



Annual Report of the Independent Monitoring Board at HMP Channings Wood

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

Published February 2026



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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 establishment

HMP Channings Wood is a category C training and resettlement prison for adult men, with an operational capacity (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime) of 746¹. On 1 August 2025 the population was 727, including prisoners being transferred in that day.

The prison operates a split site regime across all areas for the two groups of prisoners it holds: 'Mains' prisoners and vulnerable prisoners (VPs), which includes prisoners convicted of sexual offences (PCoSOs). The overall ratio between 'Mains' and 'VPs' at HMP Channings Wood (following the closure of HMP Dartmoor) is approximately 50:50.

The prison opened in 1974 on the extensive site of a former Ministry of Defence base and is in a rural area of south Devon near Newton Abbot. The site is bounded by a high fence and there are several public footpaths around the perimeter. Internal fences separate the two prisoner groups and control prisoners' movement on the site. There are eight permanent living blocks (LBs), with one (LB7) comprised of rapid deployment cells (prefabricated, modular prison units). There are also workshops, a kitchen, a care and separation unit (CSU, more commonly known as the segregation unit), a health centre, a well-equipped gym and sports hall, a multi-faith place of worship and a separate chapel, and buildings housing other services and administration. All buildings are either single storey or two storeys.

The eight LBs are split between Mains prisoners (LB3, 4, 6 and 8) and VPs (LB1, 2, 5 and LB7) with LB3, LB5, LB6 and LB7 housing enhanced status prisoners (the prison's incentive scheme comprises three levels, of which 'enhanced' is the highest and earns the prisoner extra privileges). New receptions are placed in LB2 and LB8. Five of the LBs have a central entrance area, off which there are offices, classrooms, a servery and two association rooms. Cells in these blocks are on four corridors on each wing, two on each floor, arranged at right angles to each other. Most blocks have single cells with a toilet and communal showers, while LB8 has double cells with ensuite showers. Four LBs have been equipped with bunk beds for dual occupancy. Due to overcrowding and the increase in the operational capacity to 746, 65 single cells have been adapted for dual occupancy.

The Channings Wood expansion project commenced in Q3 of 2024 and will provide accommodation for 524 additional prisoners (increasing the existing capacity by 67%) as well as improved facilities for other services including a new larger kitchen and CSU. The expansion project includes work within the confines of the existing prison, which has caused disruption. The expansion project is programmed for completion by the end of 2027.

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.

3. Key points

3.1 Main findings

Safety

- Deaths in custody. There were seven deaths in custody during the reporting period, an increase of six on the previous year. One prisoner died in the prison and six prisoners died in hospital. Some Prisons and Probation Ombudsman (PPO) investigation reports are yet to be received, however, initial indications are that six of the deaths were apparently from natural causes and possibly reflects the ageing population at Channings Wood.
- The PPO has highlighted the importance of prompt applications for early release on compassionate grounds (ERCG).
- Self-harm. There has been an 18% reduction in incidents of self-harm and a 15.6% reduction in the number of prisoners on assessment, care in custody and teamwork documents (ACCTs, used to support prisoners who are at risk of self-harm and suicide) during the reporting period.
- Assaults. The total number of assaults was lower this reporting period, though the number of assaults on staff has increased.
- Drugs. The prison considers that the risk of drugs coming from other establishments constitutes a clear threat and all prisoners are scanned on arrival. One prisoner is pursuing a complaint about this through litigation on health grounds. Senior management within the prison review the local body scanning risk assessment on a monthly basis and a recent body scanning audit was scored green, and the risk assessment process was recognised as high standard good practice. The Board understands and supports the need to scan prisoners and accepts the findings of the audit but is still concerned there is an ongoing risk that some prisoners are being scanned unnecessarily.

Fair and humane treatment

- Property. Prisoners' property continues to be the largest subject of applications received by the Board – more than double compared to the previous year. Applications relate mainly to lost or damaged property and the time taken to resolve. This is despite HMPPS confirming, following last year's report, that the issue was receiving attention.
- Infrastructure repairs outstanding. Significant investment is taking place at HMP Channings Wood with the expansion of the estate. However, the Board is concerned that critical repairs to key infrastructure, such as leaking roofs in the care and separation unit (CSU) and living block 6, and the roof and heating in the workshop, have remained unresolved for such a long time and will not be remedied until the expansion project has been completed.
- Complaints. The number of comp 1 applications (complaints raised by prisoners) has risen this year by about 20%. Key subjects of complaint include the offender management unit (OMU), canteen, property and reception.

Health and wellbeing

- Level of healthcare. The Board's monitoring suggests that there is broad satisfaction with the level of healthcare provided.

- Out of hours healthcare. The healthcare department is not contracted to provide 24-hour care, which is of concern to the Board, especially given the ageing population of prisoners being held at HMP Channings Wood. This has been raised specifically by head of healthcare to the Governor. It is understood the protocol for out of hours healthcare is being reviewed and the Board awaits the outcome of this review.
- Disabilities. Opportunities to help prisoners with physical disabilities have been missed. Issues with the provision of wheelchairs, high-backed chairs, orthopaedic mattresses and aids for the visually impaired have been raised during the year and remain ongoing problems. The funding of this equipment is the responsibility of the local authority/NHS, not the prison directly, which often results in delays with the provision of necessary equipment being provided to prisoners.
- Ageing population. The Board notes that the proportion of older prisoners at Channings Wood is increasing and has done so especially since the transfer of prisoners following closure of HMP Dartmoor. This increases pressure on resources, such as out-of-hours care, disability equipment and escorts for hospital appointments, as well as, possibly, the requirement for applications for early release on compassionate grounds (ERCG) to be processed.

