



Annual Report of the Independent Monitoring Board at HMP Oakwood

**For reporting year
1 April 2025 to 31 March 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

Operated by the private contractor, G4S, since it opened in 2012, HMP Oakwood is a very large category C training prison 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 up to 2,134¹ adult men, near Wolverhampton. It is located adjacent to HMP Featherstone and HMP/YOI Brinsford. With perhaps the exception of its modernity, the prison has few particular advantages. It holds a broad range of prisoners, from those serving relatively short sentences to prisoners with life sentences and vulnerable prisoners, and has a significant throughput of men from an extended catchment area. The complexity of the population is perhaps best illustrated by the rise in the number of people assessed as posing a high risk of harm to others, who now account for around 80% of those held.

The prison is a modern facility, which is well maintained, clean and tidy.

There are six residential units, with the three main large units, each holding 690 prisoners. There is one care and separation unit (CSU) for segregating prisoners, which can hold up to 24 prisoners.

A Controller and Deputy Controller from HMPPS (HM Prison and Probation Service) are based within the prison and are active in the control and management of the contract between HMPPS and G4S. The Controller spends half their week at another establishment. However, a Contract Assurance Specialist was appointed during the previous reporting year.

The contracted providers are detailed in annex A.

There is a prison council, together with four prisoner-led initiatives (PLIs) and 11 peer support services (see annex B).

The prison has an in-house TV channel, which is being used by many departments and PLIs to circulate information to prisoners. Prisoners are also able to access religious services via the TV.

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

- During the reporting year, there were six deaths in custody. Of these, one occurred at a local hospice, with the remaining five on site, including one self-inflicted death, the first since 2016.
- The number of assessment, care in custody and teamwork (ACCT) plans (used to support prisoners who are at risk of self-harm and suicide) opened during the reporting year was 484 (including 72 who came into the prison on an ACCT) compared with 424 in the previous year, an increase of 14%, with the most common reason being self-harm.
- The number of self-harm incidents during the year was 1392, compared with 1366 the previous reporting year. This figure has remained roughly the same for the last three years.
- There were 221 incidents of prisoner-on-prisoner violence over the reporting year (128 assaults and 93 fights) compared with 214 during the previous reporting year.
- There were 74 incidents of violence against staff, compared with 91 the previous year; although small in number, it still represents a 19% decrease.
- In the reporting year, there were 642 use of force (UoF) incidents (compared with 691 the previous year), which equates to a mean average of 2.2% of the prison population per month, which remains very low in relation to its comparator prisons.
- During the reporting year, a prisoner escaped from escort staff while attending hospital. The individual was apprehended shortly afterwards and returned to custody. A full internal investigation concluded that the incident resulted from poor practice.
- In May 2025, one of the workshops was closed following an incident involving the use of equipment, which resulted in a significant injury. The incident was reported as a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulation) and the workshop was closed temporarily pending an investigation. The HSE (Health and Safety Executive) issued an enforcement notice, and an action plan was formulated and quickly put into place, which resulted in a revision of some policies and staff training.
- During the reporting year, out of a total of 850 finds, drugs were found on 372 occasions (44%). For the previous year, out of a total of 1169 finds, drugs were found on 546 occasions (47%).
- Drones continue to pose an increasing threat to prisons through their ability to deliver illicit items.
- The Board is of the view that the prison is, generally, a safe and secure environment for prisoners.

Fair and humane treatment

- There have been ongoing issues throughout the reporting year concerning the lack of availability of complaints forms (Comp1, Comp1A, Comp2, IPCI and DIRF) on the houseblocks, but especially on Cedar. In addition to this, there was a general dissatisfaction among prisoners with the complaints system in

general, especially in replacing many Comp1s with three-day requests. These are requests to specific departments which are responded to within 3 days.

- Following an IMB survey of prisoners on their views of the prison complaints process and after discussions with the prison Director, the three-day request system was discontinued.
- Board members have regularly observed serveries at mealtimes and, unfortunately, there are still too many occasions when the correct personal protective equipment (PPE) is not being worn by servery workers.
- There was a change to the Food in Prisons Policy Framework at the start of 2026 to help support healthier diets for prisoners; however, the daily allowance per prisoner remains at £3.16 per day.
- Prisoners continue to raise issues about food quality and portion size.
- Again this year, one in five of all adjudications (disciplinary hearings when a prisoner is alleged to have broken prison rules) were either dismissed or not proceeded with during the reporting period.
- Key worker session delivery reached 74,132 during the reporting period (a 69.1% effectiveness rate), down 4.7% from 77,848 in the previous period. This reduction was primarily due to a targeted campaign to eliminate duplicate entries, which successfully lowered deducted sessions from 4,656 to 3,884.
- A total of 236 discrimination incident reporting forms (DIRFs) were submitted during the reporting year, of which 129 were investigated (124 were returned as non-DIRFs, with a letter of advice), with 35% deemed to be proven. A total of 40 related to race, 21 religion and 25 to disability.
- The prison's neurodiversity support manager (NSM) estimates that there are 900 prisoners who are neurodivergent, which is around 40% of the prison population.
- At the end of March 2026, 652 prisoners were identified as having a disability, which equated to 32% of the total population. The most common were mental illness (253), learning difficulties (153) and ASD (autism spectrum disorder) (73).
- There were 125 foreign national prisoners at HMP Oakwood at the start of the reporting year, with the number ranging between 119 and 134. There were 119 at the end of the reporting year.
- During the reporting year, property was both the biggest single cause for complaint in the prison complaints system and applications received by the Board (see also Annex E). However, this year, IMB complaints relating to property from within the establishment were only slightly higher than those concerning property during transfer.

Health and wellbeing

- Practice Plus Group (PPG) continues to provide a level of care at least equivalent to that provided in the community.
- This year, the Board has continued to receive many complaints from prisoners who have been unable to find healthcare complaints forms on the wings (these are meant to be located on racks near to the medical hatches).
- PPG's proactive patient experience lead (PEL) continues to hold a monthly face-to-face clinic for prisoners with healthcare and prescribing concerns. This provides the opportunity for the prisoners to discuss their concerns and for the

PEL to arrange appropriate appointments. From our observations, the clinics are well attended, with all concerns documented.

- All but one of the transfers to secure mental health beds exceeded the 28-day limit, with one occurring after exactly 28 days. These are monitored on a weekly basis at a regional hospital escalation meeting and escalated fortnightly with commissioners.
- As noted in our previous report, the mental health team remains concerned about the lack of availability of forensic psychological secure place. This means that some prisoners remain in the care and separation unit (CSU), where there is no provision or resource for enhanced mental health support.

Progression and resettlement

- There was no reduction to the overall national budget for prison education in 2025-2026. Unfortunately, rising cost pressures across all education services have impacted the proportion of the overall budget that could be spent through core education contracts. As a result, prisons have seen changes in the volume of provision delivered specifically through these contracts. The head of learning and skills informed us that this has effectively resulted in a 5% decrease in education and is actively working on how to implement these changes in order to minimise the impact on prisoners, but there seems to be an inevitability that courses and staffing will have to be reduced.
- As with our last report, the majority of prisoners we spoke to very much appreciate the efforts of their tutors and do value education.
- There continues to be a very successful Barbering Academy, which won a National Barber Training Award that is open to all providers and not just those in prisons.
- We understand the head of the offender management unit (OMU) feels that although staffing for prisoner offender managers (POMs) has improved this year, workload has increased with the implementation of the various early release schemes.
- At the start of the reporting period, there were 91 IPP (imprisoned for public protection) prisoners (with 70 on recall); at the end of the year, this figure was 68 (with 49 on recall). The proportion of prisoners on recall remains high, at 72%. Oakwood remains one of the prisons with the highest number of IPP prisoners.
- As noted in our previous report, farms and gardens continues to expand both its footprint and its output.
- The visits and family intervention team offered over 28,000 hours of social visits; facilitated 4,700 social video calls and delivered 8,000 hours of enhanced family interventions in the reporting year. They also provided almost 10,000 legal visits/video calls.
- Around 110 men are released from Oakwood each month, with one in eight homeless.
- The budget allocated to HMP Oakwood for resettlement continues to be the same as every other prison, despite the fact that it has the highest capacity of any English prison and still does not appear to meet the needs of the population.

3.2 Main areas for development

Many of the questions below have been carried forward from the previous report because the underlying issues remain unresolved. They are included again to highlight areas where further progress is still required.

TO THE MINISTER

- Of the 68 IPP prisoners at HMP Oakwood, 49 are on recall (72%). Given that the majority are ten or more years over their original tariff, when will extra funding be given to the Probation Service to prioritise reducing this recall percentage for IPP prisoners? If no additional resources are planned, what is the rationale for this decision?
- There remains only one neurodiversity support manager (appointed by the Ministry of Justice) for each prison in England, including HMP Oakwood, irrespective of its population or the level of need. HMP Oakwood's neurodiversity support manager estimates that 900 prisoners (40%) are neurodivergent. Given the scale of need and the over-representation of neurodivergent prisoners among those involved in violence, when will the Minister review the allocation of neurodiversity funding and support to ensure it better reflects the needs and population size of individual prisons?
- Education provision is expected to reduce by 5% from September 2026. How does the Minister justify this reduction, given that HMP Oakwood is a training prison that places considerable emphasis on education, including making English and maths courses mandatory up to Level 2 for prisoners who have not yet achieved these qualifications?

TO THE PRISON SERVICE

- Drones continue to pose an increasing threat to prisons through their ability to deliver illicit items. What resources is the Prison Service providing to prisons to detect, deter and disrupt drone activity, and are these resources sufficient to address the growing risk?
- Since the implementation of the Prisoners' Property Policy Framework in 2022, the Board remains concerned that it is seeing a lack of adherence to the policy, particularly with missing property from incoming prisoners. The highest numbers of complaints both to the prison and to the IMB continue to concern missing property. How – and when - will the Prison Service address this concern?
- The vast majority of transfers to a secure mental health facility from Oakwood continue to exceed the 28-day stipulated timeframe. How – and when - will the Prison address this ongoing concern?
- The Food in Prisons Policy Framework was again revised again in February 2026 to promote healthier diets for prisoners; however, the daily allowance per prisoner remains at £3.16 per day at Oakwood. When will the Prison Service review the amount, especially given the inflation increases in food costs?

TO THE PRISON DIRECTOR

- What measures is the Director taking to ensure that food service standards at prison serveries are consistently maintained, including compliance with PPE requirements and regular checks to ensure that all catering equipment is functioning correctly?
- What steps is the Director taking to continue to work with health champions and members of the HAS Line, a prisoner-led initiative that works with the healthcare unit, to address concerns regarding the availability of health complaint forms on houseblocks?
- The Board continues to be concerned about complaints regarding property lost whilst at HMP Oakwood. What resources is the Director deploying to improve the management of property during internal movements and cell clearances and to reduce the incidence of lost property?
- What steps is the Director taking, in partnership with the chaplaincy team, to recruit a Rabbi?

3.3 Response to the last report

Issue raised	Response given	Progress
To the Minister		
1. Provision for the Probation Service in the OMU is still seemingly insufficient to meet the demand of the current prison population at HMP Oakwood. If the intention is to reduce the number of prisoners returning on recall for breaching their license conditions, then can the Minister ensure that the probation service funding is increased to be able to meet this aim?	I am pleased to inform the Board that the Government is increasing Probation funding by 45%, with up to £700 million in additional investment by 2028. As part of this commitment, 1,300 trainee probation officers will be onboarded by March 2026. This will, where appropriate, strengthen our approach to alternatives to recall. The funding will also expand the use of electronic tagging and provide more accommodation, helping to monitor and manage offenders effectively within the community. Probation Services will focus on the critical period immediately after release, directing resources where they can make the greatest impact. To further support frontline staff, an additional £8 million will be invested in new technology to free up time for staff to enable them to focus on managing and rehabilitating offenders.	Provision has been improved, but more work has been created by the various early release schemes.
2. Of the 91 IPP prisoners at HMP Oakwood, 71 are on recall (77%). Given that the majority are ten or more years over their original tariff, will extra funding be given to the Probation Service to	With reference to IPP, as of 30 June 2025, the number of IPP offenders in custody was 2,486, down from 2,734 from the previous year. Of those, 978 had never been released, down from	Although the number of IPP prisoners has reduced, the proportion on recall remains above 70%.

Issue raised	Response given	Progress
prioritise reducing this recall percentage for IPP prisoners?	1,132 the year before and 1,508 had been recalled to custody, down from 1,602 the year before. In 2024 there were 619 recalls, the lowest since 2017, which the Government expects to reduce further given the number of IPP sentences being served in the community. The highest number of IPP re-releases, following recall, were recorded in 2024 (602). Over a third more compared to 2023. The Government remains committed to progressing individuals serving IPP sentences towards potential release and supporting their rehabilitation. A refreshed IPP Action Plan, published on 17 July 2025, emphasises effective frontline delivery across prisons and the Probation Service. It ensures that IPP prisoners have robust, actively engaged sentence plans and are placed in establishments suited to their needs - helping them reduce risk and move towards safe release. The updated Plan also introduces measurable targets to promote transparency and accountability and can be found here as part of the IPP Annual Report.	

Issue raised	Response given	Progress
3. There is only one neurodiversity support manager (NSM) (appointed by the Ministry of Justice) in each prison in England, including HMP Oakwood, irrespective of its population and need. HMP Oakwood's NSM estimates that it has 900 neurodiverse prisoners (40%). Can the Minister review the neurodiversity funding for individual prisons to support their specific needs and size of population?	I recognise the Board's concerns about provision for the high number of neurodiverse prisoners, His Majesty's Prison and Probation Service (HMPPS) has strengthened its support for neurodiverse individuals through a needs-led approach. All prisoners are screened on entry to identify additional needs, with appropriate support and reasonable adjustments provided where necessary. The role of the neurodiversity support manager (NSM) is to lead a whole-prison approach to neurodiversity, improving access to education, skills, and work. While there are no current plans to expand the number of NSMs, additional support is provided through neurodiversity staff champions and peer mentors. Further work is also being undertaken in other areas: to enhance consistency and understanding across the estate, HMPPS have introduced a digital Additional Learning Needs (ALN) tool. This tool is being rolled out nationally under the new Prisoner Education Service contracts.	There is still only one neurodiversity support manager at HMP Oakwood.

Issue raised	Response given	Progress
To the Prison Service		
1. Since the implementation of the Prisoners' Property Policy Framework in 2022, the Board remains concerned that it is seeing a lack of adherence to the policy, particularly with missing property from incoming prisoners. The highest numbers of complaints both to the prison and to the IMB continue to concern missing property. Can this ongoing concern continue to be addressed?	We recognise that prisoner property continues to be an area of concern at both HMP Oakwood and across the estate. Subsequently, HMPPS is taking steps to improve practices. Governors and Senior Leaders have been reminded of key property handling procedures, with particular emphasis on compliance with volumetric control limits to ensure property transfers appropriately between establishments. To help identify how practice can be further improved, consultation is also taking place with prisons on areas raised in both the IMB national thematic report on how property loss impacts on prisoners, as well as those received from Independent Prisoner Complaint Investigations following a thematic review of the property complaints they have received in the last five years.	Complaints regarding property are still amongst the highest the IMB and the prison receives.
2. All transfers to a secure mental health facility at Oakwood continued to exceed the 28-day stipulated timeframe (with reference to the HM Inspectorate of Prisons/HMIP thematic review, 'The Long Wait', published in February 2024). Can this ongoing	HMPPS is committed to ensuring that people in contact with the criminal justice system can access appropriate and timely support to meet their mental health needs. The Mental Health Bill is progressing through Parliament, with the third reading having taken	The vast majority of transfers to a secure mental health facility continue to exceed the 28-day stipulated timeframe.

Issue raised	Response given	Progress
concern continue to be addressed?	place in the House of Commons. Clause 38 of the Mental Health Bill creates a statutory time limit of 28 days for transfers from prison, and other places of detention, to hospital. It places the existing NHS England best practice guidance on a statutory footing and, together with operational improvements, aims to reduce unnecessary delays and deliver swifter access to treatment. Implementation of the 28-day time limit for transfers will be supported by the Mental Health and Justice Strategic Advisory Group. The group is chaired by NHS England's National Medical Director for Mental Health and Neurodiversity, who will report regularly to Ministers and be responsible for agreeing a joint work plan to support implementation of the statutory time limit, identifying solutions to common barriers to timely transfers and holding partners to account. The Chief Medical Officer's report on health in prisons is also due to be published this year and will provide recommendations for further action.	
3. Although the IMB receives the Prisons and Probation Ombudsman PPO final report on	The Prisons and Probation Ombudsman (PPO) decision to no longer share clinical	No change in the policy.

