



Annual Report of the Independent Monitoring Board at HMP Wandsworth

**For reporting year
1 June 2024 to 31 May 2025**

Published October 2025



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Executive summary

This IMB annual report highlights encouraging progress, but significant issues remain.

HMP Wandsworth has started to recover from the unacceptable level to which it had sunk last year. Positive new leadership and a sense of strategic direction enabled the prison to begin to address long-term problems.

On average, one-third of staff were absent every day, making it very difficult to run a consistent regime. The lack of available staff, their inexperience and, frequently, their demotivated attitude hampered the ability of the prison to provide an acceptable level of care and regime for prisoners.

During the year, HM Inspectorate of Prisons (HMIP) conducted an Independent Review of Progress (IRP). It showed significant improvement and praised the work of the Governor and officers to remedy the concerns identified in the previous year's Urgent Notification (UN). However, it also highlighted basic errors in operational practice.

After a prisoner escaped in September 2023, HM Prison and Probation Service (HMPPS) carried out a security audit of the prison, which identified 81 points of failure. A further audit, in March 2025, demonstrated good progress. After another review in May 2025, the number of failures was further reduced to three 'significant' and only one 'critical', which involved processes for external escorts. These were immediately addressed.

Staffing is the most urgent issue for the prison

- The level of staff absence is unacceptable. A prison holding close to 1,500¹ men was often being run by fewer than 85 officers.
- Staff recruitment is managed centrally. The prison is not involved but is affected by, and judged on, the performance of those staff.
- Staff were deployed from other prisons during the reporting year. While this alleviated some pressures in the short term, there was little evidence that it had a long-term beneficial impact.

The prison was not safe, but violence levels were falling

- There were four deaths in custody (10 in 2023/24): one appeared to be from natural causes. The cause of death will be determined at each inquest.
- There were 726 (2023/24: 998) self-harm incidents involving 261 (2023/24: 302) men.
- There were 354 (2023/24: 518) prisoner-on-staff assaults and 360 (2023/24: 442) prisoner-on-prisoner assaults. The significant decrease in the number of assaults was a marked reversal of a trend of increasing violence since 2017.

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 correspond with Official Statistics later published by the Ministry of Justice.

- The number of ACCT (assessment, care in custody and teamwork) plans, the protocol for monitoring prisoners about whom there were mental health concerns, increased by 21% to 1,312 (2023/24: 1,086).

Living conditions remained unsatisfactory

- The shortage of staff meant that prisoners were frequently denied sufficient time out of their cells. This impacted the time spent on exercise, the ability to have showers, access to the kiosk, attend education and activities and even, on occasion, access to medical care. Food was often served at the cell door rather than at the servery.
- On numerous occasions, when staffing was insufficient, an 'up-down' regime was in place. Two residential wings on Heathfield would be shut down completely in the morning and the other two in the afternoon. During open periods, men were restricted to either exercise or social and domestic time (S&Ds), but not both.
- The Board received 980 applications (prisoners' written representations to the IMB), compared with 919 in 2023/24, a 7% increase. The biggest increases were in complaints about: lack of activities; property; and, tellingly, complaints against staff members.
- Broken windows and the inherent failing infrastructure of the buildings (such as, for example, hot water pipes going through cells) meant that conditions were dangerously cold in winter and unacceptably hot in summer.

The healthcare unit finally opened

- The long-delayed new healthcare centre – the Nightingale unit – designed and built by HMPPS, finally opened three years late, in May 2025. As reported previously, poor design and inadequate project management contributed to the delay.
- Most clinics were now taking place there, although dental clinics remained in the old healthcare centre, as the dental chair did not fit in the allocated room.
- As the new unit does not have any accommodation, inpatients must remain in the wholly inadequate 12-bed Addison mental health unit and the six-bed Jones unit.
- Scheduled repairs in Addison overran significantly, leading to a shortage of beds which, in turn, meant that men with serious mental health issues had to be kept on the main residential wings.

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. addDescription of the establishment

HMP Wandsworth is a male reception prison with a secondary resettlement function. It holds principally a remand population (those prisoners awaiting trial) and also category C resettlement prisoners with, typically, less than 16 months left to serve. In addition, it holds a large number of men held under immigration powers who are awaiting Home Office Immigration Service processing.

The prison is situated on a compact site in the densely populated borough of Wandsworth in south west London. Prison walls are close to exercise areas, enabling banned substances to be thrown over the walls and drones to access windows on the residential blocks.

The prison, built in 1851, has two accommodation blocks: Heathfield and Trinity. The majority of prisoners share extremely cramped cells originally intended for single occupancy. The main accommodation block, Heathfield, has up to 1,200 prisoners sharing cells on five wings. Vulnerable prisoners (VPs) are in a separated section. The care and segregation unit (CSU) has 22 cells, plus two special accommodation cells (where items such as furniture, bedding and sanitation are removed in the interests of safety) and two holding cells.

Trinity has capacity for up to 389 men on three wings and is a unit for prisoners who attend work, activities or education. A major refurbishment of each wing, in turn, began in October, reducing Trinity's capacity while the work continued.

Residential healthcare is provided in the six-bed Jones unit, while the 12-bed Addison unit is for prisoners requiring treatment for mental health conditions or assessment for admission to outside mental health facilities. Administrative staff moved into the new multimillion pound healthcare building in January, over three years behind schedule. Clinics began operating in May. The building does not have residential units.