Progression and resettlement

- IPP (imprisonment for public protection). Last year, the Board told the Prisons Minister it considered the abolished and discredited IPP sentence was inhumane. This view has not changed. As the government has decided against a resentencing exercise, steps must be taken to improve conditions for legacy IPP prisoners, provide some hope, and ameliorate the stress and anxiety they suffer. This should include limiting the frequent and now normalised delays or adjournments in parole hearings; more robust community offender management and ensuring availability of approved premises. Much of this cannot be delivered by HMPPS and is an issue for the Minister.
- Purposeful activity. In a training and resettlement prison, access to purposeful activity which delivers qualifications that potential employers recognise and value is a fundamental requirement. The prison's own assessment has noted that prisoners wait too long for functional skills courses, that prisoners cannot achieve accredited qualifications in too many areas outside of education and that embedded qualifications across industries was inconsistent. The Board hopes that the new provider will take steps to address this, although there are concerns that cuts to the budget will have a negative impact.
- OMU. The Board notes dissatisfaction amongst prisoners relating to the offender management unit (OMU) and sentence planning activities. This is evidenced both by our own discussions with prisoners, the number of complaints received by the prison, the number of applications received by the IMB and the output from the IMB prisoners' survey.

3.2 Main areas for development

TO THE MINISTER

- IPP. In his response to the Board's last report, the Minister rejected any possibility of a resentencing exercise for IPP prisoners as he said that it presented too great a risk to public protection. He told us: 'We are carefully considering what further work we can do to enhance support, including working closely with organisations and campaign groups to ensure the most appropriate course of action to help those still serving IPP sentences to reduce their risk, so that they can progress towards safe release from custody.' Can he inform the Board what progress has been made over

the last year to improve conditions for IPP prisoners and to reduce the risks to their own mental health and wellbeing? Could he also specify how he plans to address the other barriers to release, such as frequent delays or adjournments in parole hearings; the need for more robust community offender management and ensuring the adequate provision of approved premises?

- Ageing prison population. The Board believes that the sharp increase in deaths in custody this year is directly related to the number of elderly prisoners currently held. In his response to the Board's last report, the Minister recognised this, stating that: 'The aging population at Channings Wood have been identified as a cohort requiring additional support within their strategic needs analysis. The head of reducing reoffending is looking at options to engage with our increasing aging population.' Given that work on an aging population strategy has failed to materialise, can he advise the Board of any progress that has been made over the last 12 months and whether any concrete proposals have been identified?

TO THE PRISON SERVICE

- Property. In its response to the Board's last report, HMPPS appeared to acknowledge the scale of the problem of missing or lost prisoner property, referencing reports by the IMB and IPCI. HMPPS suggested that prisoners were themselves to blame for this, by not complying with volumetric controls, claiming that the Board had identified this – it had not. While the prison service may have hoped that things would get better following the introduction of the prisoners' property policy framework, the evidence at Channings Wood suggests that the opposite is true. Prisoners continue to believe that no one cares about their property. What evidence can HMPPS point to that demonstrates that they do care and that things will indeed get better?
- Staffing. HMP Channings Wood recorded significant improvements in performance following the staffing increase after the closure of HMP Dartmoor, including a massive increase in key worker sessions between staff and prisoners. Recent reductions in staff due to allocation of detached duty to other prisons and ongoing levels of sickness absence have resulted in a backwards step in the delivery of core services including, at one point, a reduction on mandatory drug testing. It is no surprise that a fully staffed organisation can deliver better results than an under-staffed one. Can HMPPS confirm what actions are to be taken to ensure staffing levels at HMP Channings Wood are restored and maintained?

TO THE GOVERNOR

- Purposeful activity. Access to some form of activity in a training prison is a priority. The time taken to access education, skills or work post induction is an issue frequently raised by prisoners. The Board understands that current targets for purposeful activity are 31% of the population in full time activity and 30% in part time, a total of 61%. At the end of this reporting period, the Board was told that 66% of the prisoner population were in some form of purposeful activity. Allowing for the roughly 20% who are unfit or retired (and some of the retired may wish to be in activity) what can be done for the missing 14% or so who are eligible for education, skills or work, but still cannot access it?
- Prisoner complaints. To what does the Governor attribute the 20% plus increase in complaints and what can be done to address this?
- OMU - prisoner complaints, IMB applications and the IMB prisoners' survey all recorded dissatisfaction with services relating to the offender management unit

(OMU). Is this something that the Governor recognises and if so, how can the delivery of offender management services be improved?

3.3 Response to the last report

Issue raised	Response given	Progress
<p>To the Minister</p> <p>The abolished and discredited IPP sentence is inhumane and unfairly disadvantages those prisoners still serving such a sentence. When does the Minister plan to revisit the proposed resentencing exercise previously recommended by the Justice Select Committee? If he will not, can he explain why?</p>	<p>I recognise the Board's disappointment around resentencing of prisoners subject to Imprisonment for Public Protection (IPP) and that concerns around IPP prisoners have repeatedly been raised in your reports. It is important to note that a resentencing exercise would likely result in most of those still serving an IPP sentence in custody being released without any licence supervision, despite the Parole Board having previously considered that these individuals should remain in custody for the protection of the public. This would present an unacceptable risk to victims and the public. You will understand that whilst it is right that IPP sentences were abolished, we cannot take any steps that would put the public at risk. I am though conscious of the significant issues faced by those still serving IPP sentences and the need to support them, ensuring that they have robust and effective sentence plans and are in the correct prison to access the right interventions and rehabilitative services. We are carefully considering what further work we can do to</p>	<p>No change during this reporting period. The Board is aware that delays to parole board hearings, insufficient approved accommodation spaces and overstretched probation services continue to impede progress to release from custody.</p>