Issue raised	Response given	Progress
deaths in custody, it no longer receives the clinical review, which previously came as an annex to the report. The Board feels that a lack of access to these reports limits its ability to monitor the outcomes of such reviews. Is it possible to allow access to such reports again?	reviews with IMBs was made in 2023. The decision was informed by legal advice that was received in relation to the Access to Health Records Act 1990, under which it has an obligation to protect the common law duty of confidentiality in relation to the health records of deceased individuals whose deaths it investigates. Given the amount of confidential medical information contained in the clinical review, it was concluded that the PPO's duty of confidentiality outweighed the public interest of the IMB having this information, 'unless the Board could successfully explain why they needed this level of information on a case-by-case basis'. It was concluded that Boards could still carry out their monitoring role by receiving the clinical recommendations and relevant clinical information contained in the report.	

Issue raised	Response given	Progress
To the Prison Director		
1. How can the Director ensure that standards during service at the serveries are consistently high - wearing of personal	Front-Line Managers (FLMs) staffing the serveries are directly responsible for the real-time monitoring of all	There remains serious inconsistencies in the use of PPE by servery workers. The issue remains.

Issue raised	Response given	Progress
protective equipment (PPE) and ensuring equipment is working correctly)?	operational standards and Health & Safety (H&S) compliance. This includes, but is not limited to, food temperature checks, hygiene protocols, allergen management and ensuring a clear, safe working environment. They will log any issues immediately and implement corrective actions.	
2. Can the Director work with the Development and Assurance (D&A) department to address the issue of the availability of prison complaint forms on the houseblocks?	Unit Staff must alert CICs Reps/FLMs when feedback forms are low and proactively offer them to dissatisfied prisoners. The Front-Line Manager (FLM) provides oversight by conducting weekly spot checks on form stock/usage and monitoring the log of complaints received.	There has been some improvement in the availability of forms and prisoners knowing where to obtain forms if there are none available in the racks on the landings. However, there is still room for more improvement.
3. Can the Director work with health champions and members of the HAS Line, a prisoner-led initiative which works with Healthcare, to address the issue of the availability of health complaint forms on the houseblocks?	Ultimately, the Healthcare Managers will be responsible for driving the implementation of all agreed-upon changes <i>within</i> their scope of operation at Practice Plus Group.	This still remains an ongoing issue.
4. 30% of the complaints received were converted to 3-day requests this reporting year. Can the Director ensure that that this proportion of conversions can be justified and that the process is demonstrated to be transparent for prisoners?	When a prisoner submits a complaint, they are immediately notified of this accelerated process via the CMS Kiosks: 3-Day Service Request: The complaint is converted into an official 3-Day Request, directing it to the relevant department (e.g,	Following the IMB Prisoner Complaints survey in November 2025, the 3-day request process was initially revised to allow prisoners to receive a written response with a reference number. In February 2026, the 3-day process was removed completely.

Issue raised	Response given	Progress
	Catering) for a detailed, localised response within three working days. Central Recording: Documentation & Administration (D&A) centrally records every complaint and its 3-Day Request outcome for audit. Management Oversight: The E1 Manager monitors all requests to track trends and ensure departments meet the 3-day response target. Formal Escalation: If the prisoner is unsatisfied with the 3-Day Request response, their next related communication is automatically escalated to the formal Comp 1 stage.	
5. The Board continues to be concerned about complaints regarding property lost whilst at HMP Oakwood. Can the Director review again whether there are sufficient resources to manage the internal movement of property?	Transferring prisoner property is unreliable because the complexity and failures are mostly caused by external variables (outside of HMP Oakwood's direct control): Non-Cooperation from Receiving Establishments: Two major hurdles are property backlogs (due to receiving prisons refusing immediate acceptance) and transport liability issues, where property is lost or damaged in transit and accountability is unclear between the transferring prison and the transport company.	This continues to be an issue.

Issue raised	Response given	Progress
	Systemic Delays (PSI): External problems are worsened by the current Prison Service Instruction (PSI), which allows the sending prison up to 28 days to forward property. This extended delay severely limits the prisoner's access to their essential or sentimental items, leading to many complaints. To mitigate these systemic risks and reduce prisoner complaints related to lost or delayed property, HMP Oakwood has implemented a robust new internal protocol: Mandatory photo Audit: Staff must photograph the contents of all outgoing property bags <i>before</i> sealing them. This photographic evidence serves as a clear audit trail, shifting accountability for missing or damaged items to external parties	
6. Can the Director work with the chaplaincy to facilitate a Rabbi joining their team?	The Head of Faith is designated as the lead and is accountable for the full recruitment and will liaise with Chaplaincy HQ on recruitment for a Rabbi position	A Rabbi does not visit the establishment in person.
7. Can the Director facilitate the installation of IMB information noticeboards in the admissions area and on the induction wings to	The new noticeboards have been ordered and will be installed in their specified locations.	This has been successfully achieved, with noticeboards across all houseblocks and the CSU. We are only waiting for the installation of a

Issue raised	Response given	Progress
further inform and promote the work of the IMB?		noticeboard in the corridor by the prison exit, to provide staff with information about the IMB, its members and their work.

Evidence sections 4 – 7

4. Safety

4.1 Reception

On arrival at Oakwood induction, a safer custody representative is available if any of the new arrivals wish to discuss any issues or concerns they may have that they feel the prison needs to be made aware of. A full induction is provided twice weekly with all new arrivals.

The Board has observed the reception and induction of prisoners over the reporting year and now has IMB noticeboards across the various houseblocks explaining its role and providing easy read guides on the most recent IMB annual report and any IMB surveys.

There is now a revised induction booklet, which is very informative and comprehensive in nature. We spoke to a number of prisoners who advised us that Oakwood induction is one of the best they have encountered. Prisoners are assessed for education and receive a gym induction. The chaplaincy team usually comes to visit on the first or second day. As part of the induction, prisoners meet the Director as well representatives from the many prisoner-led initiative (PLI) groups and someone from the offender management unit (OMU).

During the reporting year, a prisoner escaped from escort staff while attending hospital. The individual was apprehended shortly afterwards and returned to custody. A full internal investigation concluded that the incident resulted from poor practice. The prisoner had an active escape-risk marker recorded on P-NOMIS Nomis (internal computer system) at the time of the incident. There was a full internal investigation, and the escape was put down to poor practice. Within a week, all operational staff had taken a practical refresher training session on escorts and cuffing, one of which was observed by IMB members to have been effective.

The Board is also concerned about the ongoing problem of property not being transferred with a prisoner, which can result in loss of clothing and personal property, some of which cannot be replaced.

The Board is of the view that the prison is, generally, a safe and secure environment for prisoners.

4.2 Suicide and self-harm, deaths in custody

There was one self-inflicted death during the reporting period, the first since 2016. The number of ACCTs opened during the reporting year was 484 (including 72 who came into the prison on an ACCT) compared with 424 in the previous year, an increase of 14%, the most common reason being self-harm. A total of 23 prisoners were put on an ACCT whilst in the care and separation unit (CSU), where prisoners are kept apart from the rest of the prison population, usually for safety, security or risk-management reasons, almost half the number recorded last year. The Board has daily information on the ACCTs as part of the risk register and includes visits to see prisoners on an ACCT as part of its monitoring duties. On occasion, members observe the ACCT reviews, and the Board is pleased to note that those attended are

generally very thorough and comprehensive and address the needs of the prisoner and any areas of risk or concern.

There were 16 'constant watches' (the continuous observation of a prisoner by staff, usually because there are immediate concerns about their safety or wellbeing) during the reporting year. IMB members make regular welfare checks on these prisoners. The number of self-harm incidents during the year was 1392, compared with 1366 in the previous reporting year. This figure has remained virtually the same for the last three years. These incidents are monitored on a daily basis by the Board by way of the daily Duty Director report. Part of the IMB monitoring duties is to see all prisoners on a constant watch. There is a range of PLI programmes in place to help support prisoners who self-harm - see Annex B.

During the course of the reporting year, there were six deaths in custody. Of these, one occurred at a local hospice, with the remaining five on site, including the one that was self-inflicted.

Although the IMB receives the Prisons and Probation Ombudsman (PPO) final report on deaths in custody, it no longer receives the clinical review, which previously came as an annex to the report.

The PPO has published final reports on three deaths in custody during the reporting year, making the following comments and recommendations:

- The clinical reviewer concluded that the clinical care the prisoner received at Oakwood was not of a good standard and not equivalent to that which he could have expected to receive in the community. They found that his high blood pressure was not managed appropriately, that the response to his health emergency was not timely or adequate and that the presence of only one healthcare member of staff rather than two overnight when the emergency occurred should have been escalated. The nurse who responded to the emergency has been referred to the Nursing and Midwifery Council due to concerns about their conduct. They made the following recommendations. The head of healthcare should ensure that all prisoners who have high blood pressure are treated in accordance with national guidance. The head of healthcare should ensure that staff take the night emergency bag when attending the wings. This should be quality assured by checking the CCTV when there is an emergency response. The head of healthcare should ensure that all night duty healthcare staff report to the on-call manager when other healthcare staff do not turn up for work. The PPO investigator investigated the non-clinical issues relating to the prisoner's care. They found no issues that warranted a recommendation.
- The clinical reviewer concluded that the clinical care the prisoner received at Oakwood was not equivalent to that which he could have expected to receive in the community. They found that the care he received in the weeks prior to his diagnosis was poor as, despite healthcare staff seeing him ten times in a week, they did not review previous records to build a full clinical picture. The head of healthcare has already taken steps to address the clinical reviewer's recommendation on this. They found that release on temporary licence (ROTL) was not considered for the prisoner, despite him being in a hospice for end-of-life care. Two close relatives of the prisoner said that they had no privacy, as two officers were there throughout. This had a significant impact

on their final weeks with him. Given that an application for early release on compassionate grounds (ERCG) was in progress, they could see no reason why ROTL was not considered in the meantime to provide dignity and privacy. Recommendation: the Director should ensure that staff understand the requirements for ROTL for medical purposes and a robust process is implemented to ensure applications are made when appropriate.

- The clinical reviewer concluded that the clinical care the prisoner received at Oakwood was of a good standard and was equivalent to that which he could have expected to receive in the community. The PPO investigator investigated the non-clinical issues relating to the prisoner and did not find any non-clinical issues of concern. No recommendations were made.

Following the publication of the final PPO reports, the Board met with to the Director and the head of healthcare to discuss the findings and we will continue to monitor progress against the recommendations.

4.3 Violence and violence reduction

There were 221 incidents of prisoner-on-prisoner violence over the reporting year (128 assaults and 93 fights) compared with 214 during the previous reporting year. There were also 74 incidents of violence against staff, compared with 91 the previous year; although small in number, it still represents a 19% decrease. Staff have also received training on de-escalating potentially violent incidents.

There have been no spikes in violence this year, with the median number of incidents being 20 and a range of 13.

The prison continues to take steps to address violence-related issues, including establishing a monthly violence reduction stabilisation meeting, which the IMB observes. The terms of reference for the group can be seen in Annex C.

As noted in our previous report, another initiative was the 'Enough' campaign, originally introduced in November 2023. The campaign provides an enhanced regime (a higher level of privileges in the incentives scheme, through which prisoners can earn additional privileges by demonstrating positive behaviour) and other incentives to the 12 wings not already on an enhanced or platinum regime that remain violence-free for extended periods. However, its effectiveness in achieving sustained periods without violence on wings seems to have waned. Prisoners increasingly complain that the scheme is unfair and amounts to a form of collective punishment. The campaign is due to be relaunched in April 2026, and the IMB will monitor its implementation and impact. See also section 5.6.

There were 426 referrals under the challenge, support and intervention plan (CSIP) process, which is used to support and manage prisoners who pose an increased risk of violence. These comprised 167 violence referrals, 73 challenge referrals and 186 support referrals.

4.4 Use of Force (UoF)

Weekly use of force (UoF) meetings continue to be regularly observed by Board members. These meetings continue to be invaluable in reviewing body-worn video camera (BWVC) footage of UoF incidents and monitoring how incidents have been recorded. BWVCs are worn in approximately 90% of cases, with continued emphasis on increasing their use, particularly to capture the lead-up to incidents. There

remains a backlog of UoF statements that are still outstanding several weeks after incidents have occurred. The Board is concerned that these weekly meetings have frequently been cancelled at short notice and will monitor this issue over the coming year.

UoF interventions are recorded on the daily Duty Director reports.

In the reporting year, there were 642 UoF incidents (compared with 691 in the previous year). This equates to a mean average of 2.2% of the prison population per month, which remains very low in relation to its comparator prisons.

There are monthly UoF committee meetings chaired by the head of safer custody, with the following terms of reference:

- To provide a multi-disciplinary oversight of the use of force within the establishment.
- To identify trends and patterns in UoF and take forward appropriate actions to address these trends, such as implementing development of the training programme and tackling any disproportionality identified.
- To review any complaints or investigations emanating from use of force action.
- Ensure compliance with UoF policy.
- Ensure that staff within the organisation are trained to an appropriate level.
- To discuss potential bespoke interventions that may aid in the reduction of use of force individually and/or collectively.

Over the past three years, all current members of the Board have received spontaneous protection enabling accelerated response (SPEAR) training from the UoF co-ordinator and their team, which has proved highly valuable in developing our practical understanding of the use of force.. It is a protective, reactive approach based on natural human behaviour, using the body's instinctive flinch response and converting it into focused self-defence techniques.

4.5 Preventing Illicit items

The Board regularly observes security meetings and continues to be kept informed of the measures being taken to prevent the entry into the prison of drugs, alcohol and other illicit items, such as mobile phones and weapons. The following are some examples:

- Daily searches of all staff bags through the X-ray scanner.
- Prisoners who arrive at the prison are X-ray body scanned unless they have a recognised exemption.
- Prisoners are cell searched as a result of intelligence reports being submitted.
- Advanced cell searches are undertaken. These are carried out using a range of high-tech equipment, including hand-held metal detectors and mobile phone detectors, which can also detect Wi-Fi signals. Staff also have access to a hand-held NPS detector.
- Visitors are searched by specialist staff and dogs on entry.
- Visitors can give a designated phrase to any member of staff on entering to indicate that they are carrying a parcel under duress. Staff will then liaise with the police and arrange for the visitor to be taken home and will follow it up with them later (newly introduced during the reporting year).

- CCTV is in operation throughout the prison.
- Drone monitoring.
- The perimeter wall is also checked periodically by Board members.

Cohort scanning, which involves analysing groups of prisoners to identify patterns, risks, or associations that may require further monitoring or intervention, is now discussed at the monthly security meeting. Decisions involving cohort scanning are reviewed and documented at every meeting, with clear supporting evidence provided if they are to proceed.

There were 1158 targeted cell searches during the reporting year, showing a 30% decrease from the previous year. Additionally, random cell searches are conducted. The security department randomly monitors 50% of prisoners at a minimum when they leave work areas.

During the reporting year, the prison referred 87 incidents to the police, compared with 226 in the previous reporting year. A total of 5426 were referred for internal adjudication (a disciplinary hearing when a prisoner is alleged to have broken prison rules) compared with 5233 the previous reporting year.

There were 1256 mandatory drug tests (MDTs) undertaken in last year's reporting figures, compared to 1272 in the previous year.

During the reporting year, out of a total of 850 finds, drugs were found on 372 occasions (44%). For the previous year, out of a total of 1169 finds, drugs were found on 546 occasions (47%).

5. Fair and humane treatment

5.1 Accommodation, clothing, food

As noted in our previous report, food remains a key focus for the Board. Once again, we have received fewer complaints about food and prisoners continue to be less likely to raise concerns about its quality when speaking to Board members on the wings. There has also been a reduction in complaints to the prison this year regarding food. However, issues continue to be raised about food quality and portion size, with the suggestion that better supervision and management at the serveries could improve matters.