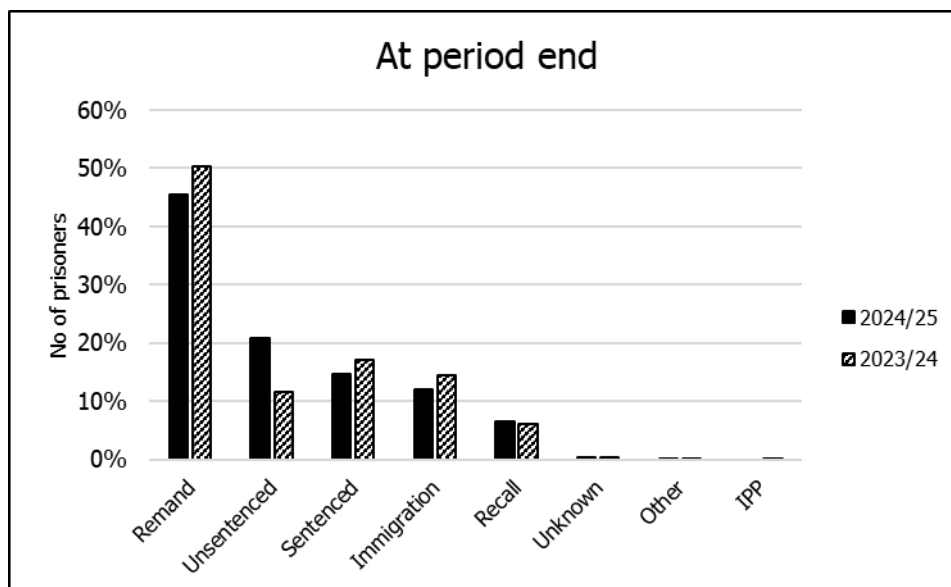
Following an unannounced inspection by HMIP in late April and early May 2024, referred to in our previous report, the Chief Inspector wrote to the Secretary of State for Justice to invoke the Urgent Notification (UN) process. This allows the Chief Inspector to directly alert the Secretary of State for Justice if he has an urgent and significant concern about the performance of a prison. The Chief Inspector's report was highly critical of HMP Wandsworth and its key criticisms and concerns were listed in last year's IMB annual report. In the year following the UN, a great deal has changed at HMP Wandsworth. HMIP carried out a review of progress from 30 March to 2 April, 2025, and while there was still much work to be done, the inspectors noted improvements in many areas, albeit from a low base. Key points from the review included:

- 'We saw much less of the day-to-day chaos and confusion that had contributed significantly to violence at the full inspection.
- There had been some improvement in staff experience and capability with support from detached duty staff and investment in training, although from a very low base. The HMPPS standards coaching team had also delivered a high number of coaching sessions.
- The safety team had been strengthened and there was better joint working across all aspects of behaviour management, including security.
- New leaders brought in since the UN were playing a large part in the change of management culture.

- Plans were also being advanced to set up more possibilities for progression within Wandsworth, including for those with substance misuse issues and a “reform wing”.
- Random drug tests were now consistently carried out at the required rate, and the rate of positive random drug tests was high at 37%. Suspicion-based testing was increasing from a low base and had very recently begun to be delivered daily.
- We were also unable to conduct roll checks because staff could not provide accurate numbers.
- Unemployed prisoners, who comprised around 40% of the population, could still spend only two hours out of their cell a day.
- The regime on Trinity was significantly improved.
- While there had been good progress in reducing the number of unauthorised absences, a third of officers were still not available for operational duty on any given day, due to sickness, restricted duties or training.
- Communal areas were in considerably better condition, and the long-established problem of rats and other vermin had been addressed to reasonably good effect.’

The operational capacity, set by HMPPS, is the maximum number of prisoners that can be held. The operational capacity was 1,628 at the start of the period but fell to 1,478 in October after a wing on Trinity was closed for refurbishment. The certified normal accommodation, or number of prisoners a prison can hold without being crowded, remained at 963. There were 1,467 (2023/24: 1,542) prisoners at the end of the reporting period, including 727 (2023/24: 727) foreign national prisoners (FNs) from 80 countries, with the largest numbers, in descending order, from Poland, Romania, Albania, Algeria and the Republic of Ireland.

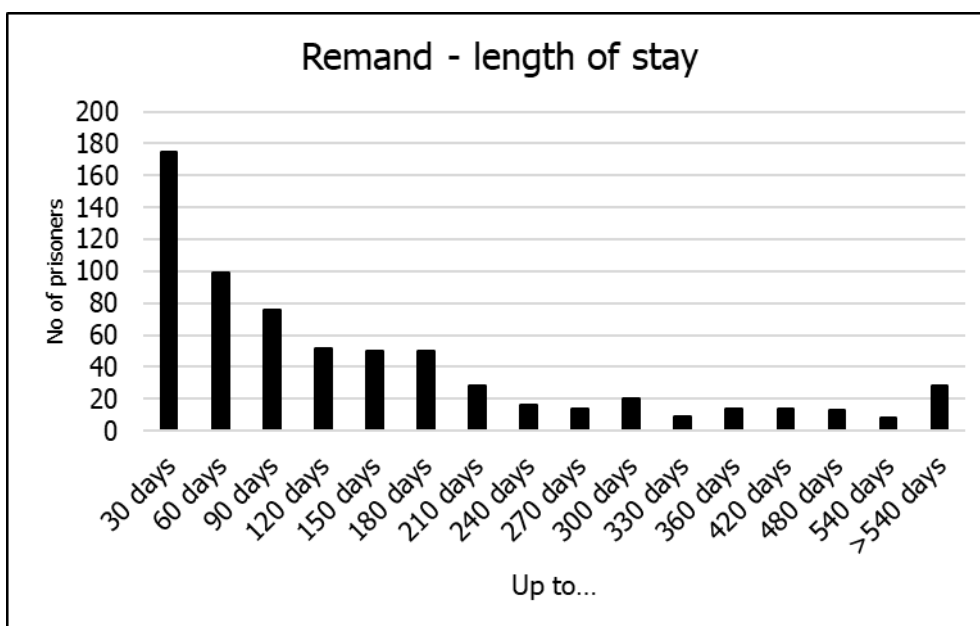
At period end	2024-2025		2023-2024	
Remand	667	45%	774	50%
Unsentenced	304	21%	177	11%
Sentenced	216	15%	264	17%
Immigration	175	12%	223	15%
Recall	97	7%	95	6%
Unknown/other	8	0%	9	1%
Total	1,467		1,542	
Source: HMP Wandsworth				