<p>The inability to conduct timely repairs to roofing, heating systems and work-related equipment continues to undermine operational effectiveness and limit capacity in purposeful activity. As in our previous report, the Board, again, asks why has this situation been allowed to drag on for so long and when will it be resolved?</p>	<p>enhance support, including working closely with organisations and campaign groups to ensure the most appropriate course of action to help those still serving IPP sentences to reduce their risk, so that they can progress towards safe release from custody.</p> <p>HM Prison and Probation Service (HMPPS) is continually reviewing the investment required across the estate. Investment proposals are underpinned by the data collected in recent condition surveys which assess the fabric, cells, and critical assets at each prison. These will inform long-term forward maintenance registers, which can be prioritised against future capital budgets. A project to install two boilers in healthcare is in development and works to install fire sprinklers are due to commence at the beginning of 2025. I am pleased to see that you have observed good progress on the refurbishment and maintenance of showers and that the refurbishment project was completed in December 2024. I am assured that you are kept updated on the roofing situation via monthly meetings and you will be aware that the Governor shares your concerns regarding the lack of progress. All</p>	<p>Whilst it is recognised that significant investments are being made at Channings Wood as part of the expansion project, many of the issues impacting day to day operations on the existing prison site have remained unresolved during the year. This includes repairs to roofs, rendering facilities unusable or below an acceptable standard.</p>
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<p>Year after year, we have been told that the ageing population strategy is coming soon. As in our previous report, the Board asks, again, when will it arrive and what improvements will it bring to the living conditions and care needs of elderly prisoners?</p>	<p>requests from the establishment are considered and I have been given assurance that the work will start in the future.</p> <p>Once a bid for a project is received, HMPPS prioritises works very carefully to make best use of funding, focusing on risk to life and risk to capacity and decency. I note that to remedy the ongoing failure of the heating system the Governor has hired temporary stand-alone generators and boilers which provide some heat to the industries building.</p> <p>HMPPS are committed to enabling those in our care to live with independence, respect and dignity respecting personal choice at every stage of their sentence. However, HMPPS do not own or commission Social Care services. The Care Act (England) and Social Services and Well-being Act (Wales) stipulate that Local Authorities are responsible for delivery of social care for their geography, including Approved Premises and Prisons in that area. The number of older prisoners has risen significantly over the past 20 years and I recognise the challenges this increase can bring to prisons. In regard to the assurances by the previous government to develop a</p>	<p>The Board has not observed any significant improvements to the care and health packages provided to older prisoners at Channings Wood. There has been an increase in the number of older prisoners dying in hospital or in the hospice care system.</p>
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	<p>national strategy for older prisoner, HMPPS is currently reviewing its approach to strategy development, focusing work on a small number of core operational strategies to successfully deliver key outcomes and priorities. It is therefore considering currently how best to ensure the needs of older prisoners are met and whether this requires a bespoke strategy or whether support for them should instead be reflected in wider strategic work. In the interim, there is a range of work ongoing to improve support for older prisoners, focusing on working with partners to improve health and care support for older prisoners, how we are using the estate to best meet their needs, and how to spread best practice on purposeful activity. The ageing population at Channings Wood have been identified as a cohort requiring additional support within their strategic needs analysis. The head of reducing reoffending is looking at options to engage with our increasing aging population.</p>	
<p>To the Prison Service</p> <p>In September 2022, the Prison Service implemented a new prisoners' property policy framework, with the aim of addressing</p>	<p>HMPPS notes the Board's continuing concerns about the handling of prisoners' property. This is an area to which HMPPS is</p>	<p>The Board has not seen any improvement in the management of prisoners' property, in fact, from the evidence collected by the</p>

<p>the main problems regularly identified by IMBs. Two years later, there is little to no evidence that the framework has made any difference to the safe recording, storage and movement of prisoners' property. As in our previous report, the Board asks, again, when HMPPS will admit that the current system is broken and invest in much-needed resolutions, including a national digital tracking system?</p> <p>Why is there, apparently, no</p>	<p>currently giving further attention. Careful consideration will be given to the findings in the IMB national thematic report on how property loss impacts on prisoners (September 2024), as well as those due to be received from Independent Prisoner Complaint Investigations following a thematic review of the property complaints they have received in the last five years.</p> <p>As the Board identifies, a common area for problems is when excess prisoner property is forwarded on when a prisoner transfers. It is therefore key that prisoners comply with volumetric control limits, since anything within those limits will transfer with them. HMPPS is focusing on what more can be done to ensure compliance with the requirements of the framework and are grateful for the continued feedback from IMB members. HMPPS also note the Board's concerns about the lack of digital improvements on property handling. While it is recognised this will be disappointing, other pressures around digital changes mean that it is not anticipated that an electronic property card will be in place in the immediate future.</p> <p>Efforts continue to support and reintegrate</p>	<p>Board, it has worsened during the year.</p>
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<p>alternative solution, other than long-term and indefinite segregation, to manage prisoners who refuse to end their 'dirty protest' (when a person deliberately urinates or defecates without the use of the proper facilities supplied, as an act of non-compliance or protest)?</p>	<p>the individual noted within the IMB report. Any 'dirty protest' within a prison is best confined to an area that will cause the least disruption. On the authority of the Governor or operational manager, a prisoner on a 'dirty protest' will be moved to designated accommodation in the segregation unit. and managed via a segregation review board where specific prisoner issues are discussed and every effort made to ascertain the reasons for the protest, end the protest and return the prisoner to normal location at the earliest opportunity.</p>	<p>The management of this issue remained unchanged during the reporting period. The Board acknowledges the efforts made by staff to deliver appropriate care in very difficult situations. The matter was only resolved at Channings Wood by the release of the individual concerned, at the end of his sentence.</p>
<p>To the Governor</p> <p>What more can the Governor do to further limit both the longstanding problem and underlying causes of self-harm where, despite a downward trend, levels remain a concern?</p> <p>Although only government legislation can offer hope to those prisoners still serving an IPP sentence, given their unique situation, what measures can the Governor take to improve conditions for them at HMP Channings Wood?</p>	<p>Governor's response given verbally to the Board.</p>	<p>Self-harm incidents at Channings Wood reduced by approximately 18% during this reporting period.</p> <p>Prison staff have engaged in regular meetings with IPP prisoners. An IPP family day was held in June 2025, which was well attended with positive feedback being received. A long-held aspiration among the IPP cohort for a dedicated wing remains unmet.</p>

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

There have been 826 prisoners taken through the reception process during this reporting period. Members have observed that staff and orderlies treat prisoners well and with respect, especially the elderly and vulnerable. Healthcare staff see prisoners on arrival and Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) are available. Reception staff try to limit issues that late arrival times might cause for prisoners and will work late if necessary. Prisoners spoken to by members mostly report favourably on their experience of reception.

Volumetric control of property is often exceeded, with prisoners arriving with more property than permitted. This leads to delays in processing property and can be a source of inaccuracies on property cards. Longer detained prisoners tend to have amassed possessions over time. Because lost property on transfer is a major continuing concern, prisoners try to bring as many of their possessions with them as possible. If lack of space on the vehicle precludes this, there is a risk that property will not follow on within the 28-day timeframe set out in the policy framework.