Board members continue to regularly observe serveries at meal times. Again, unfortunately, there are still too many occasions when the correct personal protective equipment (PPE) is not being worn by serveries workers.

Board members still meet with the kitchen managers and observe food forums with prisoners throughout the year.

There has been a change to the Food in Prisons Policy Framework at the start of 2026 in order to make the diet of prisoners to be healthier; however, the provision per prisoner remains at £3.16 per day, which makes this a challenge.

There continue to be complaints during the year that laundry and cooking equipment has been reported as being faulty/not working but it has taken weeks, and in some cases months, for them to be repaired or replaced.

5.2 Segregation

The CSU has 24 standard cells, with two cells providing special accommodation (where items such as furniture, bedding and sanitation are removed in the interests of safety) and a constant-watch cell. It continues to be a clean and well-maintained unit and is equipped with a gym and a library room. Prisoners segregated under Rule 45, for their own protection, are provided with a television in their cell. The room also has anti-violence literature available and is also available to health champions. The special accommodation was not used at all during the reporting period.

Visits to the CSU continue to take place weekly by the Board members, who speak with all prisoners to monitor their health and wellbeing. In addition, daily welfare visits are made to visit prisoners who have newly arrived, are on constant watch, are refusing food or engaging in 'dirty protests' (when a person deliberately urinates or defecates without the use of the proper facilities supplied, as an act of non-compliance or protest), or when the Board is alerted to any health/welfare concerns. The Board provides a letter for all new admissions to the CSU, explaining the Board's role and how it can be contacted, and has a noticeboard on the wing.

A total of 30 prisoners were held in the CSU for more than 42 days (the limit with external authorisation), compared with 20 last year, and five prisoners for more than 84 days, compared with one the previous year. From the Board's observations, the prison was proactive throughout, endeavouring to relocate those prisoners requiring a secure mental health psychiatric unit.

Timely reviews continued to be held and appeared, generally, to be well managed. The Board attends all reviews, observing 442 during the period, one more than in the previous year.

In our view, ACCTs seem to be generally well-managed in the CSU. During the reporting period, 120 prisoners arrived in the CSU with ACCTs already opened; 23 were opened whilst in the CSU. A total of 175 prisoners were transferred to other establishments from the CSU, similar to the previous year (179).

Adjudications continued to take place throughout the reporting period within the CSU and on two houseblocks. Board members observed 141 in the reporting year.

Number of adjudications in 2025 to 2026	Adjudications not proceeded with (NPW) or dismissed	Percentage
8574 adjudications heard, 5426 of which were new adjudications (7591 in 2024-2025)	1811 (1587 in 2024-2025)	21% (21%)

Board members have observed a number of internal adjudicator (IA) sessions with a judge (attending remotely via a video link) this year. There continue to be problems with paperwork and non-attendance of external parties.

Incidents involving the possession of mobile phones are referred to the police; however, cases are currently being returned to the prison due to police resource constraints. As noted in our previous report, the CSU continues to be well-managed at first-line manager (FLM) and senior management team (SMT) level. As such, the Board continues to commend the CSU staff for the respect, patience and support provided to prisoners, particularly those with significant mental health issues.

5.3 Staff and prisoner relationships, key workers

In our view, the prison has continued to be proactive throughout the reporting year in the recruitment of staff, with a succession of cohorts of staff in training. The IMB is invited to talk about their role with the new recruits and there is an IMB noticeboard in their training room.

During the reporting year, there were 148 starters and 159 leavers, representing a staff turnover of 39%. There are 295 badged staff (prison officers who have completed their initial training and are authorised to work independently on the wings), with 30 in training, working on the houseblocks, compared with 297 in the previous reporting year. The prison also has 23.8 operational and non-operational E1 managerial posts and 61 FLM posts.

From our observations, we believe that relationships between staff and prisoners are good and demonstrate the respectful ethos of the establishment. Staff are regularly present on the wings and interact effectively with prisoners, particularly during association periods.

Key worker session delivery reached 74,132 this period (a 69.1% effectiveness rate), down 4.7% from 77,848 in the previous period. This reduction was primarily due to a targeted campaign to eliminate duplicate entries, which successfully lowered deducted sessions from 4,656 to 3,884.

To sustain delivery quality, the new-staff training package was streamlined to incorporate 'lifter training' and an upcoming neurodiversity module. Qualitative standards have advanced significantly through the deployment of key worker tablets across 23,568 sessions. These devices aim to guarantee recording accuracy, capture authentic conversations and provide staff with actionable feedback, session summaries and conversation prompts for future engagements.

5.4 Equality and diversity

There continues to be an equality team led by a member of the senior management team (SMT) and a team of prisoner-led equality and care worker representatives covering all areas of the prison. There continues to be a monthly equalities' newsletter, 'LGBT News', and updates and news of forthcoming awareness days are also supported by Oakwood media and posters.

A total of 236 discrimination incident reporting forms (DIRFs) were submitted during the reporting year. Of these, 129 were investigated, while 124 were returned as non-DIRFs with a letter of advice. Of the cases investigated, 35% were upheld. The allegations related to race (40), religion (21) and disability (25). The Board will continue to closely monitor this area.

Protected characteristics meetings are held bi-monthly, but attendance tends to be very poor in many cases. Members of the IMB have observed a wide cross section of the meetings during the year and will continue to do so.

At the end of March 2025, 652 prisoners were identified as having a disability, which equated to 32% of the total population. The most common were mental illness (253), learning difficulties (153) and ASD/autism spectrum disorder (73). From our observations, the prison, with the support of PLIs, is proactive in supporting prisoners with disabilities.

The Board remains interested in the development of neurodiversity support at Oakwood following the introduction of a neurodiversity support manager (NSM) post. It is estimated that around 40% of the prison population (more than 900 prisoners) are neurodivergent. The NSM noted the challenges of providing support across a large and complex population, particularly as establishments are allocated a single NSM regardless of size. During the year, work has included increasing staff awareness through training for first-line managers (FLMs) and supporting the use of reasonable adjustment plans, which can be recorded on prisoners' NOMIS/DPS profiles under hidden disabilities. The Board will continue to monitor the effectiveness of this provision over the coming year.

The Board has observed that the prison makes appropriate provision for transgender prisoners. Their number ranged from three to six during the reporting year, with five transgender prisoners at year end. They are provided with relevant entitlements, including toiletry packs and, where required, a limited supply of female clothing if they are unable to obtain these items through other means. Access to additional

toiletries and makeup is facilitated through an approved supplier or via the prison canteen.

There were 125 foreign national prisoners at HMP Oakwood at the start of the reporting year. Numbers fluctuated between 119 and 134 during the year and stood at 119 at year end. The Home Office continues to hold regular 'surgeries' for foreign national prisoners. The Board also continues to observe foreign national prisoner meetings, chaired by the head of security, which provide an opportunity for prisoners to discuss issues relating to life at HMP Oakwood, including maintaining contact with their families. From our observations, these meetings are well attended and encourage positive prisoner engagement.

The Board will continue to monitor the management of foreign national prisoners during the coming year.

5.5 Faith and pastoral support

From our observations, the chaplaincy team continues to provide good support throughout the prison and particularly to the CSU, with most religious denominations represented. There is currently no Rabbi on the team. A longstanding member of the Christian team retired at the end of the reporting year, but no replacement was in place when he left. Bereavement and pastoral support are offered to all.

Oakwood Media TV provides access to faith services at different times, with Christian worship primarily on Sundays, and on Fridays for followers of Islam. During the week, there are also services for other denominations, including Sikhs and Buddhists.

5.6 Incentives schemes

The Oakwood incentives scheme was first introduced in September 2022 and offers entitlements and rewards for each level. The levels are bronze, silver and gold, with an additional level, platinum, for those serving life sentences. There are detailed criteria for positive awards at all levels and a defined list of serious incident downgrades, where the most serious would mean a demotion to bronze status.

Each prisoner has the opportunity to earn 'points' by demonstrating positive behaviour, which accumulate and are available to be spent at the end of each month. When 25 points have been accumulated, they can then be exchanged for a range of additional benefits, including extra social visits' vouchers, additional PIN phone credit and enhanced meals from the kitchens. There are three levels of negative warnings, which result in points being deducted.

Another scheme, 'Enough' (also referenced in 4.3), was introduced in November 2023 to help reduce violence on prison wings. Prisoners who are not already on the highest ('platinum') incentive level can earn increasing rewards if their wing remains violence-free. The rewards increase each week for up to four weeks and may include extra activities, more spending privileges, access to cooking facilities, additional phone credit and special meals. The scheme was scheduled to be relaunched in April 2026.

5.7 Complaints

There have been ongoing issues throughout the reporting year concerning the lack of availability of complaints forms (Comp1, Comp1A, Comp2, IPCI and DIRF) on the houseblocks, but especially on Cedar. In addition to this, prisoners were dissatisfied with the complaints system in general, especially in replacing many Comp1s with 3-day requests. As a result, the IMB conducted a survey on the complaints system in November 2025. A full analysis of the results can be found in Annex G. Following this, a paper was produced that was discussed during one of the regular meetings between the Prison Director and the Chair and Vice Chair of the IMB (see also Annex G). The main points were:

1. The availability of complaint forms in the racks on wings and the variance in the three main houseblocks. Although the percentage who did not get a form from the racks was 44%, overall it ranged from 24% on Ash to 59% on Beech and 69% on Cedar.
2. Just under half of the prisoners felt that staff had discouraged them from making a complaint and a similar proportion felt that they could not use the complaints system freely.
3. Overall, over two-thirds of prisoners stated that they did not understand how the 3-day request process works, ranging from 61% on Ash to 72% on both Beech and Cedar. Also, three in five prisoners felt that the complaints process was not explained to them during their induction, ranging from 49% on Ash to 66% on Beech and 78% on Cedar.
4. There were 45 references to complaints being converted into requests when prisoners were asked to reflect on their experiences and identify what would improve the process. There was also some concern about prisoners not being provided with a reference number when this happened, and being unable to print the response, instead only being able to view it on the kiosk (a self-service computer terminal that allows prisoners to manage their daily affairs).
5. Finally, over half of prisoners overall felt they were never satisfied with the prison complaints system, ranging from 39% on Ash to 66% on Beech and 72% on Cedar.

Following the meeting with the Director in February 2026, all Comp1 complaints converted to 3-day requests were given a reference number and prisoners were allowed to print out the responses to these requests. Soon afterwards, the 3-day request process was discontinued, and the complaints process was revised (see Annex H). An easy read guide for prisoners on the outcome of the survey was distributed across all houseblocks (see also Annex G).

The total number of complaints received by the prison for the reporting year, excluding those relating to Practice Plus Group and DIRFs, was 1681 (2418 in 2024-25), with 13% being upheld.

The five main areas for complaints were: property (17.1%); staff (16.7%); residential (10.9%); the offender assessment system (OASys, used to assess the risks and needs of prisoners) and the offender management unit (OMU) (9.6%); and recategorisation (8.6%). See also Annex D.

5.8 Property

During the reporting year, property was both the largest single sources of complaints both within the prison complaints system and among applications received by the Board (see also Annex E). However, unlike previous years, IMB complaints regarding property from within the establishment were just above those during transfer.

The Board regularly monitors the admissions process for new prisoners, including the reception of their property. This continues to be an area of concern, alongside instances of property going missing during cell transfers and cell clearances.

6. Health and wellbeing

6.1 Healthcare general

This year, the Board has again received many complaints from prisoners who have been unable to find healthcare complaints forms on the wings (these are meant to be on racks near the medication hatches). IMB members subsequently also found that these racks were often empty.

The head of healthcare raised a number of factors that are affecting the team's ability to provide the level of service they would want to be able to provide. These included:

- An increasing number of prisoners with complex issues.
- A team of non-senior members that is lacking in experience, both clinically and in the criminal justice setting, which limits clinical curiosity.
- Lack of continuity with prisoners who are seen by lots of different staff for 15-minute consultations.
- Junior members are signposting up to more senior colleagues, but they are being overwhelmed by the volume of these.
- Clinical staff spending large amounts of time on prescribing rather than interacting with prisoners.

To help address these issues, the following actions are being taken:

- Increasing training provision, including a session on 'emergency assessment and triage', which appeared to be very successful.
- Submitting two separate bids to NHSE, supported by a business case, to secure funding for an extra 20 full-time equivalent (FTE) healthcare professionals. This would enable prescribing to be delivered more efficiently, significantly increase the time clinicians can spend running clinics with prisoners, and provide at least two more senior staff members to help support the mentoring and development of more junior staff.

The Board will continue to monitor these actions over the coming year.

Due to the size of the prison population, PPG continues to do one big promotion every quarter, in addition to circulating 'bite size' material monthly on different topics via Oakwood Media, in-cell packs and information leaflets given out by health champions. The prison continues to have open communication with families who contact PPG with their concerns.

As noted in last year's report, PPG's patient experience lead (PEL) holds a monthly face-to-face clinic for prisoners with healthcare and prescribing concerns. This provides the opportunity for the prisoners to discuss their worries and the PEL to help arrange appropriate appointments. From the Board's observations, the clinics continue to be well attended, and concerns appear to be documented.

The PEL reported that concerns regarding medications are running high but similar to other prisons. The main challenge is managing hospital appointments, due to the increasing number of incoming prisoners with complex needs, often involving three or four medical conditions. It is suggested that 'sending prisons' are sometimes vague with handover details and, in some cases, it is felt inappropriate that prisoners with serious medical issues should be moved at all. These issues have been raised

with NHS England, but PPG has instigated a weekly MDT (multi-disciplinary team) meeting to discuss incoming patients with complex needs, which appears to be very successful, if time-consuming.

At the end of the fourth quarter in 2025, there 152 healthcare concerns, with only three being escalated to a stage 1 investigation. There are 24 open concerns, with 10 overdue.

The Board believes the clinics have prevented an escalation of health-related complaints. The Board has appreciated the support of the PEL in responding to health-related applications.

Waiting times in March 2026: GP, 35 days; dentist, 20 days; nurse, 18 days; physiotherapist, five days; podiatrist, 60 days; optician, 66 days; and psychologist, 100 days. A business case is being put forward to reduce waiting list to see the optician.

The prison budgets for four hospital escorts a day, but the increasing number of prisoners with complex needs is resulting in more appointments being required. This can lead to prisoners with less urgent needs waiting longer for appointments, which can cause frustration. The head of healthcare is working to raise the issues of inappropriate transfers and hoping to have cardiology and orthopaedic services available in Oakwood. On average, 41 emergency appointments have to be re-arranged each month.

Integrated healthcare quality meetings, for the Board to monitor PPG, now incorporate the patient safety meeting and are held on a bi-monthly basis and are well attended.

In the Board's view, Practice Plus Group (PPG) continues to provide a level of care at least equivalent to that provided in the community.

6.2 Physical healthcare

From our observations, PPG continues to be proactive throughout the reporting period regarding health promotions and prevention. These have included:

- Oakwood Man's Club: there are now four groups, including one for IPP prisoners, which began this year. These groups provide a safe space for prisoners to discuss everyday issues with peers. Men from all areas of the prison attend, including those on ACCT plans, those with mental health conditions, prisoners serving life sentences and those receiving support for substance misuse. They help prepare men who have never experienced group support for what they may experience in the community.
- Health champion one-to-one wellbeing sessions: patients in the CSU are identified by the safer custody team to take part. This involves discussing the prison menu, healthy choices and a fitness programme with the men. These are typically men who have been transferred to the CSU for their own safety (e.g. mental health). The health champions outreach, introduce and then support the patients with bespoke one-to-one sessions, using the exercise yard or indoor areas to promote physical activity.
- The prison again took part in 'Movember', the annual campaign that raises awareness of men's health issues, including cancer. The initiative was successful in both raising awareness and generating £14,000 for the charity.

As part of this work, 40 staff and prisoners have now been trained as cancer champions.

- The 'Baby Oaks' initiative, which involves health visitors from The Royal Wolverhampton NHS Trust working with fathers in prison, has continued during the reporting period. The innovative programme is delivered and coordinated through prison visits and Invisible Walls (family pathways hub), helping fathers strengthen their relationships with their children and develop their parenting skills through activities such as baby bathing, skin-to-skin contact and baby massage.