Source: HMP Wandsworth

Remand

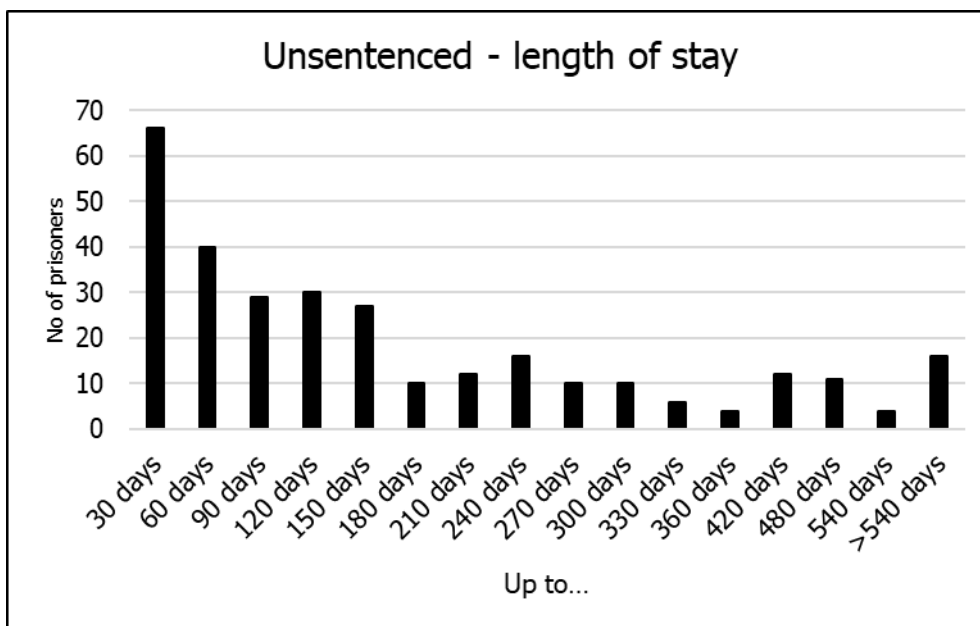
As in previous years, most remand prisoners have been in the establishment for fewer than 90 days. However, there were 63 (2023/24: 44) men from this group who have been in the establishment for more than a year. There were 28 (2023/24: 13) men who have been in the establishment for more than 18 months. This was despite there being over 100 fewer remand prisoners in the jail.



Source: HMP Wandsworth

Unsented

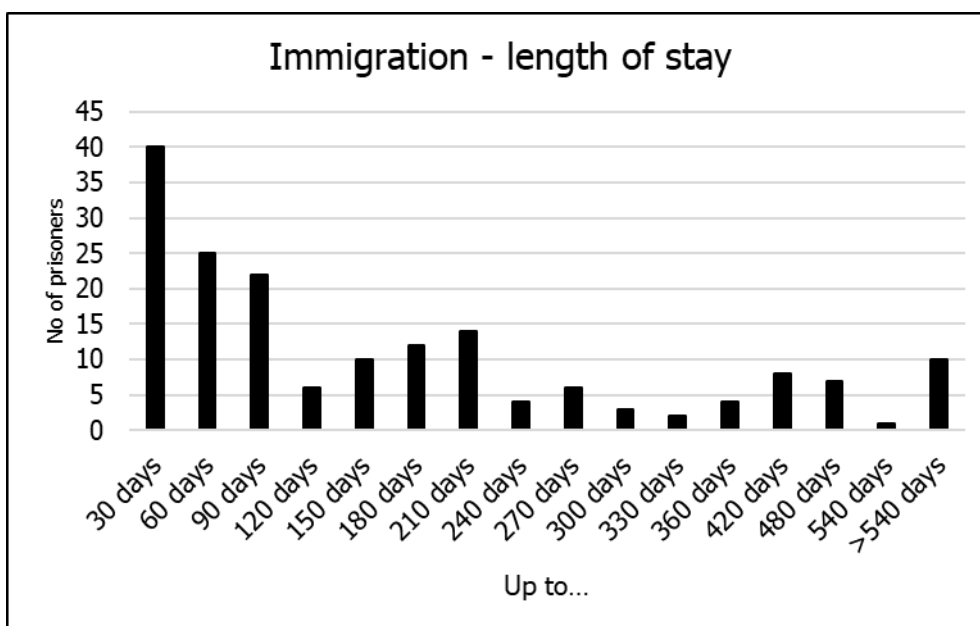
The most noticeable change was that there has been a significant increase in the unsented population. At the period end, there were 138 (2023/24: 47) men whose stay exceeded 120 days.



Source: HMP Wandsworth

Immigration

There were 50 men on immigration hold. It was encouraging that the number of men held for over one year had fallen significantly to 26 (2023/24: 125).



Source: HMP Wandsworth

3. Key points

Staffing

There have been significant changes to the management team over the reporting period and the new leadership has made sound progress, with measurable improvements in many areas. The major challenge, holding back further progress, continued to be the lack of staff present in the prison.