The prisoner property policy framework was revised on 15 May 2025. The revisions included paragraph 4.47, confirming that excess property must be sent on as quickly as possible within the existing four-week period after a prisoner transfers. Additionally, paragraph 4.96 confirmed that the use of local facilities list agreements seeking to set maximum compensation values for individual property items is not permitted. Channings Wood continued to require prisoners sign a form limiting their claim for lost property to £100 - to the end of this reporting period.

The Board has received comments from prisoners criticising the induction process. Many have complained the process is slow and often considered to be a tick-box exercise.

4.2 Suicide and self-harm, deaths in custody

The Board is saddened to report there were seven deaths in custody occurring between October 2024 and August 2025, an increase of six on the previous year. Some investigation reports from the Prisons and Probation Ombudsman (PPO) are yet to be received, but the initial understanding is that six prisoners died of apparently natural causes, with each receiving palliative and end of life care in conjunction with the local NHS Trust, as appropriate. One death in late 2024 is the subject of a Prison and Probation Ombudsman (PPO) independent investigation, yet to be published.

The rise in deaths possibly reflects the ageing population of prisoners held at Channings Wood. The Board was notified of each death in a timely manner and monitored the support offered to those prisoners and staff impacted by them.

A report from the PPO (published August 2025) following an independent investigation relating to an elderly prisoner who died in hospital found that there were delays in preparing an application for Early Release on Compassionate Grounds (ERCG), which meant that no application was submitted prior to his death.

Assessment, care in custody and teamwork (ACCT) is the care planning process for prisoners identified as being at risk of suicide or self-harm. Members have attended random ACCT reviews and viewed ACCT documents through the year and have found the reviews to be conducted professionally and empathetically. A new quality assurance

process was introduced by the prison in January 2025, and the effectiveness of this is being monitored by the Board.

The average number of open ACCTs each month has been 22 – a reduction of 15.6% on the previous year's average of 26 a month. The length of time an ACCT (and post-closure ACCT) remains open is variable, with the longest opened in February 2024 and remaining open throughout the whole reporting period. Most ACCT documents that the Board have seen are satisfactorily organised and completed.

A significant number of prisoners arrive at Channings Wood on an open ACCT – on average 6.3 prisoners a month, totalling 76 for the year. This is an increase on the previous year's average of five per month. This remains a specific concern for the Board.

Self-harm incidents compared to the same 11 month period last year totalled 438, averaging 40 a month – an 18% reduction from the year 2023-24. This included two attempts to self-ligature in early 2025. Most prisoners who self-harmed at HMP Channings Wood are in the younger age ranges – that is, 26-34 years (87%).

4.3 Violence and violence reduction, self-isolation

The Board undertook a prisoner survey of 95 prisoners, from a prison population of approximately 725, across all living blocks mid-way through the reporting period and this is referenced in a number of sections within this report. This sample represents 13% of the prison population.

The survey recorded that more prisoners felt safe in the prison than those that did not. A prevailing view of prisoners surveyed was, however, that the prison felt more like a category B prison than a category C, mostly in relation to the regime and the amount of time spent locked up.

HMPPS group safety site audits, such as the one conducted in May 2025, scrutinised complex cases, the CSU, reintegration plans, self-isolators, assaults and ACCTs. Their overall findings were good.

Cell searches have continued throughout the year and the Board has been told by prison management these have all been intelligence-led. Members have monitored several adjudications for prisoners found to 'be in possession of illicit items' found during cell searches.

Prisoner safety representatives are employed as peer support to see prisoners concerned for their individual safety (about four daily). These include prisoners on ACCTs and those who have self-harmed or started to self-isolate.

There were 87 assaults reported over the year, which is down from 141 last year. 22 assaults (25%) were prisoner on staff (two serious) and the remaining 65 were prisoner on prisoner. The number of assaults on staff represents a decrease on last year.

There were three serious incidents during the reporting period. Two incidents were at height – one with a prisoner climbing a tree and another with a prisoner climbing on top of a single-storey building; both initially refusing to come down. The third serious incident was a cell fire. The command suite and national tactical response team attendance only occurred for one incident, due to the timely resolution of the other two.

There was an increase in cell fires between April to June, which prompted the prison to implement an action plan, including briefing prisoners and spelling out the dangers and consequences of such activities.

Board members monitor those prisoners who choose to self-isolate in their cells – around 11-12 a month. Members were positive about their welfare, but limitations on access to showers and exercise were noted. Being under threat due to debt was cited most often as the reason to self-isolate.

Constant supervision (defined as a period of one-to-one observation for a prisoner identified as being at serious risk of self-harm or of engaging in other behaviour that could accidentally or intentionally result in their death, and which is put in place to reduce this risk and enable immediate intervention in an emergency) has occurred, on average, twice a month throughout the year. The Board monitors the support, welfare and care provided to these prisoners, as well as the measures implemented to help reintegrate them back into the normal location. Most periods of constant supervision have been short, although one instance lasted 79 days.

The Board notes that the highest number of open ACCTs, prisoner on prisoner assaults and use of force interventions occurred during October 2024. This month was also the second highest for self-harm incidents. The prison reported to the Board that higher levels of 'spice' (a chemical compound that mimics the effects of the active ingredient in cannabis) circulating and debt issues were contributing factors.

4.4 Use of force

There have been 160 use of force (UoF) incidents throughout the year – an average of 13 a month. This represents a significant reduction on last year's average of 24 a month. Of these, 152 were unplanned, with the remaining eight being planned interventions. The peak occurred in October 2024 at 22 (20 unplanned and two planned). PAVA spray (an incapacitant, similar to pepper spray) was used on one occasion.

Board members continue to monitor these interventions and on occasions observed UoF meetings, including reviews of body worn camera videos. Prisoners aged 26-34 years were more likely to be involved in a UoF incident (67%) and reside on LB4 (58%), a Mains living block.

Reviews of body worn camera videos seen by the Board have shown incidents being conducted professionally by staff.