6.3 Mental health

- Routine mental health referrals should be seen within five working days and urgent referrals within 48 hours. Urgent referrals are usually seen the same day. The timeframes continue to be challenging due to ongoing pressures on the service.
- From the Board's observations, healthcare has been able to offer psychological therapies consistently to the population throughout the reporting year.
- All but one of the transfers to secure mental health beds exceeded the 28-day limit, with one occurring after exactly 28 days.
- At the end of the reporting year, there were 355 men on the caseload, with 27 awaiting a care plan. There were 100 psychiatry contacts in the final quarter of the year, with 273 referrals to the service (capacity is available for 80 referrals each month), with the majority being triaged into the service.
- There is a 30-week wait for routine mental health referrals. In the Board's view, all emergency mental health referrals are managed in the correct time.
- As noted on our last report, the mental health team continues to be concerned about the lack of availability of forensic psychological secure places, which means some prisoners remain in the CSU where there is no provision or resource for enhanced mental health support. This is also a concern of the Board.

6.4 Social care

At the end of March 2026, seven prisoners were receiving a social care package. The support provided varies according to each prisoner's assessed needs and is delivered by two healthcare assistants employed by Practice Plus Group. The number of prisoners receiving social care packages increased over the course of the year.

There are three social workers assigned to Oakwood and one student social worker. The social workers do not just cover Oakwood; they cover all prisons in the Staffordshire Area. They have one allocated occupational therapist (OT), who comes into the prison at the request of either safer custody, PPG or the social care team. When a social care referral is done, the OT will work alongside the social worker and, where needed, living aids can be sent in for any prisoner who may need to have reasonable adjustments made for their day-to-day living. Assessments are also done for prisoners who are due for transfer or release, whether it is to an Approved Premises (supervised accommodation for people released from prison who need extra support and monitoring) or even home. This is to make sure the support continues.

The prison accommodates prisoners who are elderly, disabled or have reduced mobility through work opportunities on Ash Lower. This encourages not only independence, but also helps them gain the confidence to leave their cells and work with others on the wing. They are both mentally and physically stimulated and have the opportunity to earn a wage. They prepare the brew packs for the whole prison and carry out other work for industries.

The prison also tries to accommodate prisoners who are medically unfit to attend workshops or education by providing in-cell work. This is not an easy option to avoid attending workshops or education, but a way of encouraging and supporting prisoners who may have limitations that affect their ability to work. Any prisoner undertaking in-cell work due to mental health issues, physical incapacity or reduced mobility will have been signed off by a GP or be working with a mental health practitioner.

All prisoners aged 65 and over continue to benefit from being unlocked during the core day and also not having to pay TV rental.

At the end of the reporting year, there were 105 prisoners who were showing as retired, with a further 14 listed as medically retired/unfit for work.

There is a supported living wing on Ash houseblock for older and vulnerable prisoners who need a higher level of social care support. Much of this support is provided by their peers.

The Board continues to be impressed by the excellent level of support provided to prisoners who are terminally ill and die in prison, particularly by their peers, healthcare staff and wing officers.

6.5 Time out of cell, regime

Prisoners continue to be unlocked, on average, for 9.5 hours per day, with a weekly average for purposeful activity at just over the target of 24 hours. Prisoners who are on an enhanced regime still average 11.25 hours unlocked per day.

The Director and SMT regularly review the regime and time out of cells to ensure that the wellbeing and social needs of the prisoners are accommodated. Where weekend and bank holiday regimes are affected by staffing constraints, all prisoners are notified of regime changes in advance.

IMB members monitor the regime both during the week and over the weekend and during public holidays.

6.6 Drug and alcohol rehabilitation

There are 215 men on the drug and alcohol dependence services caseload (10%), which includes 115 men being prescribed methadone.

A dedicated drug recovery unit (DRU), located on Elm houseblock, supports prisoners who participate in a 16-week course.

There is also an intervention wing (CARE) on Cedar Lower houseblock for prisoners experiencing or recovering from addiction. It operates a community-based approach and supports prisoners who are preparing to move to the drug recovery unit (DRU).

6.7 Soft skills

There were over 20 peer-led groups at the beginning of the reporting year, which were subsequently reviewed and streamlined. Operating throughout the prison, these groups contributed to prisoners' day-to-day experience and supported staff in providing advice and assistance. They offered a wide range of support, including Listeners (prisoners trained by the Samaritans to provide peer support), peer mentoring, support prisoners with challenging behaviour, and initiatives aimed at building stronger relationships between prisoners and staff.

Those providing the peer-led support benefit from developing a range of life skills - see Annex B.

7. Progression and resettlement

7.1 Education

Novus Education continues to be contracted provider for education within the prison. In addition to basic courses in English and maths (Levels 1 and 2), they offer a range of courses across the houseblocks, from art and performing arts to business enterprise and IT, together with a suite of employability skills units.

The Director continues to mandate Level 2 English and maths for prisoners who have not reached this level.

L1 and L2 English and maths courses continued to operate on a roll-on, roll-off basis during the reporting year. This approach is intended to maintain class sizes of around 12 learners, with new prisoners joining courses as places become available. However, tutors, learning support staff and prisoners continued to express a preference for cohort-based learning, where learners of a similar level progress through the course together. The Board understands that this approach has also been adopted in a number of other academic courses.

An ESOL (English for speakers of other languages) course is proving popular and successful.

The Board has monitored lessons across all houseblocks during the reporting year. Again, our conversations with prisoner reveal that the majority of prisoners really appreciate the efforts of their tutors and they value education.

At the end of the reporting year, there were 82 unique learners enrolled on 101 distance-learning courses. This represents an 8% increase in learner numbers following the 16% reduction reported last year, and a 20% increase in courses after the previous year's 40% decline. Open University courses continued to account for around a third of all distance-learning provision.

The Head of Learning & Skills has been carrying out a needs analysis of the growing lifer population to help ensure their needs are met. The Independent Living Skills Course has also restarted. In addition, 2026, the National Year of Reading, is reflected in the programmes planned for the year.

There was no reduction to the overall national budget for prison education in 2025-26. Unfortunately, rising cost pressures across all education services have impacted the proportion of the overall budget that could be spent through Core Education contracts. As a result, prisons have seen changes in the volume of provision delivered specifically through these contracts. The Head of Learning and Skills informed us that this has effectively resulted in a 5% decrease in education and is actively working on how to implement these changes in order to minimise the impact on prisoners but there seems to be an inevitability that courses and staffing will have to be reduced.

Library

When the Board has visited, the library has always been busy and continues to have a positive, helpful and calm atmosphere. The library continues to support the Storybook Dads initiative and hosts regular clubs, including chess, Scrabble and poetry reading. It also organises a range of additional activities, such as those held during Neurodiversity Week.

The library regularly welcomes external speakers. During the year, bestselling crime author Fiona Cummins spoke to around 20 prisoners and staff about her career, writing process and research. The session included a Q&A and was particularly well received, with prisoners having recently read one of her books in their reading group. She also discussed the possibility of publishing a collection of prisoners' creative writing.

They are always looking to develop new projects and produce a monthly newsletter.

IMB members attended a family and friends concert featuring pianist Clare Hammond and composer Michael Betteridge, including the premiere of *Internal Victories*, a piece co-created with prisoners through a series of workshops. Around 45 prisoners, family members and staff attended the event, which was organised by the prison library and was very well received.

The IMB observed a debate organised by the head of rehabilitation, a psychology lecturer from Coventry University and the 'lifer lead. The debate, titled *Do Prisons Work?*, involved prisoners from Ash Houseblock and psychology students from Coventry University. The Ash team was judged the winner, with their lived experience proving particularly persuasive. However, all participants appeared to benefit from the experience, developing skills in argument, public speaking and active listening, while the students gained valuable insight into prisoners' experiences.

7.2 Vocational training, work

Industries Skills A continues to offer courses for around 100 prisoners in a range of areas, including plastering, forklift truck driving, Rail Track work, warehousing, bricklaying, painting and decorating, carpentry, joinery, motor vehicle maintenance, art, gym instruction in the sports centre, and hospitality/barista training. Prisoners spoken to by the Board almost always described the courses as worthwhile, rewarding and enjoyable.

There is also a very successful barbering academy, which has won a National Barber Training Award open to all training providers, not just those in prisons.

As noted in our last report, the number of prisoners in Industries Skills B and C is also high, with Skills B having a roll of 255 and Skills C with 350. Skills B still offers employment in areas such as welding, light plastic assembly, sewing and embroidery, material cutting and packing and landscaping. Skills C also offers work in wood assembly/fence panelling, recycling, and furniture manufacture for the Timber Shop.

In May 2025, one of the workshops was temporarily closed following a serious incident involving a prisoner. The incident was reported under RIDDOR, and the workshop remained closed pending an investigation. The Health and Safety Executive (HSE) issued an Enforcement Notice, and an action plan was developed and implemented promptly, resulting in revised policies and additional staff training

'Cherry Blossom', a supermarket training academy that helps prisoners gain work experience and practical skills, continued to flourish during the year. The initiative provides a realistic retail environment, supports rehabilitation and acts as both a reward and an incentive within the incentives scheme.

Farms and Gardens also continued to expand its operations, producing a wide range of fruit, vegetables and herbs for use across the prison. Produce is supplied to houseblock bistros, made available for purchase by prisoners and staff, and donated to local charities and schools.

7.3 Offender management, progression

The Board continued to monitor IPP prisoners throughout the reporting year and received regular updates from senior probation officers based in the Offender Management Unit (OMU). At the start of the reporting period, there were 91 IPP prisoners, 70 of whom were on recall; by the end of the year, this had reduced to 68, with 49 on recall. The proportion of recalled IPP prisoners remained high at 72%. Oakwood continues to hold one of the largest IPP populations in the prison estate. IPP prisoners are discussed at the weekly violence reduction stabilisation meeting, which IMB members regularly observe. The year also saw a number of positive outcomes, including the release of a long-serving IPP prisoner into the community.

Delivery of the Building Choices (BC) programme commenced in August 2025, and the team has successfully implemented the new programme, which replaces all previous offending behaviour interventions. HMP Oakwood delivers both high and moderate intensity groups across 'mains' and PCoSO (prisoners convicted of sexual offences). The delivery plan has been formally ratified by the National Team, and a substantial number of men are awaiting access to ensure the completion of accredited work essential for their sentence plans and vital risk reduction outcomes.

The head of the OMU felt that although staffing for prisoner offender managers (POMs) has continued to improve this year, the workload has increased with the implementation of the various early release schemes.

7.4 Family contact

The visits and family intervention team offered over 28,000 hours of social visits and 4,700 hours of social video calls, as well as providing 8,000 hours of enhanced family interventions in the past year. They also provided almost 10,000 legal visits/calls. Popular interventions have included:

- Kids Clubs (3,210 hours) have continued to be much sought after, with almost all of the 120 spaces filled, and a waiting list each month.
- Family Days (2,130 hours) such as a five-hour Family Day during the school holidays, which had an Easter theme. The children had lots of activities, music and games to enjoy and the whole family took part in a quiz, bingo and carnival-style games as well as an 'egg hunt'. The families were also taken on a tour of the visits' gardens and met the resident animals and enjoyed lunch together. Another example was the Harry Potter Day, full of 'magical' activities.
- Family Cooking (651 hours), where up to 12 prisoners and their families were given the opportunity to spend time cooking together on a Saturday afternoon. They laid the table, sat, ate and washed up, then sat together, talking and playing games. These visits create an 'at home' type environment for the children.
- Lifer Lounges (644 hours) and Lifer Cooking (392 hours), where approved platinum-level prisoners with life sentences have had the chance to enjoy a Sunday afternoon extended social visit in the lounge rooms with their families, with some also cooking and dining together beforehand.

- A popular innovation again this year has been dog visits.
- This year there has been the addition of three cats, with the prisoners having developed a patio for them. They provide therapy for prisoners with mental health needs, as well as visiting children enjoying their company.
- There has also been a new group for care-experienced prisoners, in addition to the well-established breakfast club for armed forces veterans.

It remains the view of the Board that the prison provides an exceptional provision and wishes to recognise work of the family interventions coordinator. This was reiterated by a quote from the HMIP inspection report in May 2024: “Work to support contact between prisoners and their families was outstanding and among the best we have seen. Unusually, a senior manager was solely dedicated to children and family work, with impressive results. Family work and its contribution to promoting rehabilitation and resettlement was a well understood priority, embedded throughout the prison’s culture”.

7.5 Resettlement planning

Around 110 men continue to be released from Oakwood each month, with one in eight homeless.

The budget allocated to HMP Oakwood for resettlement is the same as every prison, despite the fact that it has the highest capacity of any English prison and does not appear to meet the needs of the population. The resettlement team continues to feel that they could do so much more with increased funding.

The provision of resettlement services, which is heavily reliant on third-party organisations, has been affected by staffing and retention challenges within those partners, consequently impacting service delivery. To address systemic gaps and enhance service coordination, a strategic housing specialist is working with HMP Oakwood to facilitate multi-agency collaboration and strategic resource management.

Multi-agency working has improved since the employment hub was established. They link with IAG (information, advice and guidance) service, the Probation Service and the healthcare unit, as well as with key workers. The ETE (education, training and employment) group meets monthly to share information and the reducing re-offending group meets quarterly. Information is uploaded on to Nomis.

Pre-release planning is typically scheduled to begin three months before release. At Oakwood, however, this process starts six months in advance to allow sufficient time to complete all necessary preparations, particularly as some service providers are based off site.

There is a resettlement plan for prisoners serving life sentences that begins up to six years before release. The plan focuses on preparing prisoners for progression to open conditions and follows a structured seven-step pathway. Support is provided with CV preparation, accessing the employment hub, and preparing for parole hearings.

8. The work of the IMB

The Board has undertaken the following work throughout the course of the reporting year:

- Participated in national recruitment campaigns, with three members, including the Chair and Vice Chair, taking on the role of independent interviewer.
- The Vice Chair has been appointed an ADAC.
- Hosted visits from IMB members from two other prisons during the year.
- Visited another IMB at another local prison.
- Produced detailed guidance notes for members on all key areas of prison monitoring.
- Attended protected characteristics training.
- Continued to lead the regional work on the production of an induction folder for new members across the West Midlands region, together with information for board development officers (BDOs).
- Carried out and published a prison complaints process survey.
- Continued to maintain a comprehensive member online resource base using Kahootz.
- Continued to maintain and support a Kahootz database for the regional BDOs and, alongside this, arranged information sessions for them.
- Produced letters and easy-read guides about the work of the Board for all prisoners, with targeted letters for new arrivals and those prisoners in the CSU.
- Had regular meetings with SMT, PPG and Aramark catering.

Board statistics

Recommended complement of Board members	18
Number of Board members at the start of the reporting period	10 and one more in training
Number of Board members at the end of the reporting period	8 and one on a sabbatical
Total number of visits to the establishment	516

Applications to the IMB

(see also **Annex E**)

Code	Subject	2024 - 2025	2025 - 2026
A	Accommodation, including laundry, clothing, ablutions	27	35
B	Discipline, including adjudications, incentives scheme, sanctions	13	17
C	Equality	18	12
D	Purposeful activity, including education, work, training, time out of cell	30	31
E1	Letters, visits, telephones, public protection, restrictions	26	24
E2	Finance, including pay, private monies, spends	30	16
F	Food and kitchens	18	18
G	Health, including physical, mental, social care	82	43
H1	Property within the establishment	73	50
H2	Property during transfer or in another facility	104	46
H3	Canteen, facility list, catalogues	16	13
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, recategorisation	56	33
J	Staff/prisoner concerns, including bullying	39	32
K	Transfers	18	14
L	Miscellaneous	223	151
	Total number of applications	773	535

Annex A

Service providers

- Practice Plus Group (healthcare provider, replacing CARE UK from April 2019, including the provision of the pharmacy from 2021)
- GEO Amey (transport provider between prisons and the courts)
- DHL (ordering and delivery of canteen items)
- Aramark (catering services)
- Novus (education provider)
- Staffordshire Library Services
- Staffordshire County Council (social work and care support)
- Restart (social enterprise offering support)
- Invisible Walls (family support service)
- NACRO (resettlement services)

Annex B

Peer support

HMP Oakwood is at the forefront of peer-led initiatives (PLIs) as a result of the support and confidence of the Director and their senior management team (SMT).

