Independent Monitoring Boards

# Annual Report of the Independent Monitoring Board at HMP Featherstone

## For reporting year
## 1 November 2024 to 31 October 2025

Published November 2026

national preventive mechanism

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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

2.1 HMP Featherstone is a public sector, closed, category C training and resettlement prison for adult men, situated eight miles north of Wolverhampton. It opened in 1976 and occupies part of the same campus as HMPs Oakwood and Brinsford. It receives prisoners mostly from local prisons HMPs Hewell and Birmingham.

2.2 The prison has a baseline certified normal accommodation of 671[1], with an operational capacity of 687. Most cells, apart from those on House block 5 (the induction wing), are single occupancy.

2.3 The accommodation comprises seven residential house units. House blocks 1 to 4 are two-stories, with a maximum capacity of 120 on each. H block 2 is a drug recovery and CFO (Creating Future Opportunities, offering tailored support to disadvantaged prisoners in their rehabilitative journey) wing, House block 5 is three-stories, with a capacity of 100, and is used for induction. House block 6 is now a drug-free house, with a capacity of 35. House block 7 has a capacity of 72 and is usually occupied by prisoners on the enhanced level of the incentives scheme. The care and separation unit (CSU), for segregated men, holds up to 10 prisoners in standard cells, plus a special cell.

2.4 The prison serves the Warwickshire and West Mercia areas for resettlement purposes and became a training prison in 2014. Prisoners are expected to improve their education levels, work and train in preparation for release in the final part of their sentence.

2.5 Key providers of services are:

- Physical healthcare provider: Practice Plus Group (PPG)
- Mental health provider: Inclusion (Midlands Partnership NHS Trust)
- Escort contractor: Geo Amey
- Learning and skills provider: Novus
- Career information, advice and guidance provider: The Growth Company
- Catering services: Bidfood
- Medication: Lloyds Pharmacy Services, transferred to PPG
- Library service: Staffordshire Library Service
- Ordering and delivering of canteen items: DHL
- Maintenance: Amey

2.6 There is a gym, healthcare department, kitchen, education department, library, chaplaincy, reception and visits' hall, as well as extensive workshops and horticultural areas. Other departments are located either in the main administration block or elsewhere around the prison. The visitors' centre is located separately, at the front of the main prison.

[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 Background to the report

3.1.1 This report presents the findings of the Board at HMP Featherstone for the period 1 November 2024 to 31 October 2025.

3.1.2 The prison was subject to an inspection by HM Inspectorate of Prisons (HMIP) in September 2025, and outcomes for prisoners were found to be 'not sufficiently good' in all four of the HMIP healthy prison tests.

## 3.2 Main findings

### Safety

3.2.1 Levels of violence, self-isolation and the completion of open assessment, care in custody and teamwork (ACCT) documents, the process used to support prisoners at risk of suicide or self-harm, were still an issue during the reporting year. The Board is concerned that body worn video cameras were still not being used as they should be. There was an increase in weapons found.

3.2.2 While the enhanced gate security pod could provide a deterrent for the smuggling of illicit items into the prison, it was frequently out of use, generally due to the lack of available trained staff. Because of this, the level of security at the gate was judged to be ineffectual. Staff members were also aware when the gate was fully manned or not. When questioned about the level of searches being conducted, we were informed that only a percentage is required.

3.2.3 Compared to much of the prison, the reception area is welcoming. However, pressures of the prison population meant that there were still large numbers of late arrivals. This meant that sometimes prisoners were placed onto a wing, without any induction, or being seen by healthcare. Healthcare staff leave at 5.30pm, so if prisoners arrive too late, they do not receive a proper induction or healthcare assessment.

### Fair and humane treatment

3.2.4 Featherstone was built in the 1970s and, as stated in many previous annual reports, is showing its age. Much of the prison is in poor condition and significant investment is needed to bring it up to modern standards.

While there have been some efforts to try to improve conditions, particularly the paintings and murals done by prisoners, this does not alter the fabric of the building. In the Board's opinion, this is just like putting a sticking plaster on to cover up the poor condition of the prison.

However, the feral cats have helped enormously with the rodent infestation, seeing a significant reduction.