4.5 Preventing illicit items

All new arrivals are scanned for illicit items (e.g. drugs, phones, weapons) using X-ray body scanners. Prisoners are also scanned on receipt of intelligence. Approximately 6-8% of the scans undertaken during the reporting period have been positive – down from an average of 10% over the previous reporting period.

One prisoner made a complaint to Independent Prisoner Complaint Investigations (IPCI) following what he perceived to be non-intelligence lead X-ray searches. His complaint was upheld and IPCI wrote to the prison with the outcome. The prison did not inform the IMB, but the prisoner did. The prisoner claimed that staff at the prison continued to search for illicit items via X-ray and is continuing his litigation claim under health grounds.

HMPPS's policy on use of X-ray body scanners states that it should be intelligence or threat driven. The prison's assessment is that the risk of drugs coming from other establishments constitutes a clear threat and consequently all prisoners are scanned on reception. The prison has told the Board that the risk assessment is intelligence led and reviewed on a monthly basis. The Board understands and supports the need to scan prisoners but is concerned that some prisoners are being scanned unnecessarily. The fact

the percentage of positive scans is low might suggest the need to scan all prisoners is questionable.

All visitors are checked by drug detection dogs before they enter the visits hall. Over the last year there have been eight positive results (10 in previous reporting period). Before returning to wings, 90% of prisoners are given a 'rubdown' search (conducted by a single officer over the individual's clothing) and 10% subjected to a 'full' search (conducted by two officers of the same sex, which may require removing items of clothing, out of sight of others). Two prisoners were found with items over this reporting period. Staff in the visits hall monitor prisoners and visitors to prevent the passing of illicit items.

5% of the population receive a mandatory drug test (MDT) every month in line with national guidelines. On average, 10% of those tested have been found to be positive. 80 suspicion tests were carried out over the last period; however, none were undertaken in July and August due to availability of staff. 48% of these tests were positive.

The prison has reported there have been no throwovers of illicit items over the last reporting period.

There was a spike in under the influence (UTI) incidents in November and December (19 and 39), compared with an average of two to three incidents between January and August.

Staff report a good relationship with Torbay Hospital's security department which help prevent illicit items being brought into the prison by this route. There have been no such incidents over the last reporting year.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 Accommodation

The Board have witnessed some general decorative maintenance of cells taking place on wings, which has created employment opportunity for prisoners. This has been a positive observation and is welcomed.

Roof leaks in the care and separation unit (CSU) have not been repaired all year. This has resulted in the plastic sheets being fixed to the ceiling to collect water and ultimately required an office to be abandoned. This in turn required a single office to be used for CSU staff administration, holding adjudications and segregation review boards. The Board considers this to be a very unsatisfactory arrangement. The expansion project will increase the capacity of the CSU, but the existing facilities still require repair and refurbishment.

Cells in LB6 have remained out of use due to roof leaks all year. LB6 is an enhanced wing and the failure to repair these roof leaks ultimately denies prisoners the opportunity to be transferred to an enhanced wing.

Several risks related to the poor condition of the healthcare building have been recorded. These include limited space and a leaking roof, with mould in one area, which is clearly inappropriate in a healthcare environment.

Whilst the general condition of showers on living blocks is acceptable, the Board has observed privacy screens in disrepair and even missing.

The gardens within the grounds of the individual living blocks are well maintained and prisoners are to be commended for the effort expended in planting and maintaining them.

5.1.2 Food

The Board has observed many food servery events during routine rota visits. Comments have been made to the Board by prisoners that portions have been reduced – this is not something the Board has observed.

Most living blocks have microwave and toasting facilities for prisoners to prepare their own food, purchased through the canteen process.

The Board have made observations that some meals appear to be heavily loaded with carbohydrates. The kitchen has reported the menu choices which prisoners select from are nutritionally balanced, but there is nothing to stop prisoners making unhealthy choices.

The kitchen only employs prisoners from the vulnerable prisoner (VP) wings. The Board receives many comments from prisoners on the Mains wings about concerns with VPs preparing their food. The Board has not seen any evidence of food contamination during routine rota visits.

Prisoners supplement their food with canteen purchases using their 'spend' accounts. Prisoners have complained that wages from employment within the prison has not kept pace with prices for canteen purchases, due to inflation.

5.2 Segregation

The Care & Separation Unit CSU (Segregation Unit) has been visited and monitored by the IMB at least twice a week through the year and spoken to those prisoners being held at the time.

The segregation of prisoners appears to be managed well. The segregated prisoners the Board have spoken to have often been complimentary about the staff in the unit.

On occasions, prisoners have been held under segregation rules on the living blocks due to space not being available in the CSU. This is not ideal as wing staff are not able to provide the same level of care to the prisoners due to their other duties. Whilst it is acknowledged that this situation is sometimes unavoidable, it is clearly not ideal.

No prisoners, apart from one long term prisoner on dirty protest (who was held for 222 days), have spent more than 28 days in segregation during the reporting period. The Board has generally observed that the prison actively tries to return prisoners to normal location as soon as possible, subject to serving any awards for cellular confinement.

The use of the special accommodation cell (a dedicated cell or improvised normal accommodation where items such as furniture, bedding and sanitation are removed in the interests of safety) in the CSU was authorised by the prison once during the year, in October 2024. The IMB was informed about the use of the cell and the prisoner was visited by a Board member. The incident was managed by the prison appropriately and the prisoner was eventually returned to normal location.

5.3 Staff and prisoner relationships, key workers

5.3.1 Staff and prisoner relationships

The Board received 24 applications from prisoners mentioning bullying during the reporting period. A total of 20 of these applications specifically alleged bullying by staff and four by other prisoners.

The IMB's prisoner survey of 95 prisoners undertaken by the Board during April and May 2025 recorded an equal number of prisoners reporting good treatment by staff as those reporting bad treatment. Prisoner on prisoner bullying reports from the survey was low.

The Board has not witnessed any staff bullying of prisoners directly.

5.3.2 Key workers

Key worker sessions between prisoners and staff increased dramatically following the transfer of staff from HMP Dartmoor in the previous reporting year. Over 1000 key worker sessions were recorded in March 2025.

The number of sessions subsequently reduced significantly from this high, due to availability of staff. The number of key worker sessions in August 2025 fell to 73.