Board members were regular and frequent visitors to the wings, where they saw many dedicated officers who struggled daily to deliver the regime to which the men were entitled. There were some officers, many not long out of their inadequate nine weeks' training, who were unwilling or incapable of pulling together as a team. Being an officer is challenging and after such a short training period, some newcomers were not ready for that challenge, in the Board's view.

At the beginning of the period under review, staffing levels were poor and, following the UN, 25 officers, some very experienced, were drafted in from other establishments to provide support. Most stayed for three months, some longer. In January, more officers were transferred to HMP Wandsworth for a 12-week period. Staff absence levels remained high, with many on restricted duty and, therefore, unable to work on the wings. Payment Plus, through which staff could earn overtime, was available, but that budget was spent by the end of the reporting period.

Although the prison was fully staffed, the number of officers actually available on any given day was consistently problematic. In August, 32% of Band 3 officers were unavailable for duty. This improved to 23% in October, but then remained broadly constant (November: 37%; January: 36%; and April: 37%). For experienced staff, every day appeared to be a juggling act to provide as much, but never enough, for the prisoners, with little or no time left to help newcomers on their journey to become good officers.

3.1 Main findings

Safety – showing improvement

- 31% drop in prisoner-on-staff assaults, to 354.
- 21% fall in incidents of self-harm, to 782.
- 18% reduction in the number of prisoner-on-prisoner assaults, to 360.
- The number of ACCT (assessment, care in custody and teamwork) plans, which help manage and support those at risk of self-harm and suicide, opened increased by 21%, to 1,312.
- 20% of staff had less than one year's experience.

Fair and humane treatment – accommodation remains inhumane

Living conditions lacked decency, as two men were required to share cells designed for single occupancy.

- The shortage of resources - human, financial and physical - made it very difficult to operate a fully effective security regime.
- These shortages often led to men being locked in their cells for 22 hours per day.
- Boiler failures and long wait times for repairs affected the availability of showers and heating in cells. Vermin and mould flourished, due to inadequate ventilation.

- In the winter months, heating was intermittent, as the boilers frequently broke down or ran out of fuel. On some days, cell temperatures fell to 12 degrees centigrade. In summer, the temperature in some cells exceeded 35 degrees centigrade, because hot water pipes ran through them.

Health and wellbeing – the new multi-million pound healthcare centre opened, at last, at the end of the reporting period, although design faults remain.

- The inadequate Addison and Jones units remained in use, as the design of the new centre did not include accommodation.
- The new centre was inconveniently situated a considerable distance from the Jones and Addison units.
- Moving to the new centre made the process more difficult, as extra staff were required to supervise the movement of prisoners to the centre. Healthcare previously was linked to E wing, the reception wing, making second-day screening much easier to manage.

Progression and resettlement – the Remand project restarted providing much needed support.

- The number of men held for over one year on immigration matters had fallen significantly to 26 (2023/24: 125).
- There were 63 (2023/24: 44) men on remand who have been in the establishment for more than a year, including 28 (2023/24:13) for more than 18 months.
- The Remand project, which was stopped by HMPPS in March 2024, restarted in October, following lobbying from the IMB and the arrival of a new Minister of State for Prisons, Probation and Reducing Reoffending. The project brought much-needed support to remand prisoners.

3.2 Main areas for development

TO THE MINISTER

- Following the UN, you advised that the Government was redirecting £100m from across the Prison Service, which will be spent over five years to deliver urgent improvements. How much has actually been spent and on what?
- Around half the men in HMP Wandsworth are foreign national prisoners, yet they received inadequate support. What can be done by the Ministry of Justice to improve services available to these men?
- The quality of new staff recruited centrally was often poor and training was inadequate. What steps are being taken to improve training and reject unsuitable candidates?
- In your letter of 5 December 2024, responding to our annual report, you wrote that HMP Berwyn has been piloting a local delivery model of the recruitment process, with the purpose of testing the hypothesis that increased engagement locally will deliver better results. What was the result of the pilot?

TO THE PRISON SERVICE

- Are you satisfied with the progress HMP Wandsworth has made following the UN and subsequent IRP?
- What is being done to identify ways of making sure prisoners' property is dealt with more efficiently and not delayed, mislaid or lost in transit?

- Support to prisoners from service providers has been adversely affected by delays in tendering and length and quality of contracts. What is being done to rectify this serious issue?
- The number of ACCTs opened increased by over 20% during the reporting period, reflecting the severity of the mental health crisis and inadequacy of support. How is the Prison Service addressing this major issue?

TO THE GOVERNOR

- Although the prison was fully staffed, every day around one-third of staff were not available. What is being done to address this chronic issue and the impact it has on the regime?
- Foreign national prisoner comprised close to half the population at HMP Wandsworth, yet their support remained worryingly inadequate. How can this be improved?
- On most days, no prisoners were brought to the library. What is being done to improve this?
- What new initiatives are planned to improve rehabilitation?

