable success for one at a Construction Industry awards event.

Lack of permanent accommodation continues to be a barrier to taking up employment for released prisoners.

Full staffing within the employment hub continues to be a challenge and the delays in vetting for appointed staff adds to this.

Release on temporary licence (ROTL)

The number of eligible prisoners for ROTL remains very low. The level of skills of prisoners often does not match the demand of local employers.

Over the past year, the ROTL/resettlement team has been involved in a number of local initiatives:

- 18 episodes of volunteering, including a head chef role (supported by a charity);
- 6 episodes of park run/physical evidence for the Duke of Edinburgh's Award scheme;
- 1 facilitation of a family resettlement day in the community.

The work of the IMB

In the reporting year, the Feltham Board has had eight new members appointed, but not a single one has yet successfully on-boarded as a monitor. Four appointees left within six months, despite huge efforts to induct and train them (one left after attending one Board meeting). Currently, the Feltham volunteers are monitoring two establishments, Feltham A YOI and Feltham B, with eight members, including four new appointees, of whom three are almost fully trained.

Board statistics

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	12 (including 4 in training)
Total number of visits to the establishment	402, of which 214 were for direct monitoring

Applications to the IMB 1 September 2024 to 31 August 2025

Code	Subject	Previous reporting year		Current reporting year	
		Feltham A	Feltham B	Feltham A	Feltham B
A	Accommodation, including laundry, clothing, ablutions	1	9	0	15
B	Discipline including adjudications, incentives schemes, sanctions	2	11	4	18
C	Equality	1	4	1	6
D	Purposeful activity, including education, work, training, library, regime, time out of cell	1	10	2	12
E1	Letters, visits, telephones, public protection restrictions	0	8	2	10
E2	Finance including pay, private moneys, spends	0	7	0	5
F	Food and kitchens	0	2	0	1
G	Health including physical, mental, social care	0	15	1	12
H1	Property within this establishment	2	10	1	10
H2	Property during transfer or in another establishment or location	0	18	1	7
H3	Canteen, facility list, catalogue(s)	0	2	0	0
I	Sentence management including home detention curfew (HDC), release on temporary licence (ROTL), parole, release dates, recategorisation	2	13	0	40

J	Staff/prisoner concerns, including bullying	1	16	1	18
K	Transfers	0	14	0	9
L	Miscellaneous, including complaints system	0	6	1	12
	Total applications	10	145	14	175



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