3.2.5 The quantity and quality of the food were both still issues for prisoners, as was the serving of Halal food with the same gloves as for non-Halal food. There continued to be an issue with menu sheets coming back into the kitchen on time; over 100 to 150 per week were usually missing.

The menu scanner was not scanning menus properly due to a missing line, which resulted in incorrect menus coming up.

Often trolleys were not being cleaned or returned to the kitchens on time to allow them to be heated up for the next mealtime. They have also not been deep cleaned for long periods of time, due to the cleaning team not running any courses, which resulted in the build-up of grease and debris and raises hygiene concerns.

Other serious hygiene issues were noted, such as cooked and raw meat being kept in the same fridge.

Repairs for broken/old kitchen equipment continued to take a long time. The freezers broke down and parts were hard to obtain; replacement freezers had to be hired while awaiting repairs at a cost of £7000 per week.

Cleanliness and the appropriate use of PPE whilst serving food has been a constant challenge, such as no clean whites for the servery and a lack of hand soap in the serveries. Serving utensils were also broken.

Prisoners did not obtain NVQs (National Vocational Qualifications) for working in the kitchen.

3.2.6 Staff and prisoner relations were generally observed to be satisfactory. However, the Board believes there remains a cultural problem with a small group of staff, which can lead to the questionable treatment of prisoners. Senior management take these matters seriously and appear to address them appropriately when they occur.

3.2.7 Property, both on transfer and within the prison, remains a significant issue. The Board frequently receives applications (prisoners' written submissions to the IMB) regarding missing property during prisoner transfers.

Property has also gone missing when prisoners have been moved to the CSU and no cell lock has been placed on the left-behind cell doors, allowing other prisoners to enter and remove items from their cells.

**Health and wellbeing**

3.2.8 While the central medication hatch seems to be working quite well, the correct medication was not always given out or ordered. However, steps were put in place to monitor and minimise staffing issues which were successful.

There have been issues with prisoners' medication when they have been taken to community hospitals for treatment or surgery; those who require medication four times per day have only received it twice due to healthcare staff leaving at 5.30pm and officers not being allowed to give out meds.

In addition, healthcare professionals have often not been present during medication reviews, a time when their expertise is needed.

The provision of escorts for hospital visits is and can be a huge problem, as the contract with healthcare providers is for only two escorts per day, one in the morning and one in the afternoon. This meant that sometimes hospital visits had to be based on priority need, with those less high up the list having to be rearranged. The high number of code blues (life-threatening medical emergencies requiring immediate medical attention) also had implications on healthcare provision.

3.2.9 Delivery of an acceptable dental service has been problematic during the reporting year due to the detection of Legionella in the water system. Services then had to be suspended on several occasions.

3.2.10 As highlighted in last year's report, segregation in the CSU appears to be the only option for some prisoners suffering with severe mental health difficulties. In the case of complex prisoners, there seems to be a reluctance from other areas of the prison/healthcare services to take on these cases. Some prisoners spent over 82 days in the CSU as their mental health difficulties made it difficult to house them on a normal location. This is not ideal as it takes a very long time to get them the appropriate care they need. The prison staff in the CSU are not trained mental health professionals, but they do their best to accommodate their needs under very challenging circumstances.

3.2.11 The very popular drug recovery wing, due to the very supportive regime and generally good facilities, had many cells taken out of action due to excessive levels of black mould and rot; a refurbishment is due to take place in 2026.

**Progression and resettlement**

3.2.12 There were issues with staffing levels in the offender management unit (OMU), such as a high turnover of staff and quite a lot of sickness levels, which restricted the work conducted there.

There were ongoing challenges due to the extra work created by early release schemes.

3.2.13 Some prisoners were neither attending work or education.

### 3.3 Main areas for development

***TO THE MINISTER***

There have been many prisoners with serious mental illness held in the CSU for longer than 82 days. While the Board understands the pressures on the main establishment, these prisoners should be transferred to secure mental health facilities, where their needs can be appropriately met, as soon as possible. What does the Minister intend to do about the lack of available community mental health beds?