3.3 Responses to the 2023-2024 annual report

Issue raised with the...	Response received on 5 December 2024	Progress as of 31 May 2025
Minister		
1. Will the new Government support the recommendations of the Urgent Notification Action Plan and the investment commitment made after the alleged escape?	The Government is immediately addressing HMIP's concerns by deploying extra specialist staff and redirecting £100m from across the Prison Service that will be spent over five years to deliver urgent improvements.	The IMB has formed a committee to monitor how this investment is applied.
2. Will the Remand project continue to be funded? Are there any other initiatives in place to assist the rehabilitation of remand prisoners?	The Remand project recommenced at the end of July and will continue until March 2025.	The Remand project did not restart until October 2024. In the seven months to the period end, the team dealt with over 1,000 individual cases and over 950 were closed. New funding has allowed the project to continue beyond March, albeit at a reduced service level.
3. The basic conditions for prisoners at Wandsworth remain inadequate, both in terms of the	There is no doubt that there are many issues to address at HMP Wandsworth and we are hopeful that the measures already taken and planned will	Many problems still exist in the delivery of basic conditions for prisoners. The very poor state of the showers and heating has

infrastructure of the buildings (showers not operative, inconsistent heating, damaged cells, etc.) and the provision of kit (including clothing and bedding). What support will be provided to the prison to help rectify this?	improve the situation at the prison. HMPPS is exploring a new inventory system that will facilitate better provision of supplies and kit for prisoners.	not changed, while there has been some improvement in the provision of kit.
Prison Service/HMPPS	Response received on 5 December 2024	Progress as of 31 May 2025
1. In October 2023, you wrote that the new healthcare centre would “open soon”. This has not happened. We repeat our question: why the delay and when will it open?	The new healthcare building has been handed over to the establishment. The outstanding project work... is in progress. There will be some disruption... whilst this work is being completed but limited to no more than two weeks.	Administration services moved into the new healthcare building in January. The building became partially operational for clinic use in May, despite having been signed off to the prison in October 2021.
2. There has been no satisfactory answer to any of the questions asked of the Prison Service in our previous annual report. Please could you answer the questions?	No response	Questions from the 2022-2023 annual report remain unanswered.
3. Officer recruitment has been poor, leading to a high turnover of often unsuitable staff. Recruitment is handled centrally. Will the Prison Service consider allowing the prison to become involved in the process so that applicants receive a realistic impression of the role?	HMP Berwyn has been piloting a local delivery model of the recruitment process, with the purpose of testing the hypothesis that increased engagement locally will deliver better results. HMPPS will draw on lessons and strategies from the project to inform future strategies.	No change. Newly recruited staff were ill-prepared for work on the wings, as most training was in the classroom or online.
4. When will adequate funding be provided for much-needed courses and training to allow better employment	The prison will be converting some of their full-time industries spaces to part-time positions, which will increase availability of	A new head of education was appointed from outside the Prison Service and was working to improve the education

prospects for prisoners on release?	spaces by approximately 70. The prison has received an increase in funding, which supported the introduction of two new workshops, creating 24 additional purposeful activity spaces in construction and barista engineering, both of which will lead to employment-based qualifications.	offering.
Governor – appointed June 2024		Progress as of 31 May 2025
1. In the light of the UN issued to the prison and the subsequent recommendations made under the Action Plan, what are your priorities as the newly appointed Governor?	My priorities are safety, security, regime and decency. There are many competing priorities, all of which, of course, cannot be achieved within the first year. These include concerns around staff confidence, capability, absenteeism and recruitment. Offering a consistent and meaningful regime to prisoners that address needs.	HMIP carried out a review of progress from 30 March to 2 April and, while there was still much work to be done, the inspectors noted improvements in many areas, albeit from a low base. A separate security audit also delivered an improved result.
2. The Board is very concerned about the inadequacy of the support provided to foreign national prisoner, who comprise around 50% of the prisoners. What are your plans to address this?	I share the concerns that you raise. Staff do not understand the needs of this cohort and we provide little in the way of translated materials and information. It is important that we are able to communicate in different languages, not only so that this cohort understands, but also that I am assured we are meeting needs and reducing anxieties.	Nothing to add: the problems remain.
3. If the operational capacity of the prison is reduced, what specific improvements in regime will occur and how will education and activities be improved?	The greatest opportunity this will present is the ability to provide greater focused training for staff, without the need to reduce regime time further. The reduction will allow for increased opportunity to gain employment places, as there will be reduced competing numbers. Equally, we should be able to provide greater regime opportunity, as the staffing numbers are not spread as far.	The quality of the HMPPS recruitment process remains unsatisfactory.

	But, of course, this is intrinsically linked to reducing the absenteeism rates.	
4. In the past year, the IMB was not always informed of major incidents, particularly deaths in custody. Can you assure us that you will put a process in place to rectify this?	I will ensure that the daily briefing is copied to the IMB and that, where appropriate, the Duty Governor ensures that the IMB is notified on the day of any significant incidents. More widely, I am committed to having more regular informal/formal meetings with the Board to discuss ongoing matters.	Good progress and improved communication with the IMB.
5. In light of the adverse publicity the prison has received, do you intend to address the question of staff morale and raise the profile of the prison in the community?	It is important in driving performance and improvements that reputation is a key part and can influence the process, particularly with local canvassing groups, local MPs, local Government, the media and the wider community. I will continue to praise staff and remind them that this is our prison and that we can inspire and influence positive change when opportunity presents. I will always celebrate the good news stories and reward progress.	The Board welcomed the considerable efforts made by the Governor to reach out to the community.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

Issues described in previous reports largely remain. With the overall prison system close to capacity throughout the period under review, HMP Wandsworth was under pressure to take more prisoners, even though it was reporting itself as full.

The prison generally refused to take vans after 8.30pm as, otherwise, there would be insufficient staff in reception and later arrivals might not reach their cells until well after midnight. This could present safety risks, particularly if there was a shift change before the arrivals had been processed. There were also issues getting prisoners to court on time, due to factors including late unlocks, the general efficiency of reception, and the availability of vans.

On a number of occasions, third-day induction started late and not all the relevant agencies were present. At times, there were no orderlies (trusted prisoners who take on work to provide services that contribute to the running of the prison) to show new prisoners how to use the digital kiosks (self-service computer terminals that allow prisoners to manage their daily affairs), or the kiosks were not working. The prison was focused on improving the induction process and had produced a 20-minute video as its centre piece.