Prisoners are supported by other prisoners in two ways. The first is through PLIs and the other is through peer support services (PSS). Peer-to-peer projects are an invaluable resource in a prison environment, which houses some of the most vulnerable people and those with very challenging behaviour. Each PLI and PSS has a member of the SMT who acts as its champion, working with the project lead, to advise on job descriptions and expectations for the role.

The PLIs and PSS are expected to keep records of the work they undertake, and this is then shared with their respective champions. A representative from each PLI will also attend a monthly meeting with prison and third-party senior managers (prison council meeting).

Following a review during the last reporting year, the following are in place:

Peer-led initiatives

These are unique projects that have been created from ideas by prisoners. PLIs developed from ideas that prisoners have taken to the SMT as ways they feel could help support aspects of prisoner life:

- Training, rehabilitation and culture (TRC).
- Behavioural intervention group (BIG).
- Peace and community engagement (PACE).
- Reintegration, intervention, safety and engagement (RISE).

Peer-support services

These developed from prisoner-led projects. They include peer education and practical support mechanisms to help prisoners with everyday life:

- Leading individuals together (LIFT)
- Recovery champions
- Drug recovery unit (DRU)
- Health champions
- Health and safety line (HAS LINE)
- Oakwood Media
- Project Unite
- Your consultation group (YCG)
- Prisoner OMU pre-release looking at rehabilitation (POPLAR)
- Resettlement advice line peer helpdesk (RALPH)
- Family intervention team (FIT)

A booklet has been developed by the media team, available to all prisoners, to raise awareness about the roles and functions of each group.

Annex C

Stabilisation and safety intervention meeting: terms of reference

Purpose

To encourage strategic planning that will reduce the levels of violence and disorder by identifying trends and themes for the causes of violence and disorder within our establishments. We will use data analysis and encourage communication between departments to discuss good practice, developmental needs and outline plans of actions to improve outcomes.

Objective

To provide a safe and controlled prison environment for staff and prisoners, where prisoners feel supported and able to focus on addressing offending behaviour and future planning, without the fear for their safety and whereby staff feel they can impact on the reduction of risk associated behaviours in a safe and effective manner.

Aims

To reduce both violence and disorder within our establishments and uphold levels of decency through positive staff-prisoner interactions; ensuring procedures are fair and just; addressing disproportionality and maintaining a safe and rehabilitative environment.

MEETING SCHEDULE

Frequency	Weekly (Save for the VRPB meeting)
Day and Time	Tuesday of the relevant weeks 1400
Duration	1 hour
Minutes	Safer Custody Administrators
Venue	The Boardroom

CORE MEMBERSHIP

Deputy Director & Head of Safety – Chair

Head of Residence

Head of Security

House block Managers from Each Main Residential Area

Intel Security Manager

Safer Custody - Violence Reduction Manager

Security Analyst

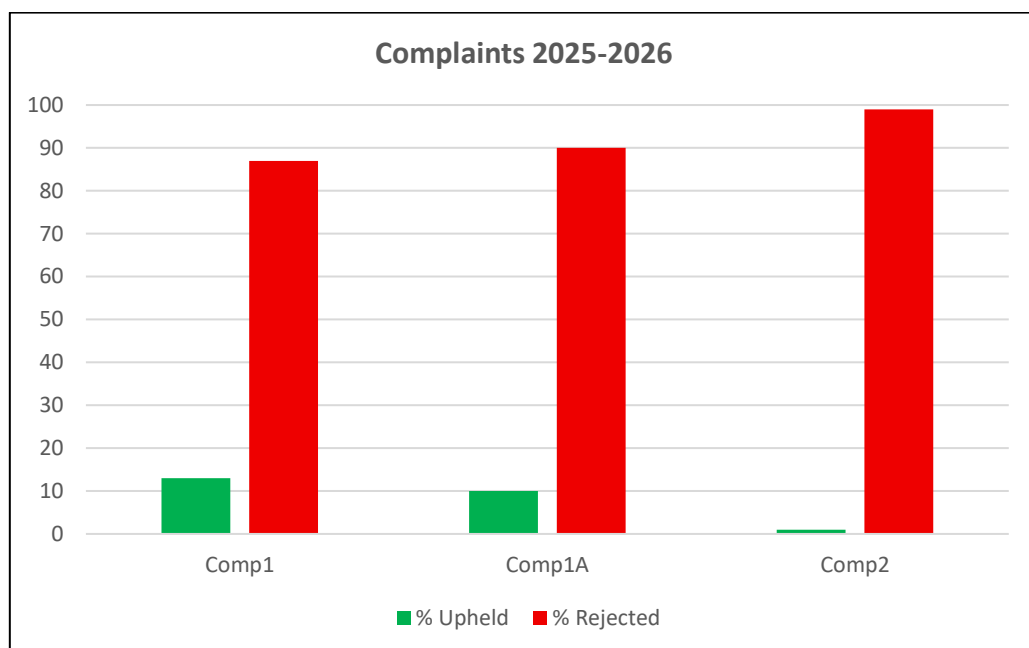
Mental Health Team Representative

Also invited (as observers) - IMB

Annex D

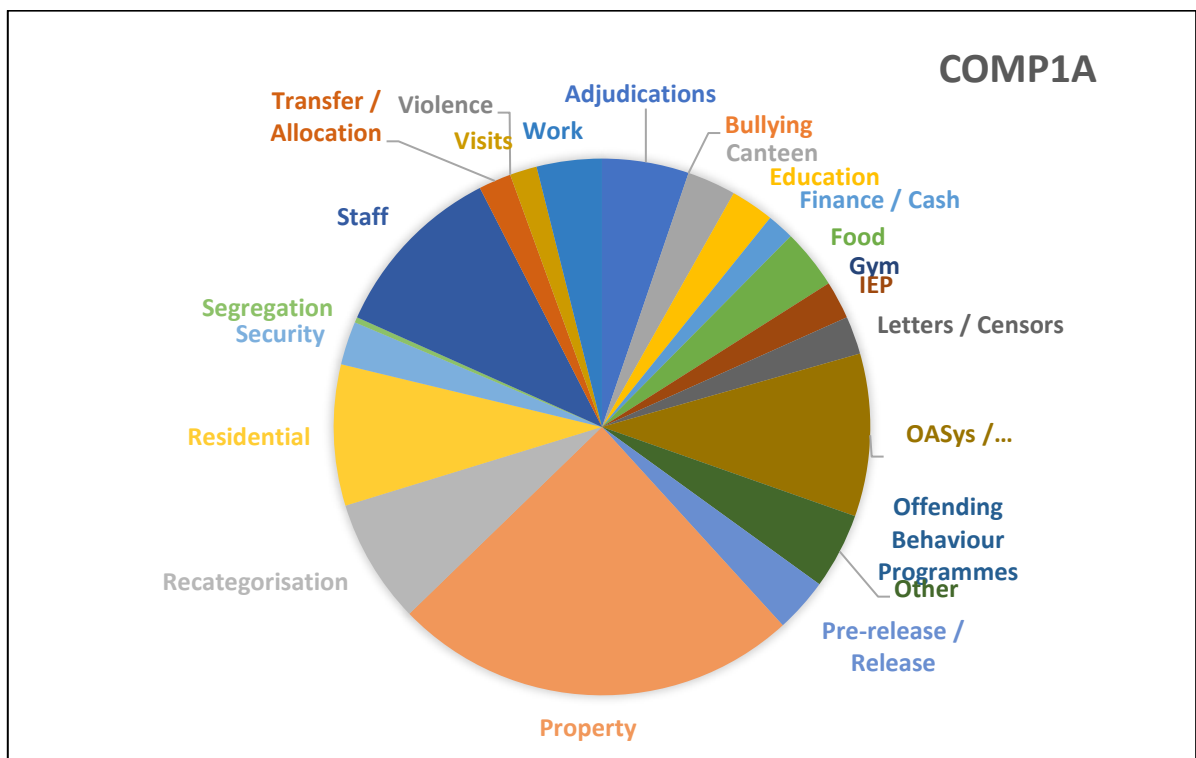
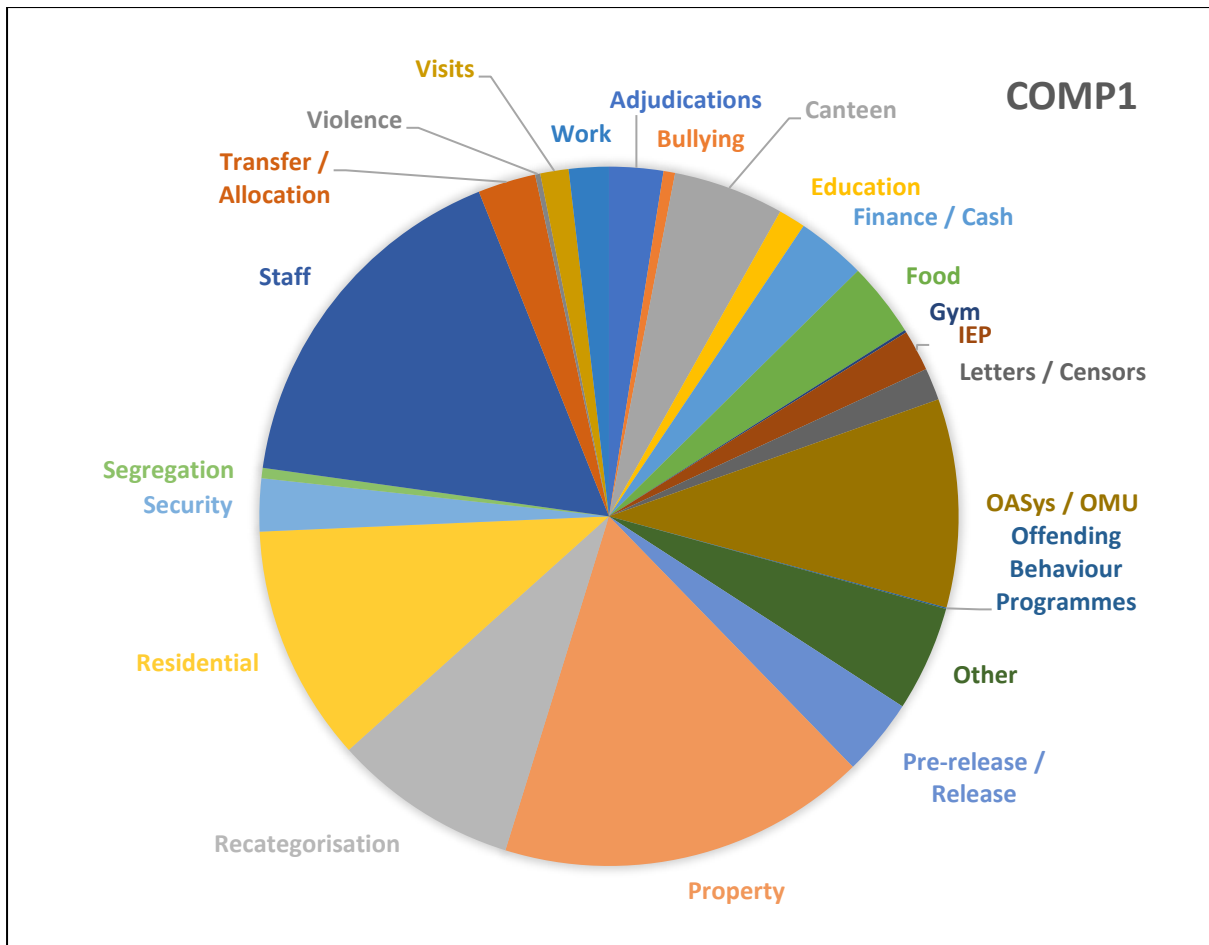
Complaints data (Comp 1s are ordinary complaints; comp 1 As are appeals; and Comp 2s are confidential complaints)

Complaints 2025-2026			
Outcome	Comp 1	Comp 1A	Comp 2
Upheld	222	32	3
Rejected	1459	274	312
Total	1681	306	315
Upheld %	13%	10%	1%
Rejected %	87%	90%	99%



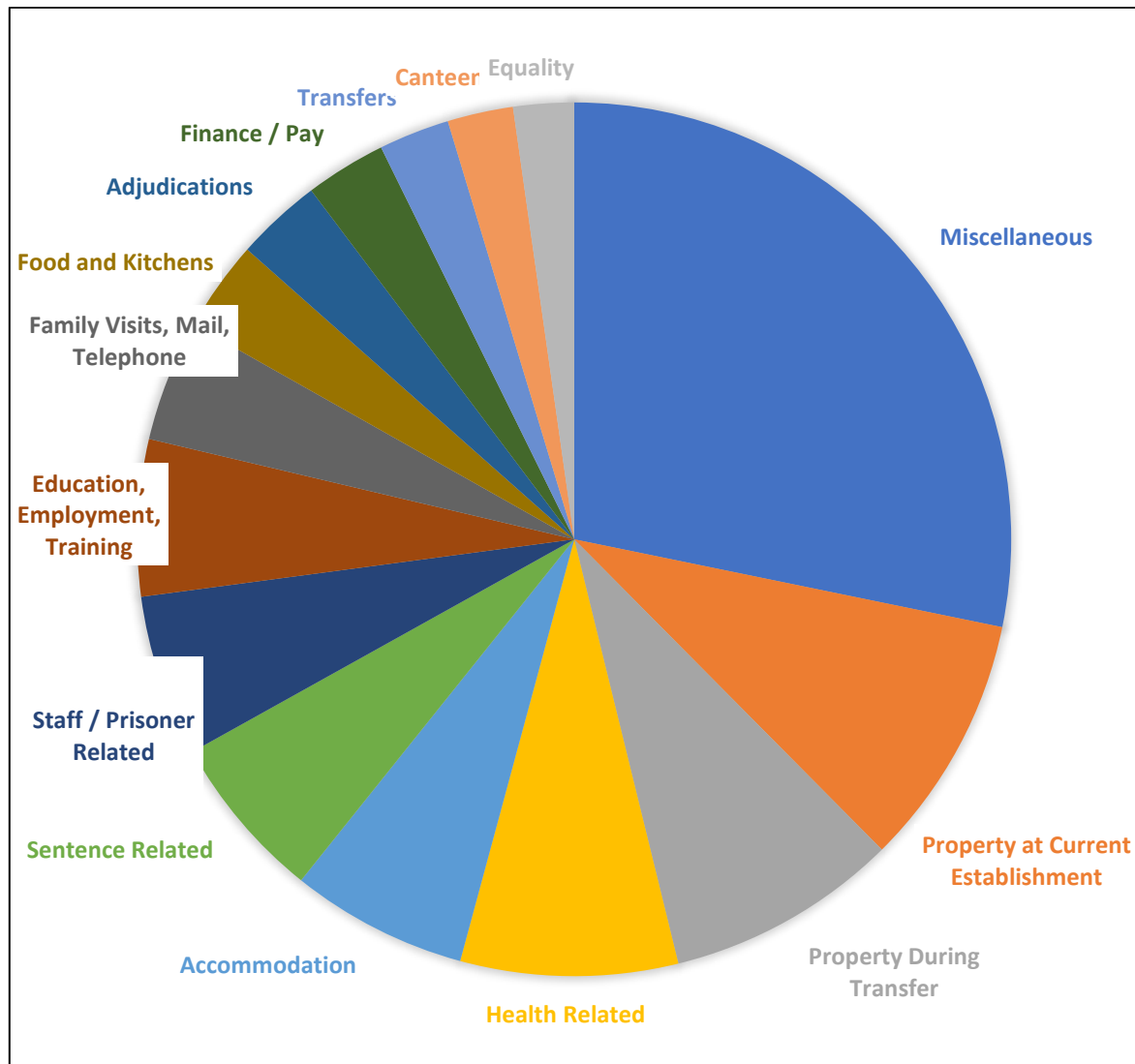
HMP Oakwood 2025-2026 Comp 1 Analysis					
Comp1 Category	Count	%age	Rank 25-26	Rank 24-25	Change
Adjudications	42	2%	12	18	-6
Bullying	9	1%	19	16	3
Canteen	86	5%	6	8	-2
Education	21	1%	18	17	1
Finance / Cash	54	3%	10	9	1
Food	58	3%	9	10	-1
Gym	2	0%	22	21	1
IEP	32	2%	14	13	1
Letters / Censors	25	1%	16	11	5
OASys / OMU	162	10%	4	2	2
Offending Behaviour Programmes	1	0%	23	22	1
Other	82	5%	7	7	0
Pre-release / Release	60	4%	8	6	2
Property	287	17%	1	1	0
Recategorisation	144	9%	5	5	0
Residential	184	11%	3	4	-1
Security	41	2%	13	14	-1
Segregation	8	0%	20	22	-2
Staff	281	17%	2	3	-1
Transfer / Allocation	45	3%	11	12	-1
Violence	4	0%	21	20	1
Visits	22	1%	17	19	-2
Work	31	2%	15	15	0
Total	1681	100%	-		