Key worker sessions provide a valuable opportunity for staff to identify and address important matters with prisoners and the reduction in sessions during the year is of concern to the Board.

5.4 Equality, diversity and inclusion (EDI)

The Board has attended diversity, inclusion action team (DIAT) meetings organised by the prison. This is attended by senior managers and prisoner representatives, where detailed analysis of EDI matters is shared. Staff seek to identify patterns arising from prison data about prisoners to see if any form of discrimination might be occurring.

5.5 Faith and pastoral support

Chaplaincy has bespoke multi-faith facilities and services are well attended. Key festivals are observed, including Christmas and Ramadan and dietary considerations have been provided. Positive comments have been received from prisoners regarding chaplaincy

services including help at times of bereavement and support for managing end of life for family members.

5.6 Incentives schemes

The current scheme has been running since June 2025 and was introduced to try and establish a greater difference between the 'standard' (middle) and 'enhanced' (highest) status of the incentives scheme, a system of earned privileges to incentivise positive behaviour. Compared to last year, there are more people (over 70%) on enhanced status and less (under 30%) on standard status. There have typically been under ten prisoners on 'basic' (the lowest) status across the prison. There is a clear differential between the standards which gives prisoners more to aim for.

The Board has received a few applications from prisoners alleging the inappropriate use of the previous incentives scheme, but none since July when the new scheme was embedded. The scheme is used to promote good behaviour rather than being applied as a punishment.

5.7 Complaints

The number of prisoner complaints (Comp 1) has risen this year by 200 to 1228. This is of concern to the Board. The total number represents an average of 102 complaints per month. The categories with the highest number of complaints were as follows:

- 29 cell/wing moves
- 37 unhappiness with prison responses to complaints
- 64 catalogues
- 72 property
- 83 reception (at Channings Wood)
- 86 canteen
- 92 services provided by the offender management unit (OMU)

Complaints regarding missing items from canteen orders are often referred to DHL (the provider of canteen supplies). Long delays have been reported obtaining responses to complaints from DHL, with the prison having to step in on occasions where DHL do not uphold complaints.

5.8 Property

Prisoners' property continues to be the largest source of applications received by the IMB at Channings Wood. A total of 81 property related applications were received during the reporting period, which represents 20% of all applications to the IMB. This is a 113% increase on property related applications from the previous year.

Typical property applications relate to lost or damaged property and the time taken to resolve property related matters, including payment of any compensation which often takes months to resolve. Approximately 50% of property related IMB applications relate to matters at Channings Wood and 50% from matters arising at other prisons.

Following last year's report, HMPPS confirmed property was an area receiving further attention. It is regrettable that from this Board's perspective, little or no progress has been made on this issue. From the increase in IMB applications, and the results of the prisoner survey undertaken by the IMB, the matter appears to have worsened.

6. Health and wellbeing

6.1 Healthcare general

Healthcare at HMP Channings Wood is provided by Oxleas NHS Foundation Trust, with subcontracts for supporting medical services including: dental, podiatry, X-rays and scans, physiotherapy, opticians, psychiatry, mental health, speech and language therapy and substance misuse.

Based on our monitoring there is broad satisfaction with the level of healthcare provided.

The Board has received 36 IMB applications that have been categorised as healthcare related during the reporting year.

Our monitoring has evidenced that in general there is pro-active patient engagement, although inevitably there are prisoner frustrations when referrals to specialist external services take longer than anticipated, even if considered in line with the general community. An example here was a referral for assessment for specialist disability support equipment which took some months to be resolved and resulted in a very dissatisfied prisoner. Another example of a prisoner with Crohn's disease who arrived and was incontinent, but by April had still not had suitably fitting incontinence pads.

Healthcare is provided seven days a week 7.30am - 5.30pm. Outside of this period there is no contract for out of hours support, and the prison is then reliant on the 111 and 999 services.

Healthcare staff have reported that response times from the ambulance service at Channings Wood have generally been good.

The Board have attended Healthcare local quality delivery board (LQDB) meetings as observers and have noted in these meetings the effective working relationship between the prison senior leadership team and healthcare.

Healthcare maintain a risk register, which is discussed at the LDQB and during our reporting period a few high-level risks were found impacting on prisoners including:

- Several risks related to the poor condition of the healthcare building most of which will require the completion of the current building programme for resolution. These included limited space and a leaking roof with mould in one area.
- For part of the year following the resignation of the psychiatrist, psychiatric support was largely unavailable to prisoners – however this was rectified by July 2025 with a new specialist in-post and weekly clinics being held.
- Healthcare identified scope for improvement in infection control and rapid action was taken by healthcare management to address the issue.

Healthcare also proactively monitor the patient experience each month. In February 2025 they received seven formal compliments, had 23 queries/applications and received 2 complaints. One complaint related to a medicine available in the community but not in prison, and the other related to healthcare in another prison.

6.2 Physical healthcare

Sadly, there were seven deaths in custody in this reporting period. Whilst PPO reports are awaited in several cases, the Board notes the increase in the elderly population at HMP Channings Wood following the transfer of a large number of prisoners from HMP Dartmoor last year.

As outlined above, the healthcare department is not contracted to provide 24-hour care and this makes the establishment unsafe for some prisoners. At the June LDQB meeting, it was one issue raised specifically by head of healthcare to the Governor.

Staff reported that sometimes there have been insufficient staff to cover all the hospital escorts needed. On an average day three prisoners are having to attend external medical appointments. This means that staff have sometimes had to choose priority need over desirable appointments. i.e. oncology or dialysis over audiology. With an increasing prison population that is older, the demand for escorts is likely to increase along with the resource implications.

6.3 Mental health

The mental health team have four senior staff, two with a nursing background and two with a social care background. Based on our monitoring, the team works well together and enthusiastically support prisoners. In discussions with them, their major concern is the difficulty in handing over to community mental health teams for prisoners coming up to release, particularly where the release is out of the local Channings Wood area.

6.4 Social care

As of August 2025, the prison had two prisoners on social care packages.

Buddy support is provided to prisoners with non-intimate social care needs, including help with mobility and collecting food for them. The buddy service is well established but our monitoring discussions with the trainers of buddies identify some concerns that the service does not fully meet the need, which varies across living blocks. This is supported by our own monitoring which identified a prisoner who was informally acting as a buddy for a disabled prisoner. Whilst laudable, this means that the buddy has not been trained and potentially may be a risk to the prisoner.