Any delays in prisoners being issued with PINs (personal identification numbers, which allow a prisoner to make phone calls and use other digital communication services) and having their contact numbers checked and registered were concerning, particularly for foreign national prisoners. Prisoners were not allowed to make a note of key numbers on arrival before their phones were taken from them. Consequently, they could not contact friends or family promptly. Often, there were delays of a few days before they were able to go back to reception to get the numbers. This was stressful for first-time prisoners and particularly for foreign national prisoners and often occurred at the weekends, when staffing numbers were low.

There continued to be occasions when new prisoners were not properly searched in reception. This was due to various factors, including a lack of trained staff and the body scanner being out of action.

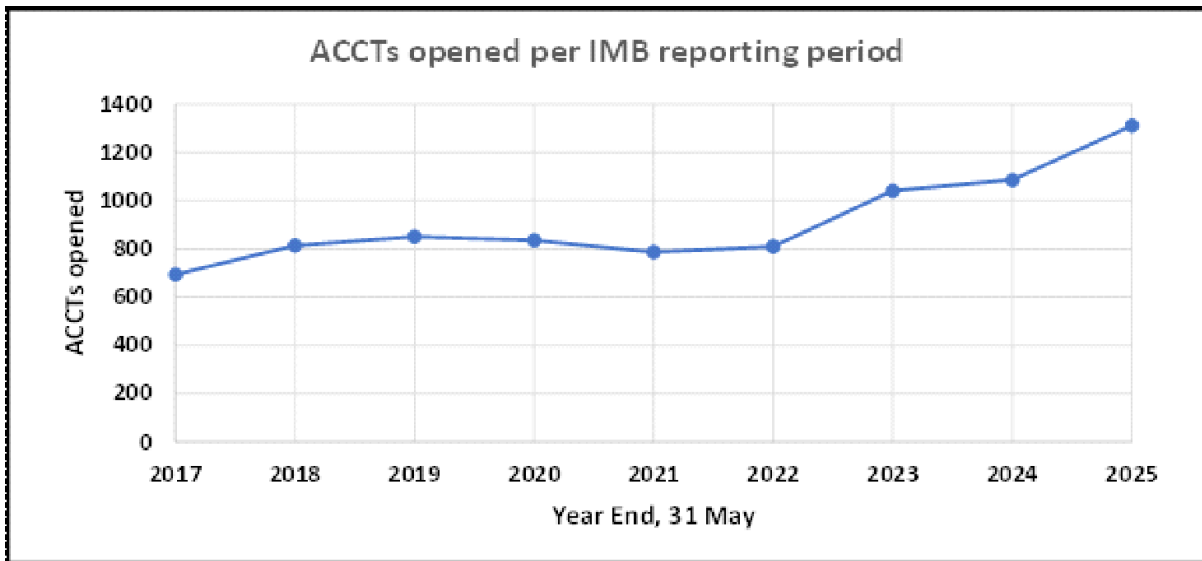
Early days in prison are known to be the most vulnerable time for prisoners, with 22% of self-harm incidents happening in the first 30 days. Screening on E wing helped resolve problems quickly, **reducing anxiety and vulnerability to exploitation and debt**. Improving men's ability to cope in prison improved resilience throughout their stay.

4.2 Suicide and self-harm, deaths in custody

There were four deaths in custody (2023/24: 10) during the reporting period. One appeared to be from natural causes. The actual cause of death in each case will be determined at the inquest.

Deaths in custody are investigated by the Prison and Probation Ombudsman (PPO) as normal procedure. PPO reports are not published until after the inquest, which is rarely in the same year as the death. Consequently, the IMB is unable to include in its annual report observations on the PPO's conclusions and any recommendations.

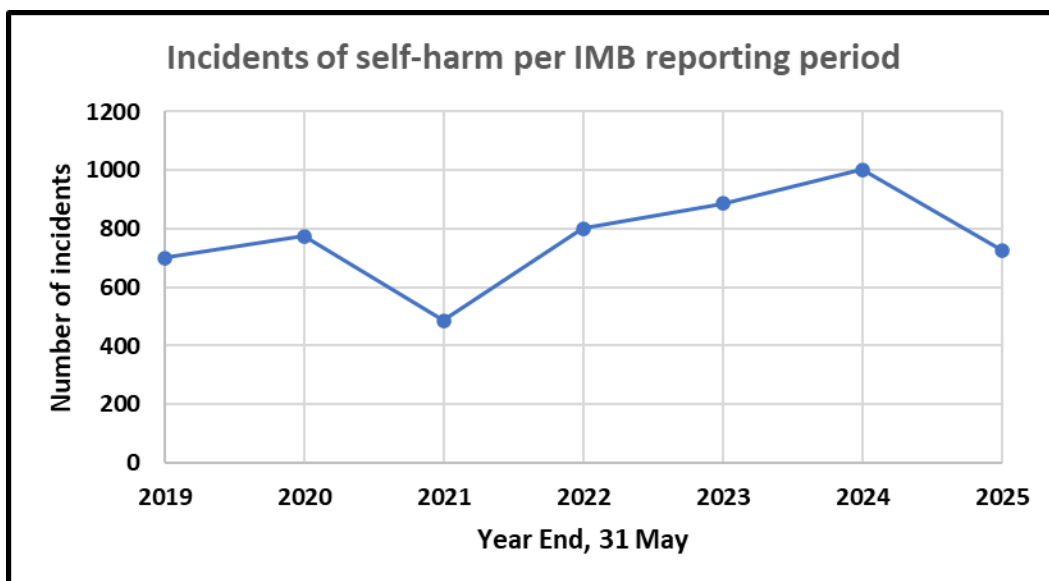
There were 1,312 (2023/24: 1,086) ACCTs opened during the period, an increase of 21%. Some 57% of ACCTs (2023/24: 49%) were opened in reception or E wing.