As previously reported over several years, Featherstone is in a dilapidated state and does not provide the facilities expected in a modern prison. Many applications received are about the quality of the food and this could be improved if the kitchen facilities were improved. The kitchen has old equipment, which is prone to breaking, damaged floors, and asbestos in the ovens, which makes them un-usable and expensive to remove and replace. The kitchen and the equipment have been repaired many times, and it is simply past its sell by date; parts take a long time to source and money has been wasted having to rent a freezer for over five weeks, money that could have been used instead to buy a new freezer. Does the Minister not agree that the best solution appears to be to completely re-fit it?

***TO THE PRISON SERVICE***

There are issues with leaking roofs, damp and crumbling walls, mould growth in many of the House blocks, the heating takes a week to heat up and there are no

thermostats to regulate the temperature, it's either on or off. Cells have exposed pipes that get very hot and a few prisoners have been burnt by them. The pipes and drainage are old and constantly getting clogged. In the summer the cells are unbearably hot with little air circulation, all of which the Board believes results in prisoners living in inhumane conditions. How does the Prison Service plan to rectify the situation?

***TO THE GOVERNOR***

There has been an ongoing issue with the completion of ACCT documents, which are still not being completed properly. Can the Governor ensure that staff are given more training to ensure that vulnerable prisoners are given the support they need?

The fire door that was fitted at the top of the stairs to the seg has been constantly propped open by a fire extinguisher, the door is fire retardant, but the surrounding framework is not. Also, the door blocks the view from the CCTV to the stairs.

### 3.4 Progress since the last report

3.4.1 Dilapidated state of the prison: as detailed in this report, little progress has been made, except for some minor cosmetic changes.

3.4.2 Prisoners with mental illness held in the CSU: this has not been rectified.

3.4.3 Delays in medication dispensation: while things have improved, the correct medication is still not always given out or ordered.

3.4.4 Staff culture: from its observations, the Board felt there was a problem with the culture of a small number of staff last year. This continues to be the case and continued vigilance will be necessary by senior staff to eliminate these issues.

# Evidence sections 4 – 7

## 4. Safety

### 4.1 Reception and induction

4.1.1 The reception area remains clean and is welcoming for both newly arrived prisoners and those being discharged or transferred to other establishments.

4.1.2 When fully staffed, reception works well. However, there has been an ongoing issue with the numbers of prisoners arriving late which is challenging.

4.1.3 Overall the induction process runs smoothly, and all prisoners receive a medical screening if they arrive before 5.30pm. However, healthcare staff are not on site after this time so the induction and healthcare assessment cannot always be done.

### 4.2 Suicide and self-harm, deaths in custody

4.2.1 There were two deaths in custody during this period. ACCT documents were still observed to be not being filled out correctly by staff, which is of concern.

4.2.2 Featherstone had the tenth highest rate of self-inflicted deaths across the adult male prison estate. Despite this, lessons have still not been learnt from previous fatal incidents.

### 4.3 Violence and violence reduction, self-isolation

4.3.1 Violent behaviour has, on occasion, been linked to the finding of illicitly brewed alcohol. Sometimes men hold this for other prisoners, and when it is found and confiscated, they then become a target and are placed in debt.

4.3.2 There seem to be more prisoners self-isolating due to being in debt, under threat or because of mental health issues.

4.3.3 While there are no courses being run to reduce violence, there are incentives to reduce violence.

4.3.4 Officers are being advised to use challenge, support and intervention plans (CSIPs – the process used to manage prisoners who are violent or at risk of heightened violence) more frequently.

### 4.4 Use of force

4.4.1 IMB members sometimes monitor use of force meetings and from what has been observed, force appears to be used appropriately most of the time. However, its use has been deemed extreme on a few occasions, but the staff concerned continue to be dealt with appropriately.

4.4.2 Paperwork is not always being completed correctly, which is being addressed by the Governor, and the Board is also concerned about body worn cameras not being used as they should be.

### 4.5 Preventing illicit items

4.5.1 Inconsistencies have been observed with using the enhanced gate security in the modular building. When it is not being used, we are told it is due to staffing or

training issues. When this process is used as it should be, prohibited items are found so it is clearly a very useful deterrent when working.