Other Establishments 2025/26			
Comp1 Category	Count	%age	Rank
Adjudications	19	4%	4
Canteen	52	12%	2
Education	11	3%	5
Finance / Cash	32	7%	3
IEP	1	0%	15
Letters / Censors	3	1%	13
Medical / Healthcare	9	2%	8
OASys / OMU	9	2%	8
Other	10	2%	8
Property	264	60%	1
Recategorisation	11	3%	5
Residential	1	0%	15
Security	3	1%	13
Staff	6	1%	10
Transfer / Allocation	4	1%	12
Violence	5	1%	11
Total	440	100%	-
Outcome	Count	%age	
Upheld	42	10%	
Rejected	398	90%	
Total	440	100%	



Annex E

IMB Applications 2025-2026



Applications 2025/26 (Principal Classes)

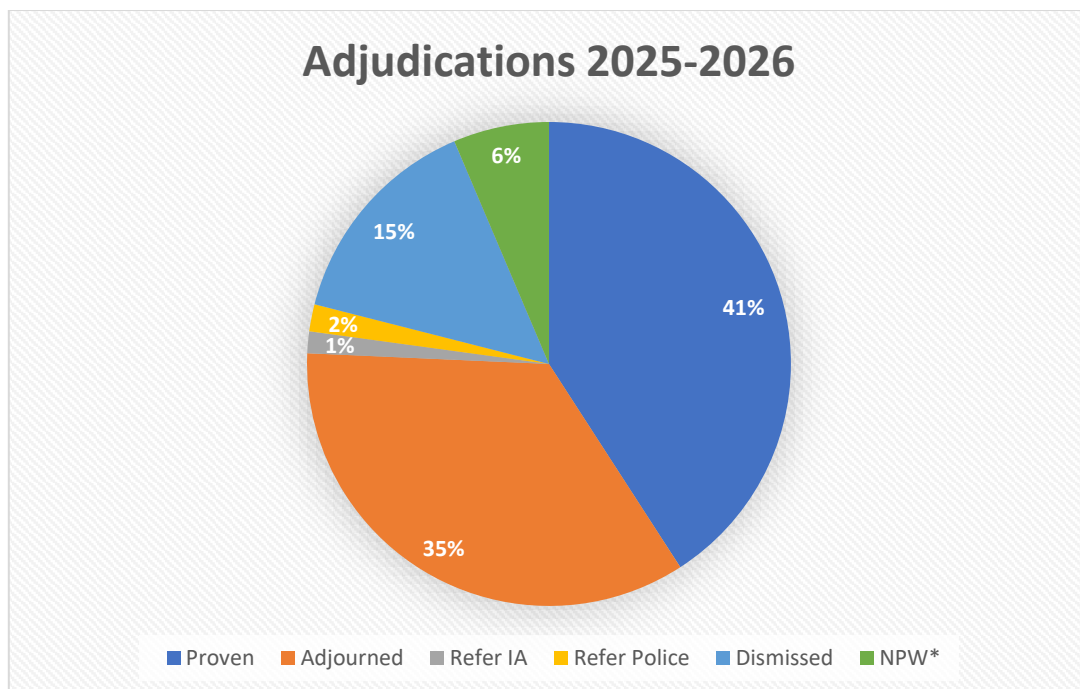
Class Description	Class	Total 25/26	% 25/26	Rank 25/26	Total 24/25	% 24/25	Rank 24/25	Rank Change
Accommodation	A	35	6.5%	5	27	3.5%	9	↑ 4
Adjudications	B	17	3.2%	11	13	1.7%	15	↑ 4
Equality	C	12	2.2%	15	18	2.3%	11	↓ -4
Education, Employment, Training	D	31	5.8%	8	30	3.9%	7	↓ -1
Family Visits, Mail, Telephone	E1	24	4.5%	9	26	3.4%	10	↑ 1
Finance / Pay	E2	16	3.0%	12	30	3.9%	7	↓ -5
Food and Kitchens	F	18	3.4%	10	18	2.3%	11	↑ 1
Health Related	G	43	8.0%	4	82	10.6%	3	↓ -1
Property at Current Establishment	H1	50	9.3%	2	73	9.4%	4	↑ 2
Property During Transfer	H2	46	8.6%	3	104	13.5%	2	↓ -1
Canteen	H3	13	2.4%	14	16	2.1%	14	→ 0
Sentence Related	I	33	6.2%	6	56	7.2%	5	↓ -1
Staff / Prisoner Related	J	32	6.0%	7	39	5.0%	6	↓ -1
Transfers	K	14	2.6%	13	18	2.3%	11	↓ -2
Miscellaneous	L	151	28.2%	1	223	28.8%	1	→ 0
Total		535	100.0%		773	100.0%		

Annex F

Adjudications 2025-2026

Month	Proven	Adjourned	Refer IA	Refer Police	Dismissed	NPW*	Total	NPW / Dism.	NPW / Dism. (%)
Apr-25	304	227	23	14	115	54	737	169	23%
May	298	242	9	9	127	31	716	158	22%
Jun	328	254	13	7	96	31	703	127	18%
Jul	296	241	14	10	81	39	681	120	18%
Aug	269	262	6	13	98	60	708	158	22%
Sep	270	226	14	22	84	43	659	127	19%
Oct	306	234	15	25	117	51	748	168	22%
Nov	282	255	8	15	86	53	699	139	20%
Dec	313	263	10	9	96	37	728	133	18%
Jan	303	311	7	13	137	36	807	173	21%
Feb	283	231	3	16	116	52	690	168	24%
Mar-26	267	254	3	3	107	64	698	171	24%
25/26	Proven	Adjourned	Refer IA	Refer Police	Dismissed	NPW*	Total	NPW / Dism.	NPW / Dism. (%)
Total	3519	3000	125	156	1260	551	8574	1811	21%

* Not Proceeded With



Annex G

Complaints system survey: November 2025



Prisoner Complaints Process Survey



November 2025



Prisoner Complaints Process Survey – November 2025

Name	Prison Number	Houseblock	Wing

We are conducting a survey of prisoners into the effectiveness of the Complaints Process. Your responses will be treated confidentially and will hopefully enable us to be better informed on your opinions and be able to share any trends with Senior Prison Managers. Thank you in advance for your interest.

Q1. During your Induction was the Complaints Process at HMP Oakwood explained to you?

YES		NO		NOT SURE	
-----	--	----	--	----------	--

Q2. Do you understand how the 3-Day Request process works?

YES		NO		NOT SURE	
-----	--	----	--	----------	--

Q3. Have you ever seen a copy of the Prisoner Complaints Framework?

YES		NO		NOT SURE	
-----	--	----	--	----------	--

Q4. Have you ever felt that prison staff have discouraged you from making a complaint?

YES		NO		NOT SURE	
-----	--	----	--	----------	--

Q5. Do you feel that you can use the complaints system freely?

YES		NO		NOT SURE	
-----	--	----	--	----------	--

Q6. The last time you wanted to make a complaint were the forms available in the racks on your wing? If the answer is NO then please tick where you got your complaint form.

YES		NO		N/A	
-----	--	----	--	-----	--

PCIC Rep		Other PLI		YCG Office	
Officer		Other		Could not get one	

Q7. How many complaints have you made in the past 3 months?

None		1 or 2		3-5		More than 5	
------	--	--------	--	-----	--	-------------	--

Please Turn Over

Q7a. If you have made any complaints in the past 3 months please tick the subjects below:

Accommodation		Adjudications		Equality	
Purposeful Activities		Letters, Visit, Phone Calls		Finance	
Food / Kitchens		Healthcare		Property whilst here	
Property (after Transfer)		Canteen		OMU Issues	
Staff Concerns		Transfers		Other	

Q8. Are you satisfied with the prison complaints system?

Always		Most of the time		Sometimes	
Rarely		Never		Not Applicable	

Q9. Tell us about your recent experiences with the complaints system including any difficulties.

Q10. Is there anything that could be done to improve the process?

Thank you for your time in completing this survey – please put this in the IMB Box on your wing.

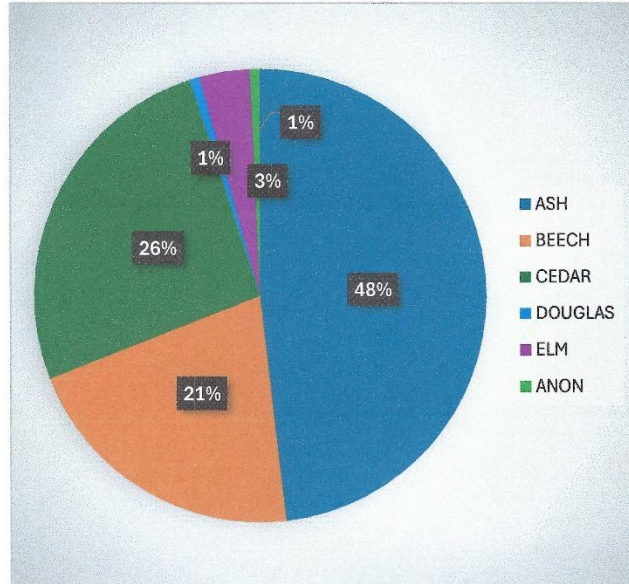
IMB HMP Oakwood Complaints Process Survey - November 2025

Completed Surveys

139

Distribution by Houseblocks

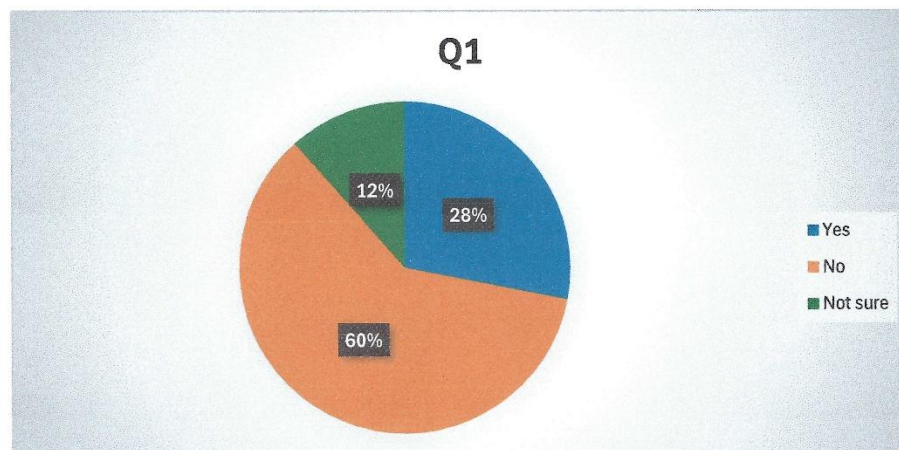
Block	Total
ASH	67
BEECH	29
CEDAR	36
DOUGLAS	1
ELM	5
ANON	1
Total	139



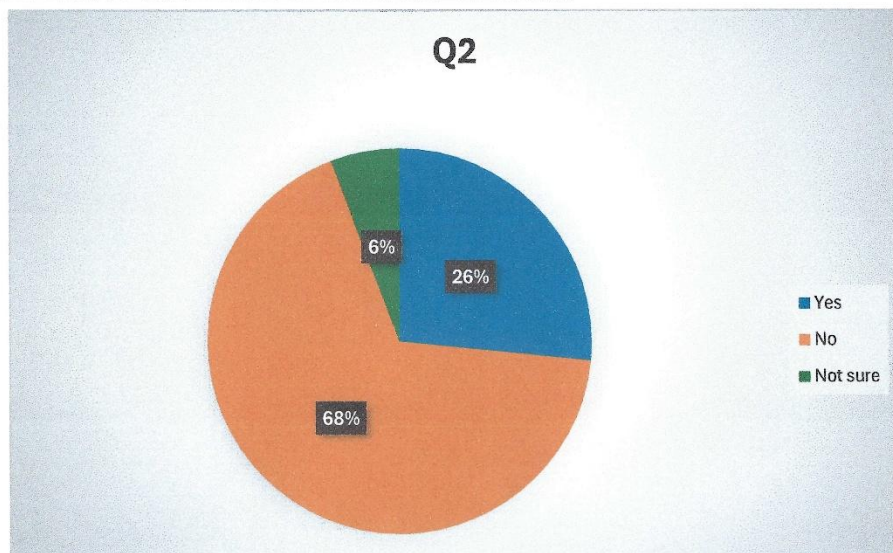
Q1

During your Induction was the Complaints Process at HMP Oakwood explained to you?

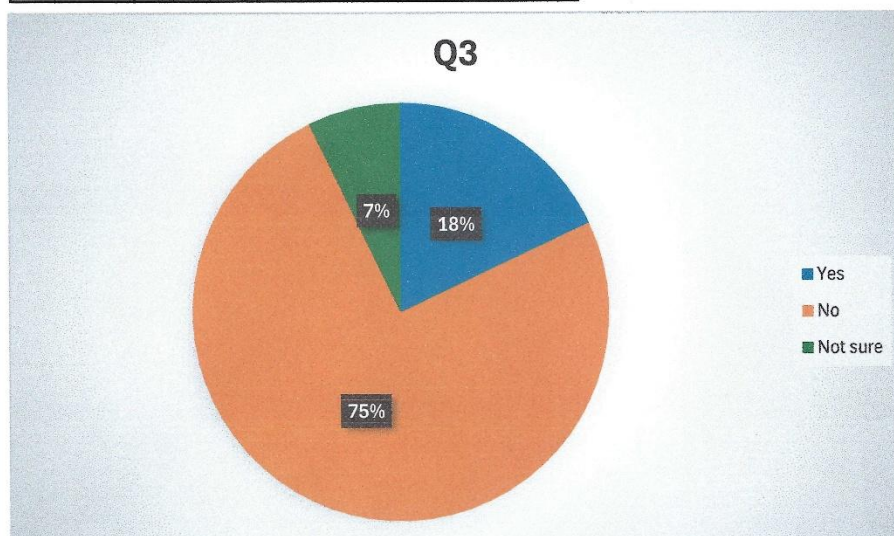
Response	Yes	No	Not sure	Total
Total	39	84	16	139



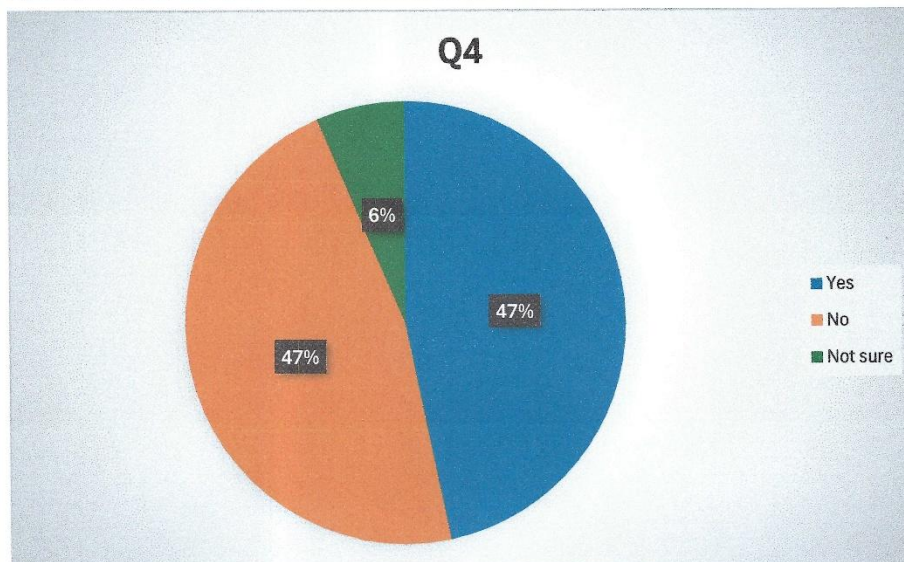
Q2				
Do you understand how the 3-day Request process works?				
Response	Yes	No	Not sure	Total
Total	37	94	8	139