Source: HMP Wandsworth

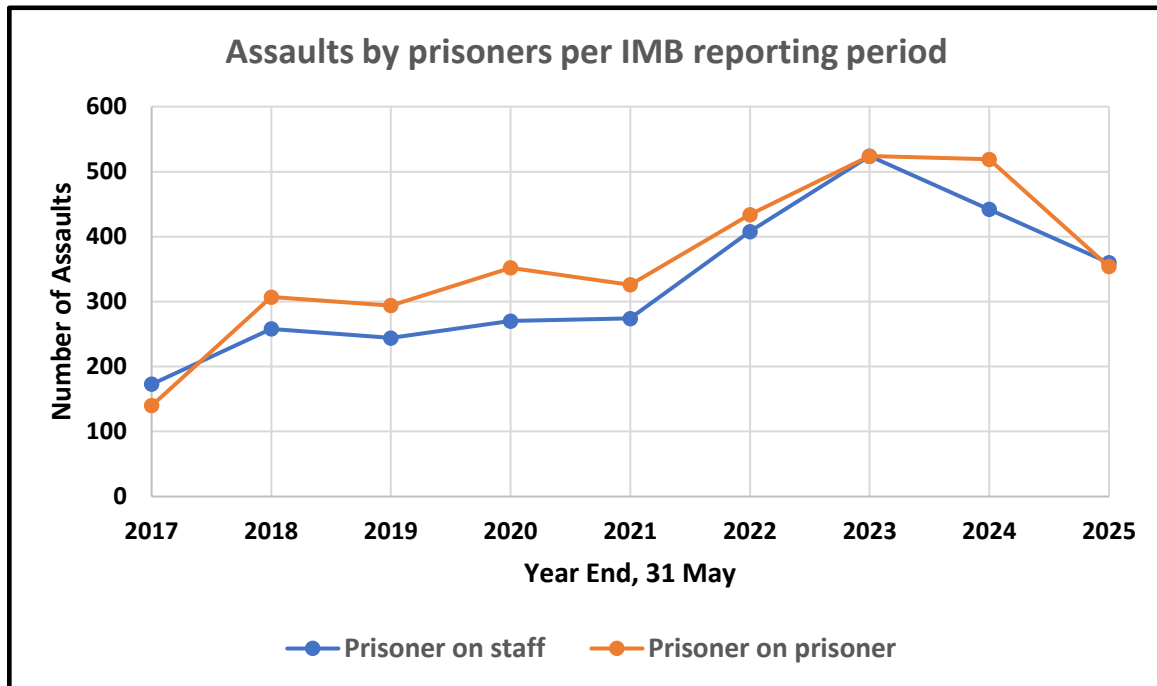
The timing and location of ACCT reviews remained haphazard and, consequently, Board members continued to find it difficult to locate and attend them. When a Board member did attend, they usually found the reviews to be held sensitively and with care. The frequent lack of proper completion of ACCT procedures and documentation was of concern to the Board and there were also instances of ACCT reviews not being held on the day they were due.

There were 726 (2023/24: 998) self-harm incidents during the reporting period, involving 261 men (2023/24: 302). Self-harm continued to be monitored closely by prison management, including at weekly safety intervention meetings (SIM), monthly safety review meetings and through the challenge, support and intervention plan (CSIP: used to support and manage prisoners who pose an increased risk of violence) list.



Source: HMP Wandsworth

4.3 There were 354 (2023/24: 518) prisoner-on-staff assaults and 360 (2023/24: 442) prisoner-on-prisoner assaults. Of these, 193 (2023/24: 288) violent acts were referred to the police and all were accepted for further investigation.



Source: HMP Wandsworth

The significant decrease in the number of assaults was a marked reversal of a trend of increasing violence since 2017.

During the reporting period, there were 491 events of disorder (2023/24: 900), a 45% reduction. Incidents at height numbered 314 (2023/24: 327) and remained the main category.

The Board regarded these figures as representing a positive trend, although the number of violent incidents remained too high.

4.4 Use of force (UoF)

There were 1,705 (2023/24: 1,874) instances of UoF during the reporting period: 42 involved injuries to staff, of which 14 required hospital treatment. Body-worn video cameras (BWVCs) captured 76% (2023/24: 62%) of the incidents. There were 108 (2023/24: 151) planned events that involved use of force. The Board welcomed the reduction in UoF and the increased use of BWVCs.

Reasons for UoF included:

- non-compliance with an instruction/lawful order: 45% (2023/24: 39%)
- assault/fighting: 23% (2023/24: 41%)
- threatening/abusive behaviour: 6% (2023/24: 9%)

Prisoners aged 18-29 were involved in 59% (2023/24: 60%) of the incidents; this cohort represented only 33% (2023/24: 27%) of the prison's population.

There were seven (2023/24: 13) instances of PAVA incapacitant spray being used, and 15 (2023/24: nine) when it was drawn but not used. Batons were used twice, and drawn but not used on 15 (2023/24: 52) occasions.

The IMB observed numerous interventions, which were carefully planned and executed. We also observed most weekly UoF review meetings, where good practice and development needs for individual staff were noted and followed up by the team.