4.5.2 Drones continue to be active over the prison and contraband comes in in this way. While some has been retrieved, netting is required to protect some of the wings, and funding is being sought for this.

4.5.3 Too many drugs are easily available, even though the drug recovery wing is popular with prisoners.

4.5.4 Concerningly, there was an increase in the number of weapons found during the reporting year.

# 5. Fair and humane treatment

## 5.1 Accommodation, clothing, food

5.1.1 The prison, in general, continues to be in poor condition: while some general maintenance takes place, very often things need replacing, and due to financial constraints, this rarely happens. The Legionella outbreak from 2023 has still not been tackled.

5.1.2 The accommodation and living conditions are still very poor; mould is present in many of the House blocks, and the prison needs lots of repairs, updating and investment to make it a humane environment in which to house people.

5.1.3 Initiatives to improve conditions are, in the Board's opinion, superficial in nature, such as painting and murals by prisoners. Feral cats, however, have helped tackle the rodent infestation.

5.1.4 There were no cleaning materials on some of the house units. Staff say they put in an order which doesn't always arrive, and when they ask for the shortfall, they are refused by the stores. A lack of gloves for all the wings was also a big issue.

5.1.5 While there were no wheelchair users on site during this reporting year, should any need to be held in Featherstone this would be challenging due to the lift needing to be used in conjunction with an officer. Wheelchair users would frequently be unable to access the area of the prison they were required to be in.

5.1.6 The heating system is either on or off, there is no way of controlling the thermostat. House blocks cope as best as they can, but this can make the temperature very unpleasant for prisoners. Prisoners can also fall and burn themselves on the scalding hot pipes.

In addition, hot conditions enable the brewing of illicit alcohol.

5.1.7 There continues to be a general feeling amongst prisoners that food portion sizes are too small, and of poor quality.

5.1.8 Books available for prisoners to leave comments on the food are still not easily available on all House blocks and are consequently not well used. Many have not been checked or signed for many months, rendering them ineffective.

5.1.9 The equipment in the main kitchen is old, worn-out and often damaged, and repairs continue to take a long time. When staff are questioned about broken utensils, they say they did not know items were broken.

5.1.10 The Board frequently observes prisoners not wearing appropriate PPE whilst serving food. There appears to be a lack of kitchen whites and prisoners are only given one set to wear all week. This is not only unhygienic, but means that when they are in the wash, they do not have a spare set to wear. Prisoners report to us that they are not allowed to take extra sets from the stores. Halal food is also being served with the same gloves as non-halal food.

Other serious hygiene issues have been observed during the reporting year such as cooked and raw meat being kept in the same fridge, the failure to clean trolleys and a lack of hand soap in the serveries.

## 5.2 Segregation

5.2.1 The Board observes conditions in the segregation unit (CSU) on a weekly basis. Some of the cells continue to be in very poor condition; one cell has been out of action for over a year and the flooring in the corridor has lifted and is consequently uneven.

5.2.2 Those with severe mental health difficulties often end up being housed in the CSU due to the lack of alternative options. Some prisoners spent over 82 days there which is far from ideal as prison staff here are not trained mental health professionals.

5.2.3 The Board has observed 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) being conducted on several occasions. However, the Board has seen some good working relationships between staff and prisoners in the unit despite the challenging and disruptive nature of some of those held there.

5.2.4 The Board continued to see a lack of bedding, toiletries and distraction packs for prisoners. There were also no radios or telephones on occasion when these were damaged by prisoners and staff had to wait for new ones to arrive.

However, the Governor did rectify some of these issues, and decency packs were made available.

5.2.5 For a short period of time when the water tank was damaged, there was no hot or cold water available so bottled water had to be given to the prisoners.

## 5.3 Staff and prisoner relationships, key workers

5.3.1. The Board continues to have concerns regarding the culture amongst a small group of staff which can lead to the questionable treatment of prisoners. However, senior management appear to take these matters seriously and address them whenever they arise.

5.3.2 Training of new staff is not sufficient for the establishment. There is a high churn of staff which leads to inexperienced staff mentoring new staff which can cause issues and inconsistencies. Staff were observed lacking the confidence to challenge some of the behaviour of prisoners, and the ability to answer basic queries.