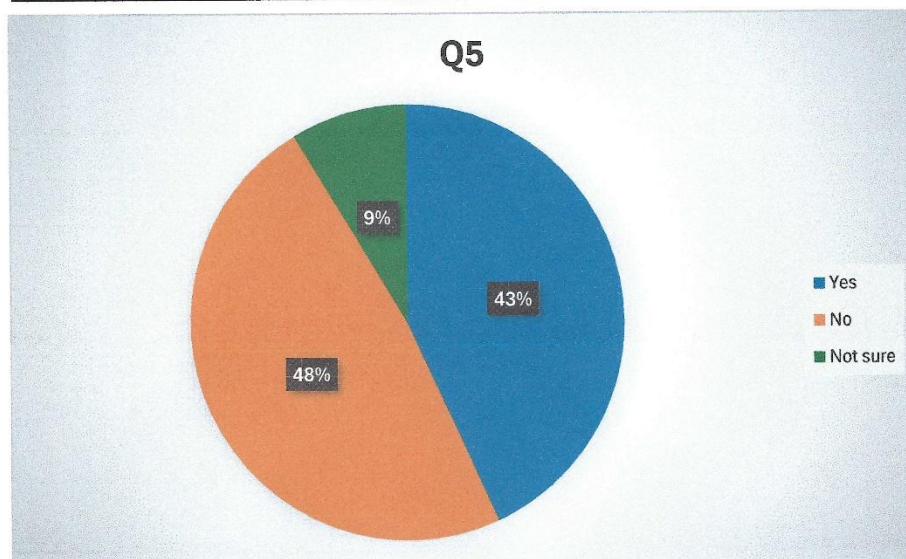
Q3				
Have you ever seen a copy of the Prisoner Complaints framework?				
Response	Yes	No	Not sure	Total
Total	25	104	10	139



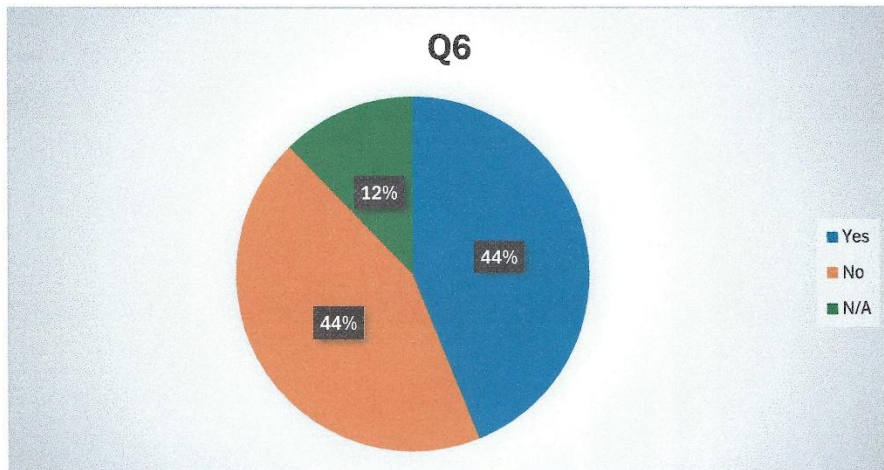
Q4				
Have you ever felt that prison staff have discouraged you from making a complaint?				
Response	Yes	No	Not sure	Total
Total	65	65	9	139



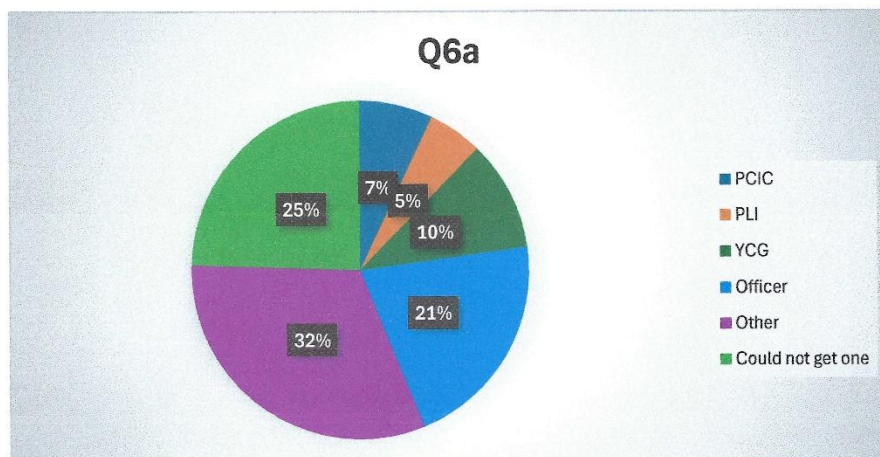
Q5				
Do you feel that you can use the Complaints System freely?				
Response	Yes	No	Not sure	Total
Total	60	67	12	139



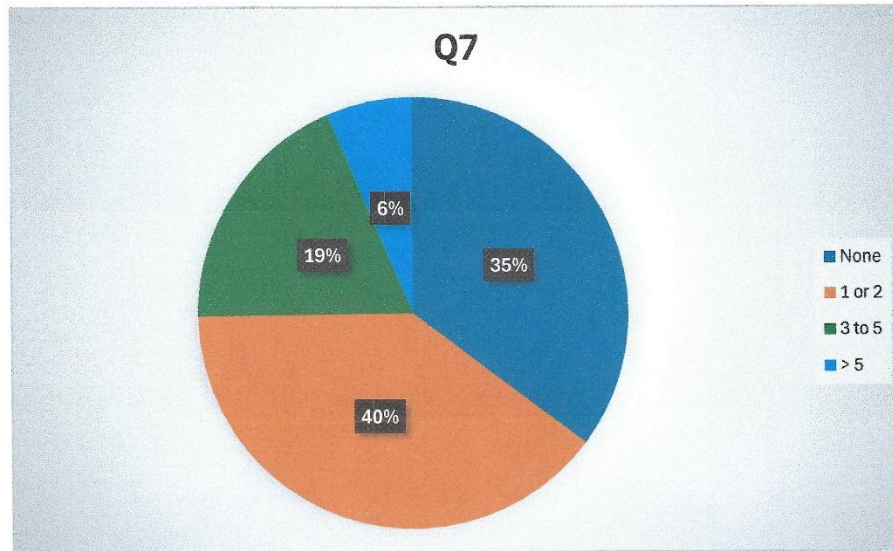
Q6				
The last time that you wanted to make a complaint were the forms available in the racks on your wing?				
Response	Yes	No	N/A	Total
Total	61	61	17	139



Q6a							
If you were unable to get a Complaint Forms from the racks on your wing where did you get your complaint form?							
Response	PCIC	PLI	YCG	Officer	Other	Could not get one	Total
Total	4	3	6	12	18	14	57



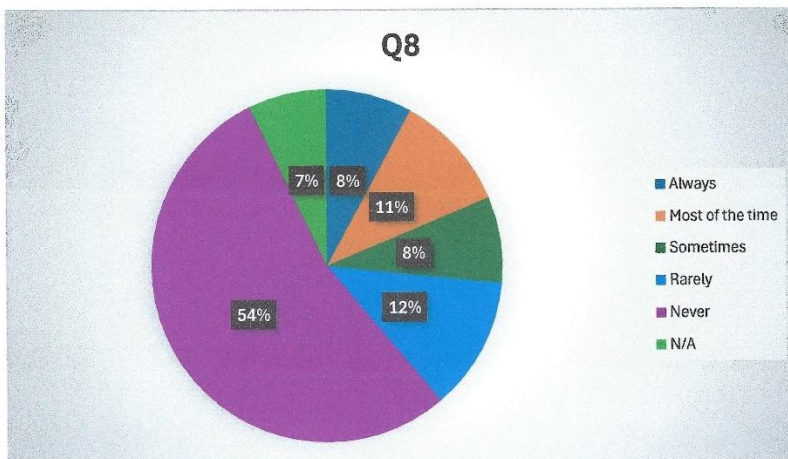
Q7					
How many Complaints have you made in the last 3 months?					
Response	None	1 or 2	3 to 5	> 5	Total
Total	49	55	26	9	139



Q7a
If you have made any complaints in the past 3 months what areas did they cover?

Area of Complaint	Number	%	Rank
Accommodation	8	4.1%	13
Adjudications	15	7.7%	5
Equality	10	5.1%	11
Puposeful Activities	6	3.1%	14
Letters, Visits, Phone Calls	12	6.1%	10
Finance	13	6.6%	9
Food / Kitchens	14	7.1%	7
Healthcare	26	13.3%	1
Property whilst here	17	8.7%	3
Property after transfer	15	7.7%	5
Canteen	10	5.1%	11
OMU issues	14	7.1%	7
Staff concerns	19	9.7%	2
Transfers	17	8.7%	3

Q8							
Are you satisfied with the Prison Complaints System?							
Response	Always	Most of the time	Sometimes	Rarely	Never	N/A	Total
Total	11	15	11	17	75	10	139



IMB HMP Oakwood Complaints Process Survey - November 2025

Supplementary Questions

Q6a

If you were unable to get a Complaint Forms from the racks on your wing where did you get your complaint form?

Block	PCIC	PLI	YCG	Officer	Other	Could not get one	Total
ASH	1	2	1	2	5	4	15
BEECH	0	0	2	7	5	4	18
CEDAR	3	1	1	3	7	6	21
DOUGLAS	0	0	0	0	1	0	1
ELM	0	0	1	0	0	0	1
ANON	0	0	1	0	0	0	1
Total	4	3	6	12	18	14	57

Q7a

If you have made any complaints in the past 3 months what areas did they cover?

Area of Complaint	Number	%	Rank
Accommodation	8	4.1%	13
Adjudications	15	7.7%	5
Equality	10	5.1%	11
Puposeful Activities	6	3.1%	14
Letters, Visits, Phone Calls	12	6.1%	10
Finance	13	6.6%	9
Food / Kitchens	14	7.1%	7
Healthcare	26	13.3%	1
Property whilst here	17	8.7%	3
Property after transfer	15	7.7%	5
Canteen	10	5.1%	11
OMU issues	14	7.1%	7
Staff concerns	19	9.7%	2
Transfers	17	8.7%	3
Total	196	100%	

IMB HMP Oakwood Complaints Process Survey - November 2025	
Free Text Questions	
Q9	
Tell us about your recent experiences with the Complaints System including any difficulties	
ASH Uppers	No.
Individual issues.	11
Fine.	2
Complaints are returned as requests.	8
Issues with h/c complaints.	1
Every complaint seems to be rejected and told that if I keep putting them in I will be banned.	1
Not replying.	1
Keep being fobbed off.	1
Always get rejected.	1
ASH Loweres	No.
No contact after IPCI complaint partly upheld.	1
Complaints are sometimes returned as 3-day requests.	1
Complaint converted to a request.	6
Nothing done after complaint.	1
Told complaint is not a complaint. Responses too defensive.	1
BEECH Uppers	No.
Never any forms available.	1
Made no complaints since being in Oakwood - staff has sorted things out almost straightaway.	1
Every complaint submitted has been rejected.	1
Complaints either not answered or late in replying.	1
Turning complaints into requests.	1
Staff not helpful.	1
Every complaint is rejected because it is treated as a request.	1
BEECH Loweres	No.
I have submitted 4 Comp2 forms in the past month and received nothing back.	1
No one spoke to me about an issue with an officer.	1
Complaints are returned as requests.	2
Complaints are investigated by the same department being complained about.	1
Healthcare issues.	1
Individual issues.	1
Complaints are returned as requests without a log number.	1
CEDAR Uppers	No.
Complaints are returned as requests.	4
Forms not always available and not always answered.	4
Treated as a request with no reference number and no printed response.	1
Personal issues.	6
Given up using it!	1
No confidence in it.	1
Kiosk responses do not transfer with you.	1
Comps just disappear.	1
CEDAR Loweres	No.
Managers avoiding complaints about cell clearances.	
Complaints are returned as requests.	2
Nothing ever changes.	1
Complaints are returned as requests. They often go missing and have unsatisfactory responses,	1
Complaints never seem to be upheld.	1
Comp1 submitted re Brew Packs but no response.	1
Its not the HMPPS Complaints system - its the way HMP Oakwood interprets it is the issue.	1
Personal issues.	2
DOUGLAS	No.
Forms racks are always empty. Complaints are answered by managers and not by the departments.	1
ANON	No.
Complaints converted to requests.	1

IMB HMP Oakwood Complaints Process Survey - November 2025

Free Text Questions

Q10

Is there anything that can be done to improve the process?

ALL

Lack of forms on the wing. Replies need to be quicker.
Make the system fair.
Be more like the system in HMPs.
Process is flawed and not fit for purpose.
Answer complaints and not treat them as requests.
Have a proper Complaints Office.
Take the prison to court.
Complaints done by independent company.
Listen to people so they do not need to use the complaints system.
Deal with complaints like other prisons and make forms available.
Prison need to be held to account when ignoring their duty of care.
Look into complaints properly.
Treat people fairly.
Make it more transparent.
Answer complaints more quickly.
Make forms more readily available.
Answer complaints and not treat them as requests.
Make forms more readily available.
Be compliant; stop turning complaints into concerns; be able to contact Complaints dept on kiosk.
Be able to talk to people to help.
Answer complaints and not treat them as requests.
Answer complaints and not treat them as requests.
Forms should always be available; better information on how to complete them.
Explain the process. Have forms available. All responses in writing.
No.
Listen more.
Better training for all staff.
Investigate more.
Converting complaints into requests.
Listen to people's issues and act on them.
Dedicated staff just dealing with complaints not managers.
Futile trying.
Make sure forms are available.
PLIs available to help with complaints.
Run it like a public prison.
Can I put my Comp forms in the IMB Box instead?
Do not reject complaints.
Give the IMB more power.
Answer complaints and not treat them as requests.
Move the racks with the forms to a more accessible position.
Answer complaints and not treat them as requests.

IMB HMP Oakwood Complaints Process Survey - November 2025
--

Free Text Questions

Q10

Is there anything that can be done to improve the process?

ALL

Make healthcare complaints easier to access.
--

Make sure it is followed correctly.

Be a bit faster.

All complaints should be treated as a Comp1.
--

Better communication; too many brush offs.
--

Keep it the same.

More accountability.

Give IMB power.

Answer them independently.

Not really.

Stop replying with "this is not a complaint".

Seems to be a good process.

All complaints should be processed properly.
--

Response via the kiosk.

Don't put forms on the wing as people who pick them up can be targeted.

Complaints not lways taken seriously.

Stop rejecting complaints and treat them properly.
--

Let prisoners put in genuine complaints.
--

Complaints should be processed by external staff. Requests should have a reference number.
--

Better information on Induction.

Confidential should mean confidential.
--

Transfer complaints management to the MOJ.
--

Clear responses and taking responsibility when things go wrong.

Extend the time period after which you are allowed to complain.

Find better ways to avoid complaints be rejected as "not a complaint".
--

Stop bullying prisoners to put in general applications rather than complaints.
--

Keep to timescales.

Handled independently.

Stop complaints clerks discussing issues with officers.

Acknowledge all complaints.

More forms and process all complaints.
--

Answer complaints and not treat them as requests.

Staff helping out to prevents complaints.

Answer complaints and not treat them as requests.