There have been issues with training, with a limited number of potential buddies available due to a lack of suitable prisoners. The training takes place every 12 weeks. A new officer with a passion for this type of work has recently been appointed to manage this area.

There have been some missed opportunities to assist some prisoners with disabilities. A member spoke to an amputee who was on a living block (LB) with no adaptations in the shower, making him feel very vulnerable. There had been an opportunity to move such prisoners onto an LB with adapted bathrooms.

A prison review is underway on the wheelchairs used around the establishment. They are owned by different organisations and an audit has not recently/ever been done but has now been instigated by the Governor at the June LDQB. The Board has been told that there is no defined co-ordination regarding ownership, resulting in maintenance sometimes being neglected with potential safety issues. During the year some Buddies refused to push wheelchair prisoners around the estate due to concerns about the safety of some of the wheelchairs, especially given that the site is a partial building site. Likewise, an issue of transporting a wheelchair in a prison vehicle for escort recently caused the escort to be terminated.

There has been a problem this year with availability of high-back chairs for elderly prisoners. The Governor explained that they do not have a budget for social care for such items and this would have to be funded by the residence budget. In January there were 30 prisoners who needed such a chair. In the community, patients would self-fund these, but this is not possible in a prison. Only Devon County Council had authority to identify the need, but this was not happening. The recently closed HMP Dartmoor had a supply of

such chairs but accessing the site has been logistically difficult due to health and safety unknowns.

6.5 Time out of cell, regime

The Board has received comments from many prisoners regarding the amount of time they are locked up, particularly if they are unemployed, retired or not attending education. There have been recent efforts to improve the regime, which is clearly dependent on staffing levels. The staff increases following HMP Dartmoor closure initially helped deliver improvements, but the Board is concerned these could be lost if staff continue to be allocated on detached duty to other prisons.

The gymnasium is a popular facility and IMB visits have always found the hall and equipment room being well-run.

The Board has received complaints from prisoners over the reporting period about the lock-up default during staff training days.

Significant improvements have been made with the organisation of daily movements around the prison and for collecting medication. This has brought improvements to employment and education attendance figures and is commendable.

6.6 Drug and alcohol rehabilitation

The prison has started trialling Buvidal injections (a treatment for opioid dependence) to start enabling prisoners to have drug replacement therapy. This is expected to have a positive impact on illicit medications availability and bullying, as well as reducing the risk of overdoses.

The Board is pleased to note that prisoners found guilty of being in possession of drugs are offered the opportunity to join a Recovery Focus programme, rather than receive a penalty.

6.7 Soft skills

The library and arts centre remain a popular area of the prison and are used by approximately two thirds the prison population. The centre is also used for a number of group activities, and the Board has seen some of the impressive work produced, including pottery and painted seagulls. Simultaneous chess is also provided periodically through an external specialist. Some of the pottery has been exhibited outside the prison in the local community, especially local libraries.

Distraction packs continued to be provided, which can include word search and pictures for colouring.

The assistance to those who have issues with reading continues. The Shannon Trust provides a valuable service to help prisoners develop their reading and numeracy skills with the one-to-one guidance being provided by trained prisoners. The Board has observed celebration days, when prisoners are presented with their certificates of achievement. It has been very moving to hear prisoners manifest the change the programme has made to their lives.

7. Progression and resettlement

7.1 Education, library

The education, skills and work self-assessment report (ESW SAR) grading was the same as previous years – ‘requires improvement’. One of last year’s main criticisms, low attendance levels, has been addressed by establishing a regime driver post. The custodial manager filling it has significantly improved this area. Attendance for education is almost 97% at the end of this reporting period and it is hoped that this can be maintained.

Industries and work are comparable with rates of unauthorised absences at less than 1%. Enrolment for education courses increased by 19% for the year. Significantly, prisoners with learning difficulty and/or disability (LDD) engage at similar levels, reflecting the impact of a neurodiversity support manager and mentors.

Members have observed positive relationships within education and most training areas and conversations indicated a clear level of respect between staff, mentors and learners. Of those who raised education in the IMB prisoner survey, twice as many prisoners found it to be good, as opposed to poor.

Distance learning remains a strength, with 59 prisoners undertaking Open University/distance learning courses. Way2Learn has been funded by the dynamic purchase scheme (DPS) to promote in-cell learning. Prisoners spoke positively about the encouragement they received from the learning and skills manager and the Way2Learn orderlies.

The library staff’s mantra that the library ‘is not just about books’ remains evident, though supporting the prison reading strategy and encouraging reading for pleasure are key tenets.

Weekly access to the library is timetabled for every prisoner and reading hubs are located on the wings. However, it took until May 2025 for timetable adjustments to reflect the change in population balance and provide more access for VPs. After a few months though, staffing pressures meant that access reduced again to one day a week. Monthly footfall is high, in the region of 1200-1400 and 71% of the prison population are library members.

Other arts related activities are thriving, with classes being provided by the arts tutor on LB5 to provide greater opportunities to VPs. Members have spoken to prisoners whose sense of achievement and fulfilment was clear. Examples of their art and writing have been on display at the Phoenix Gallery in Exeter. Some prisoners designed and completed an installation in Exeter Cathedral for the High Sheriff’s declaration service.

7.2 Vocational training, work

Access to purposeful activity following induction (and consequently time in cells while awaiting allocation) is a recurring issue for prisoners. 39% of prisoners who took part in the Board’s prisoner survey raised it, with a majority viewing it as poor. The ESW SAR noted that prisoners wait too long for functional skills courses. The Board recognises the strain caused by population pressures, high turnover of prisoners and aging infrastructure and equipment, but has found it difficult to access reliable data. Managers have reported anomalies in the management information system, which they say does not accurately capture all activity. The most recent figures show 66% of the prison population in some form of purposeful activity.