5.3.3 Key workers continue to have high case load numbers and sessions are consequently very infrequent, only taking place every few months.

5.3.4 However, a new stand-alone keywork group came into play in February 2025.

## 5.4 Faith and pastoral support

5.4.1 The judgement of the Board is that chaplaincy continues to provide a good quality service to prisoners of all faiths who want their support.

5.4.2 Chaplaincy staff visit all new prisoners within 24 hours of arrival, as well as seeing all prisoners before they are discharged and visiting the CSU daily.

5.4.3 The Board is content that all the different religions in the prison are being supported.

5.4.4 However, the Board has raised serious issues around religious gatherings as on many occasions there has been unlimited contact between prisoners and the lack of available staff after these gatherings have ended means they disperse en masse to their respective wings without a full search.

### 5.5 Incentives schemes

5.5.1 The three-tier system of earned privileges to incentivise positive behaviours, with basic, standard and enhanced levels, generally works well. However, one criticism we have been made aware of is that where a drop to basis occurs, the paperwork is not provided to support this.

### 5.6 Complaints and applications

5.6.1 The complaints' system only works well when staffing levels in the Business Hub are sufficient, otherwise complaints are not logged. Staffing levels have been an issue during the reporting year.

5.6.2 The timeline for complaint responses was poor, they were either very late or not dated or signed, and most of the prisoners were not spoken to by a member of staff.

5.6.3 Complaints are still conducted via paper applications.

### 5.7 Property

5.7.1 Property continues to be a major issue for prisoners in Featherstone. As there is no set capacity of property allowed across the prison estate, when prisoners transfer in, if they have too many items to keep in their cell, they have to decide what to place in storage.

5.7.2 Many prisoners claim to have lost their property during transfer, and our Board members spend a large proportion of their time addressing this.

5.7.3 Property continues to go missing in the prison as well, particularly when a prisoner is transferred to the CSU and no cell lock has been placed on the left-behind cell-door, allowing other prisoners to remove items.

# 6. Health and wellbeing

## 6.1 Healthcare general

6.1.1 We have raised before that it is HMPPS' responsibility to provide wheelchairs for general use. Despite this having been requested on many occasions, there was still no wheelchair at Featherstone during the reporting period.

## 6.2 Physical healthcare

6.2.1 Staffing levels have, once again, been the major issue over the reporting year for healthcare. The ongoing high number of emergency situations for staff to respond to makes this especially challenging, as does the provision of escorts for hospital visits.

6.2.2 There have been ongoing issues with medication – the correct medication is not always ordered or given out despite the central medication hatch working well. Those who are taken to community hospitals sometimes miss doses due to healthcare staff leaving at 5.30pm and officers not being allowed to give out meds.

Healthcare professionals have often not been present during medication reviews, a time when their expertise is needed.

6.2.3 Dental services had to be suspended on several occasions during the reporting year due to the detection of Legionella in the water system.

## 6.3 Mental health

6.3.1 Mental health services continue to be stretched; staff have very high workloads. Our observations show that there isn't the capacity for all prisoners to receive the appropriate care, often resulting in only those who are the most unwell receiving support, and others being left to cope on their own.

6.3.2 Prisoners suffering from severe mental health difficulties often end up in the CSU due to the lack of appropriate pathways, which is of great concern to the Board.

## 6.4 Social care

6.4.1 The Board's observations during the reporting period suggested that many prisoners with physical disabilities were not always receiving the support they required, although this appeared to be improving with the help of accessibility modifications.

## 6.5 Time out of cell, regime

6.5.1 The Board saw ongoing restricted regimes for long periods of time; staff shortages and high numbers of emergency medical situations all affected this. The roll count was very often incorrect and waits and lock downs of up to an hour until the roll check was finally correct were observed on occasion.

## 6.6 Drug and alcohol rehabilitation

6.6.1 Drug misuse is a big concern: drugs are easily available using drones and other avenues, and the number of prisoners under the influence is still high.

6.6.2 The Board observed challenges with both the drug-free wing and the drug-recovery wing, despite their popularity with prisoners. Illicit substances were still being passed to these drug free areas and while monthly drug testing was being

regularly conducted to begin with, staffing shortages resulted in less frequent testing as the year went on. Many cells also had to be taken out of action due to excessive levels of mould and rot.