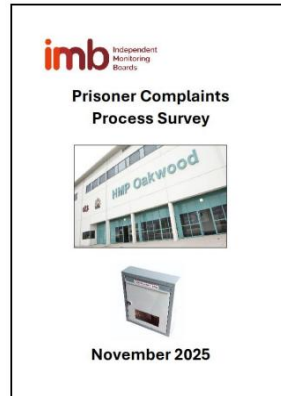
IMB HMP Oakwood February 2026

Prisoner Complaints Process at HMP Oakwood

Over the last few years prisoners have raised issues about the Prisoner Complaints System Process at HMP Oakwood and our weekly IMB Rota Reports have also regularly reported issues around the availability of complaint forms on wings. In our last Annual Report (24/25 published in August 2025) we raised the following issues to the Prison Director:

- *Can the Director work with the Development and Assurance (D & A) department to address the issue of the availability of prison complaint forms on the houseblocks?*
- *30% of the complaints received were converted to three-day requests this reporting year. Can the Director ensure that that this proportion of conversions can be justified and that the process is demonstrated to be transparent for prisoners?*

Following the publication of the report and the Director's Responses (see appendix) we were still reporting the same issues and so decided to conduct a survey on the Prisoner Complaints Process which took place in November and December 2025. The outcomes of this survey were published in a booklet in February 2026.



Although the participation rate was disappointingly low (7% of the population; 12% on Ash Houseblock, 5% on Beech and 6% on Cedar) some key themes were apparent both from the general questions and the free text comments at the end. These included:

1. The availability of complaint forms in the racks on wings and the variance in the three main houseblocks. Although the percentage who did not get a form from the racks was 44% overall it ranged from 24% on Ash to 59% on Beech to 69% on Cedar ([Q6](#)). **Having Complaint Forms available and not just by request is a fundamental right of all prisoners.**
2. Just under half of the prisoners felt that staff had discouraged them from making a complaint and a similar proportion felt that they could not use the Complaints System freely ([Q4](#) and [Q5](#)). **Prisoners must not be deterred from submitting complaints, nor**

encouraged to withdraw from them. Staff should take care to avoid the perception that complaints are not encouraged.

3. Overall, over two-thirds of prisoners stated that they did not understand how the 3-day Request process works, ranging from 61% on Ash to 72% on both Beech and Cedar (Q2). Also, three in five felt that the Complaints process was not explained to them during their induction, ranging from 49% on Ash to 66% on Beech and 78% on Cedar (Q1). **When people feel processes are applied in a procedurally fair way, they have more confidence and trust in authority figures, see their authority as being more legitimate, and they are more likely to respect, accept and abide (or commit to abide) by decision and rules, and comply and cooperate with authority. This is true even if the outcome of the decision is not in their favour. Better perceptions of procedural justice, including relating to complaints processes in prisons, also lead to less misconduct and violence, and better mental health in custody, and lower reoffending rates after release.**
4. There were 45 references to Complaints being converted to Requests when prisoners were asked to reflect on their current experiences and what would improve the process (Q9 and Q10). There has also been mention of not being given a reference number when this is the case (and not being able to print the response but just see it on the kiosk). **Prisoners must be provided with confirmation that their complaint has been received and is being processed. In the case of a COMP 1 and COMP1A the detachable slip must be completed and returned to the prisoner as soon as possible. All complaints and appeals must be registered and allocated a serial number before being allocated to a member of staff for reply. It is essential that a complete record of all existing complaints, their status and location at any time is kept. Monitoring data must be collected locally and used to drive performance. Weaknesses in the operation of the process must be identified and rectified.**
5. Finally, over half of prisoners overall felt they were never satisfied with the Prison Complaints system, ranging from 39% on Ash to 66% on Beech to 72% on Cedar (Q8). **The four principles of procedural justice, which need to be present for someone to feel they are being treated fairly, are Voice, Neutrality, Respect and Trustworthy Motives. A complaints system, and the responses that are given, can deliberately incorporate these principles so that prisoners have greater respect and trust in the process, and are more likely to accept the outcome of their complaint (even if the outcomes were not what they wanted). These can be defined as follows:**
6. The availability of complaint forms in the racks on wings and the variance in the three main houseblocks. Although the percentage who did not get a form from the racks was 44% overall it ranged from 24% on Ash to 59% on Beech to 69% on Cedar (Q6). **Having Complaint Forms available and not just by request is a fundamental right of all prisoners.**
7. Just under half of the prisoners felt that staff had discouraged them from making a complaint and a similar proportion felt that they could not use the Complaints System freely (Q4 and Q5). **Prisoners must not be deterred from submitting complaints, nor encouraged to withdraw from them. Staff should take care to avoid the perception that complaints are not encouraged.**
8. Overall, over two-thirds of prisoners stated that they did not understand how the 3-day Request process works, ranging from 61% on Ash to 72% on both Beech and Cedar (Q2). Also, three in five felt that the Complaints process was not explained to them

during their induction, ranging from 49% on Ash to 66% on Beech and 78% on Cedar (Q1). **When people feel processes are applied in a procedurally fair way, they have more confidence and trust in authority figures, see their authority as being more legitimate, and they are more likely to respect, accept and abide (or commit to abide) by decision and rules, and comply and cooperate with authority. This is true even if the outcome of the decision is not in their favour. Better perceptions of procedural justice, including relating to complaints processes in prisons, also lead to less misconduct and violence, and better mental health in custody, and lower reoffending rates after release.**

9. There were 45 references to Complaints being converted to Requests when prisoners were asked to reflect on their current experiences and what would improve the process (Q9 and Q10). There has also been mention of not being given a reference number when this is the case (and not being able to print the response but just see it on the kiosk). **Prisoners must be provided with confirmation that their complaint has been received and is being processed. In the case of a COMP 1 and COMP1A the detachable slip must be completed and returned to the prisoner as soon as possible. All complaints and appeals must be registered and allocated a serial number before being allocated to a member of staff for reply. It is essential that a complete record of all existing complaints, their status and location at any time is kept. Monitoring data must be collected locally and used to drive performance. Weaknesses in the operation of the process must be identified and rectified.**
10. Finally, over half of prisoners overall felt they were never satisfied with the Prison Complaints system, ranging from 39% on Ash to 66% on Beech to 72% on Cedar (Q8). **The four principles of procedural justice, which need to be present for someone to feel they are being treated fairly, are Voice, Neutrality, Respect and Trustworthy Motives. A complaints system, and the responses that are given, can deliberately incorporate these principles so that prisoners have greater respect and trust in the process, and are more likely to accept the outcome of their complaint (even if the outcomes were not what they wanted). These can be defined as follows:**

Voice: Giving people a chance to present their side of the story and sincerely consider and account for this in decision-making.

Neutrality: Being transparent and open about how the rules are applied, explaining decisions and showing decision making to be principled and unbiased.

Respect: Treat people with respect, taking their issues seriously, being polite, and respecting their rights.

Trustworthy motives: Being sincere and caring, honest about motives, listening and taking issues seriously, and trying to do what is best for everyone.

Note: Boldened comments are direct extracts from the Prisoner Complaints PSI.

We have observed that there are certainly good practices in terms of ensuring complaints forms are readily available and we suggest these could be shared across a wider spectrum of houseblocks and wings. Also, some suggestions that might improve the perception of prisoners to the practice of converting Comp1s to 3-Day Requests and make the process seem more transparent could include:

- Providing a reference number to all 3-day requests which is given to the prisoner.
- Allowing them to print out the responses to 3-day requests from the kiosk, as happens for requests to OMU.
- Adding a footnote to all Comp1s converted to 3-Day Requests indicating that if they are not happy with the outcome then they can then resubmit it as a Comp1 including the reference from their 3-Day Request.
- Monitor those 3-day requests that are subsequently re-submitted as a Comp1 to see if there are any patterns and so make future processing of applications better.

IMB HMP Oakwood: February 2026

Appendix 1: Director's Responses to questions in the 24/25 IMB Annual Report

Q2. Can the Director work with the Development and Assurance (D & A) department to address the issue of the availability of prison complaint forms on the houseblocks?

R. Unit Staff must alert CICs Reps/FLMs when feedback forms are low and proactively offer them to dissatisfied prisoners. The Front-Line Manager (FLM) provides oversight by conducting weekly spot checks on form stock/usage and monitoring the log of complaints received.

Q4. 30% of the complaints received were converted to three-day requests this reporting year. Can the Director ensure that that this proportion of conversions can be justified and that the process is demonstrated to be transparent for prisoners?

R. When a prisoner submits a complaint, they are immediately notified of this accelerated process via the CMS Kiosks:

- 3-Day Service Request: The complaint is converted into an official 3-Day Request, directing it to the relevant department (e.g., Catering) for a detailed, localised response within three working days.
- Central Recording: Documentation & Administration (D&A) centrally records every complaint and its 3-Day Request outcome for audit.
- Management Oversight: The E1 Manager monitors all requests to track trends and ensure departments meet the 3-day response target.
- Formal Escalation: If the prisoner is unsatisfied with the 3-Day Request response, their next related communication is automatically escalated to the formal Comp 1 stage.



IMB at HMP Oakwood

Complaints Process Survey



Following feedback from many of you regarding the prison complaints process and not being able to find forms on your wings we decided to conduct a survey in November 2025.

A sample of the Prison Complaints Process Survey form, showing the header with the IMB logo and the title 'Prisoner Complaints Process Survey - November 2025'. The form includes sections for prisoner details, a warning label, and a series of questions (Q1-Q7) regarding the complaints process, with checkboxes for 'YES', 'NO', and 'NOT SURE'.

Thank you to the 139 of you who responded to it - mainly from Ash, Beech and Cedar Houseblocks. Telling us about your personal experiences was really helpful to us.



Although three-quarters of Ash prisoners could find a form on the racks, well under half on Beech and Cedar were able to do so, and much less on some wings.



Having Complaint Forms available and not just by request is a fundamental right of all prisoners.

FORM COMP 1 – PRISONER FORMAL COMPLAINT

Establishment: _____ Serial Number: _____

Before using this form please read these points

- A written complaint should be made within 3 months of an incident or you finding out that the incident happened
- When you have completed this form post it in the complaints box provided
- If you are unhappy with the response you can appeal using form COMP 1A within 7 days of the response to your COMP 1
- This form is for complaints. If you are asking a question or making a request, please use the application system instead
- The protected characteristics are: Age, Disability, Sex, Marriage & Civil Partnership, Pregnancy & Maternity, Race, Religion or belief, Sexual Orientation and Gender Reassignment

Your Details (please use BLOCK CAPITALS):

First name(s): _____ Surname: _____
Prison Number: _____ Wing: _____

Is your complaint about how unsafe you feel? If so, is it linked to:

- Violence, bullying or threatening behaviour YES / NO
- Self-harm YES / NO

Is your complaint about discrimination, harassment or victimisation because of your protected characteristics? YES / NO

If 'Yes' please explain why within your complaint.

Signed: _____ Dated: _____

CF ----- Please Cut This Out & Hand to the Prisoner -----

Prisoner Name: _____ Prison Number: _____ Serial Number: _____

We have received your complaint dated: _____ which will now be dealt with by the team named below. You will receive a response on the date given.

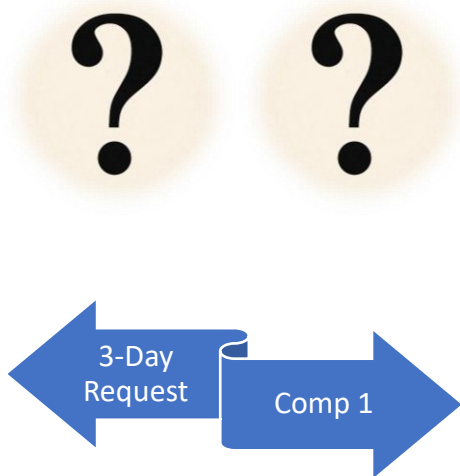
Team: _____ Date for Response: _____

If you cannot find forms in your racks your wing Prison Council Rep should have a stock and you can ask them for one and also to restock the shelves. It is an important part of their responsibilities.



Two-thirds of prisoners felt that they did not understand the process of 3-Day Requests and over half felt that the complaints process was not explained during their induction.

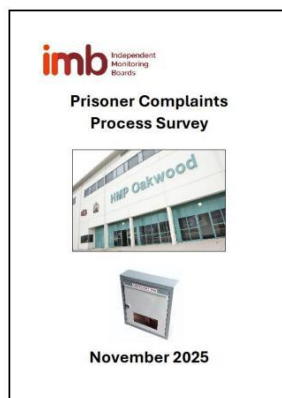
There were 45 references to Complaints being converted to Requests



when prisoners were asked to reflect on their current experiences and what would improve the process. Other issues included not having a Reference Number and not being able to print off their responses.



Finally, over half of prisoners overall felt they were never satisfied with the Prison Complaints system, ranging from 39% on Ash to 66% on Beech to 72% on Cedar.



We met with the Prison Director in January to discuss our findings from the survey and also talked with the Governor who is responsible for operating the Complaints System.



It was recognised that an update to the system might help address some of the issues raised, especially with the conversion of Comp1 forms to 3-Day Complaints. The lack of a reference number on these





and receiving a reply that can be printed would also help make the process more transparent.

At the start of February this year an updated version of the complaints process was published with significant changes to the 3-day Request process – see the YCG Poster on the



COMPLAINTS PROCESS

Please make sure that all forms of communication have been followed in order to resolve your issue before you submit a complaint. This involves sending apps to relevant departments via the kiosk and also speaking to wing staff and managers to try and get a resolution.

3 Day Request	If your complaint has been deemed a request this means it does not meet the criteria for a formal complaint or grievance. You will receive a caseworks message on the kiosk with a reference number, This will start with (3DR) and you will be notified of the department it has been allocated to. This response will be sent via caseworks on the kiosk within 3 working days and you will also receive a copy of the response via internal mail.	If you are unhappy with the response via the kiosk, Please re-submit the complaint and this will be logged as a COMP1.
Comp1	When your complaint has been received this will then be logged to the relevant department the following working day, You will be provided with a Log Number and also an expected due date for a reply. You will receive a printed response for this complaint within 5 working days. This will be posted to you in a sealed envelope.	If you are unhappy with the response from your complaint and feel your issue has not been resolved, please re-submit using a COMP1A form.
Comp2	The Confidential Access Process is strictly reserved for confidential matters only. Please note that the Confidential Access Procedure is not an extension or third stage of the internal complaints procedure. We are unable to submit a Comp2 to an external establishment	You will receive a response from the deputy director once all investigations have been conducted. If this complaint is not deemed suitable for the confidential access process you will be sent a rejection letter advising you to submit as a comp1.
Healthcare Complaints	Please note all complaints regarding healthcare issues, Appointments, Medications will not be logged via the D&A department. Practise plus is a 3rd Party Company and we have no access to their systems.	All complaints regarding healthcare concerns must be submitted on the Practice Plus Healthcare Concerns form you can find these located on your wing.

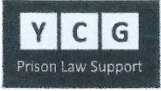
Thank you for taking the time to read this and we hope you feel a little more able to understand and use that the Complaints Process more effectively. Please remember that if you are not satisfied then can you still submit an Application to the IMB and we look into it for you. *IMB Chair*



**IMB at
HMP Oakwood**

Annex H

Updated complaints system poster: March 2026




COMPLAINTS PROCESS



To ensure your issue is resolved as quickly as possible, we encourage you to seek an **informal resolution** before submitting a formal complaint. This includes speaking with wing staff or submitting a request (app) via the kiosk to the relevant department. If these steps have not been attempted, your complaint may be returned advising you to follow the internal process first, unless the matter is too sensitive or urgent for a local resolution

Comp1	When your complaint has been received this will then be logged to the relevant department the following working day, You will be provided with a Log Number and also an expected due date for a reply. You will receive a printed response for this complaint within 5 working days. This will be posted to you in a sealed envelope.	If you are unhappy with the response from your complaint and feel your issue has not been resolved, please re-submit using a COMP1A form.
Comp2	The Confidential Access Process is strictly reserved for confidential matters only. Please note that the Confidential Access Procedure is not an extension or third stage of the internal complaints procedure. We are unable to submit a Comp2 to an external establishment	You will receive a response from the deputy director once all investigations have been conducted. If this complaint is not deemed suitable for the confidential access process you will be sent a rejection letter advising you to submit as a comp1.
Healthcare Complaints	Please note all complaints regarding healthcare issues, Appointments, Medications will not be logged via the D&A department. Practise plus is a 3rd Party Company and we have no access to their systems.	All complaints regarding healthcare concerns must be submitted on the Practice Plus Healthcare Concerns form you can find these located on your wing.



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