The ESW SAR also found that prisoners could not achieve accredited qualifications in too many areas outside of education and that embedded qualifications across industries was inconsistent, being available in recycling, but not in textiles and wood mill/wood assembly. It is hoped that by joining the assessment qualifications Alliance unit award scheme (AQUAS) access to accredited workplace qualifications will increase, improving the chance of employment post release. Managers regard the AQUAS scheme a useful entry point for prisoners to engage in education skills and work and offers 'something for everyone'.

For those prisoners in activities, members observe an engaged workforce taking pride in their achievements. Catering skills exemplifies this, where a prisoner claimed that it had 'saved his life' - he was drug free, had received good training opportunities and, on release hoped to be chef.

Initiatives such as the Hard Hat Academy (see section 7.4) and the on-site Hillbrush workshop (which provides opportunities for short sentence prisoners) are both examples of good, innovative practice. All the Hard Hat Academy prisoner feedback scores seen by the Board rated the course experience as a 5 on a scale of 1-5. Many made mention of a newfound confidence in the ability to secure employment on release. One dyslexic prisoner commented: 'I have learned that nothing is impossible to do'.

7.3 Offender management, progression

Last year the Board told the Prisons Minister it considered the abolished and discredited IPP sentence inhumane. This view has not changed, but neither has the Minister's, that a resentencing exercise would represent an unacceptable risk to victims and the public. There are 41 IPP prisoners held at HMP Channings Wood.

Since February 2025, five have been released and another four have progressed to open conditions. Reasons for the limited progress include delays or adjournments in parole hearing; changes of community offender managers (COMs) and delays in securing approved premises. The Board spoke to one prisoner recommended for release, who could then not be, because the approved premises he had been directed to was undergoing refurbishment. This delayed his release by two months. In other conversations, their sense of hopelessness and frustration is evident. A decision on the creation of an IPP wing, which is seen as desirable by prisoners, is yet to be made.

The backlog in offender assessments has increased slightly this year. Reasons include the high level of recalled prisoners; ongoing population pressures resulting in more receptions (some well into their 10 week from sentencing timeframe); and very high caseloads. Capacity Gold Command's directive to OMUs to prioritise assessments and preparation for open conditions and home detention curfew (HDC) under the temporary presumptive re-categorisation scheme (TPRS) was at the expense of less urgent assessments. However, a consequence of TPRS has been more progression to category D status, from 61 prisoners in the last reporting period to 143. These factors may explain the negative view that some prisoners have of the offender management unit. 12% of prisoner applications to the Board were about sentence management, the second highest subject area after property.

Release on temporary licence (ROTL, which allows prisoners to be temporarily released into the community for specific purposes) has hardly been used, mainly due to population pressures leading to eligible prisoners progressing to open conditions. However, the retention of five prisoners who would have moved to category D has been approved and will allow them to work with Kier Construction as part of the expansion project. This is a

first at a category C prison and there are practical issues to be resolved regarding holding category D prisoners in a category C prison.

7.4 Family contact

Family contact is an area of prison life where the experience of both prisoners and their visitors is largely positive. When monitoring social visits, members note that staff are considerate and sensitive. This is reflected in the Prison Advice and Care Trust's (PACT) own surveys. Of those visitors who completed the most recent survey, 89% of first-time visitors said the experience made them feel positive about further visits and 100% of those completing the survey found staff welcoming and approachable.

PACT has continued to run Parent Gym. In addition to the Storybook Dads service, PACT works with the prison reading group who provide children's books for family days. Prisoners and their children can select a book which they are then able to read together over the telephone, though this relies on available phone credit. The cost of phone calls is frequently raised as an issue, which can impinge on family contact. Travel costs are another limiting factor given the location of HMP Channings Wood. There have also been occasions when prisoners have raised a lack of notification and poor communication from staff about visits.

7.5 Resettlement planning

Despite some negative survey comments from prisoners on resettlement services, the overall picture is a more positive one. Data from external probation services seen by the Board shows just over 20% of discharged prisoners are employed at the six week point, and just over 40% at six months. The resettlement team attribute this slight drop on last year's figures to the increase in the PCoSO population from just under one third to over half. They cite a reluctance from some employers to take on those convicted of sexual offences. To overcome this, staff have organised employer days to challenge perceptions and have reported some progress, leading to a change in policy from one national level recycling business. Kier Construction (project lead for the prison expansion) have sponsored several employer days supported by their supply chain and together with Weston College run a 'Hard Hat Academy' for cohorts of eight prisoners on a course once a quarter as part of the national construction skills certification scheme. Kier will also provide ROTL opportunities for five prisoners, although this had not been put in place at the end of this reporting period.

92% of discharged prisoners had accommodation on the first night according to external probation services. Though slightly down on the previous year, managers point to the turbulence caused by population pressures and a significant number of prisoners arriving within or close to their 12 week resettlement window.

Since March the prison has been part of a pilot scheme for the return to work tool on the digital prison system. Managers are enthusiastic and provided examples of resettlement staff being able to advise prisoners on suitable employment opportunities in their resettlement area. In another pilot, Department for Work and Pensions (DWP) staff work with prisoners in their 12 week resettlement window to process an advance of universal credit (if entitled) on release. DWP staff then attend discharges and once a prisoner has been released from custody, action the claim to allow an advance to be paid. Further progress has been made in the provision of recognised ID cards, with the employment hub achieving the second highest figures nationally.

8. The work of the IMB

Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	9
Total number of visits to the establishment	327

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
	Total number of prisoner applications. NOTE: some applications contain matters covering multiple categories.	221	395
	Total number of applications by category	221	408
	Number of applications by category		
A	Accommodation, including laundry, clothing, ablutions	27	32
B	Discipline, including adjudications, incentives scheme, sanctions	13	23
C	Equality	5	7
D	Purposeful activity, including education, work, training, time out of cell	17	7
E1	Letters, visits, telephones, public protection, restrictions	18	35
E2	Finance, including pay, private monies, spends	3	34
F	Food and kitchens	5	9
G	Health, including physical, mental, social care	28	36
H1	Property within the establishment	13	38
H2	Property during transfer or in another facility	25	43
H3	Canteen, facility list, catalogues	3	8
I	Sentence management, including HDC, ROTL, parole, release dates, re-categorisation	18	43
J	Staff/prisoner concerns, including bullying	23	34
K	Transfers	7	11
L	Miscellaneous	16	48



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