6.6.3 Regular drug strategy meetings are now being conducted to address any serious areas of concern.

# 7. Progression and resettlement

## 7.1 Education, library

7.1.1 Education is offered both in the mornings and the afternoons so prisoners can attend work as well as education; most go on to obtain qualifications in maths and English.

7.1.2 The education team also offers blended learning for entry level prisoners; learning takes place in their workplace. This continues to work well and helps to break down barriers for future engagement with education.

7.1.3 The library is well used and well resourced. It is open 4.5 days per week. Prisoners are scheduled to have at least one hour per week library time. Library staff are pro-active and arrange motivational speakers and authors, for example authors were brought in to work with prisoners on a ghost story. Storybook Dads, a charity that allows prisoners to record stories for their children or grandchildren, is a well-used and much liked activity.

There is a neurodiversity programme which runs an art class.

Computers are available for use that enable prisoners to complete the theory part of their driving test and to obtain CSCS (construction skills certification scheme) cards for when they are released.

7.1.4 However, difficulties with the roll count often affects the time available for purposeful activities.

## 7.2 Vocational training, work

7.2.1 The regime permits prisoners to work full time.

7.2.2 However, attendance levels at both work and education were too low, often due to the lack of available staff to act as escorts, and some prisoners were neither attending work or education.

7.2.3 In some cases insufficient training has been offered to provide sufficient skills for employment.

## 7.3 Offender management, progression

7.3.1 The offender management unit (OMU) suffered from staffing issues during the year due to sickness levels, high turnover rates and vacancies, which limited the ability to complete some of the required core functions. This was exacerbated by the extra work created by early release schemes.

7.3.2 POMs (prison offender managers) had high caseloads and were struggling to reduce the backlog of OASys (offender assessment system) reports, the system used to assess the risk and needs of prisoners and set their sentence plans.

7.3.3 Prisoners could not access some of the required courses on their sentence plan as they were not being run at Featherstone.

### 7.4 Family contact

7.4.1 The visits booking system was still not working properly; families are unsure if visits are confirmed and the Board observed several families being turned away as the visit had not been secured, which is very upsetting for prisoners and their families alike.

### 7.5 Resettlement planning

7.5.1 The resettlement clinic continues to work well and all prisoners within 12 weeks of release are reviewed on a regular basis. The Board has observed the release of prisoners and confirms that prison officers meticulously check paperwork and explain each prisoner's licence conditions concisely.

# 8. The work of the IMB

The Board has been coping with very few members, one left due to technical issues and one due to family commitments, both during their training period. This left the Board with four members.

**Board statistics**

| | |
|---|---|
| Recommended complement of Board members | 14 |
| Number of Board members at the start of the reporting period | 6 |
| Number of Board members at the end of the reporting period | 4 |
| Total number of visits to the establishment | 356 |
| Total number of segregation review boards observed | 85 |

**Applications to the IMB**

| Code | Subject | Previous reporting year | Current reporting year |
|---|---|---|---|
| A | Accommodation, including laundry, clothing, ablutions | 5 | 16 |
| B | Discipline, including adjudications, incentives schemes, sanctions | 5 | 11 |
| C | Equality | 5 | 13 |
| D | Purposeful activity, including education, work, training, library, regime, time out of cell | 8 | 15 |
| E1 | Letters, visits, telephones, public protection restrictions | 5 | 13 |
| E2 | Finance, including pay, private monies, spends | 10 | 13 |
| F | Food and kitchens | 10 | 8 |
| G | Health, including physical, mental, social care | 35 | 74 |
| H1 | Property within this establishment | 15 | 27 |
| H2 | Property during transfer or in another establishment or location | 35 | 34 |
| H3 | Canteen, facility list, catalogue(s) | 11 | 17 |
| I | Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, recategorization's | 22 | 56 |
| J | Staff/prisoner concerns, including bullying | 15 | 46 |
| K | Transfers | 9 | 18 |
| L | Miscellaneous, including complaints system | 17 | 38 |
| | **Total number of applications** | **207** | **399** |



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