4.5 Preventing illicit items

The number of illicit items in the prison was very high. They caused problems for staff and prisoners through debt, bullying, intimidation (to hold illicit items) and violence. The number of finds recorded during the reporting period was 1,299 (2023/24: 1,301). The total was inflated by the inclusion of finds in the enhanced security gate. The main categories were:

- 558 mobile phones (2023/24: 564)
- 384 drug finds (2023/24: 344)
- 163 weapons (2023/24: 237)
- 53 alcohol finds (2023/24: 115)

The target for random mandatory drug tests (MDTs) was completed each month during the reporting period and made possible by preventing staff from being cross deployed to other duties when staff numbers were low. This approach also ensured regular and consistent screening of staff and visitors at the gate, and the regular completion of cell searches. The rolling three-month average of positive results from random MDTs declined from 43% to 32% over the reporting period. More drugs' finds and fewer positive results from more tests suggested that security-related actions were achieving some reduction in the supply of drugs to prisoners, although drug use remained a serious problem.

There was a considerable increase in drone activity. This was attributed by the security team and police to be a direct consequence of significant improvements in security at the gate and reception.

Working with the police, the security team devoted significant effort to combatting drones, leading to multiple large finds of various illegal items in the prison, plus several high-profile arrests outside. Intelligence gathered by the security team suggested these finds had driven up the 'market value' of drugs, phones, tobacco and weapons, with knock-on effects for safety and discipline in the prison.

After a prisoner escaped in September 2023, a security team from HMPPS carried out an audit of the prison, which identified 81 points of failure. A further audit in March 2025 demonstrated good progress: 30 'significant' points of failure had fallen to 13, and 13 'critical' points of failure had fallen to one. After another review, in May 2025, these failures were further reduced to three 'significant' and only one 'critical', involving processes for external escorts, which were immediately addressed.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Over 90% of prisoners were required to share cells that were constructed in the Victorian era for single occupancy. Unless fundamental changes and upgrades are made to the prison, it will remain inhumane and unfit for purpose. In October, K wing in Trinity, was closed to make way for a substantial refurbishment, including CCTV, fire safety and window replacements. As a result of poor planning, the work did not start until the following March. The Board understood the intention was to undertake similar work on each wing, in turn, across the prison. However, as it could take up to one year per wing, the whole process could take up to eight years to complete.

Regime and time out of cell

At the beginning of the reporting period, the prison was struggling to deliver a consistent regime that included both daily exercise and S&D (social and domestic) time. From the Board's observations, curtailments were often last minute and not well communicated. This uncertainty appeared to be a focus of considerable frustration to the men. Starting in August, exercise outside was only allowed on alternate days, in order to provide some certainty to the men and deliver a more consistent regime.

From January, improved record-keeping on regime curtailments was introduced. The records showed that the prison delivered the expected core day at least 80% of the time, with the exception of April, when exercise was provided on only 71% of expected days.

The number of qualified physical education instructors was reduced to six from 10 in January for a number of health-related reasons. With the two gyms and sports facilities in use, prisoners were able to get at least one session a week, when the regime allowed. A twinning project with Queens Park Rangers Football Club was running soccer coaching tuition to NVQ level 1. One prisoner entered the Guinness Book of Records by completing 6,843 burpees in 12 hours.

Decency

The Board noted some improvements that helped make the prison feel cleaner and tidier. For example, targeted training sessions were provided to cleaning officers across all wings, giving them a clearer understanding of their responsibilities and areas of accountability. In addition, monthly cell decency checks were introduced to identify any items that were broken or missing from cells. The findings from these checks began to be recorded more systematically, whether by residential wing staff or the contractor, Gov Facilities Services Limited, increasing accountability for addressing issues. The number of dedicated decency officers was limited for the size of the prison. A second decency officer was appointed in March and while a detached duty custodial manager (CM) led on decency during much of the reporting period, this individual left in April.

Some 90% of cells were shared and toilets were sited in the cell, with only a vanity curtain (which was often missing or broken) to offer a modicum of decency.

Showers and heating

The condition of the showers continued to be poor. Board members observed rubbish, rat droppings and vermin in the showers. Thick mould on the ceilings, from poor ventilation, was a regular problem across the prison. Shower doors were often broken. This, together with the hot water issues and limited regime, meant that men often struggled to have a daily shower.

The Board noted the poor state of the prison's boilers in previous reports. Once again, in this reporting period, boilers either broke down or worked only intermittently. The situation was particularly bad in January, when prolonged periods without heating meant the temperature on wing landings dropped to 10 degrees centigrade and to 12 degrees centigrade in the cells. In February, replacement boilers were installed on Heathfield. However, heating and hot water issues continued, including water being so hot (due to a thermostat issue) that men were unable to shower. In Trinity, a temporary (rather than replacement) boiler was fitted. Fuel was often not ordered or delivered in good time, meaning it frequently ran out, leaving the men, once again, with no hot water or heating.

Kit

Processes around kit change improved: a monthly kit meeting was initiated, bringing together key stakeholders, as well as regular monthly kit orders, in an attempt to avoid under- or over-stock of kit. However, supply remained an issue throughout the reporting period. A combination of factors was at play, including budgetary issues, staff training and men hoarding kit, which was then used as currency and traded among prisoners. Reports regularly reached the IMB about kit change, with men complaining that items were either unavailable or in short supply.

Phones

Throughout the reporting period, many in-cell and landing phones were broken and BT, the contract holder was slow to repair them, often waiting for a sufficient number to accumulate before attending the prison. The inability to contact family and solicitors caused considerable distress to prisoners, as did high call costs, particularly for foreign national prisoners with families overseas.

In April, BT agreed to a 20% reduction in call costs as a result of the contract being extended, pending retendering. By the end of the reporting period, senior staff had taken a firmer approach with BT and telephones were being repaired more promptly.

Email

The prison received around 150 emails for prisoners daily and they were generally delivered to the men within a day, with replies also being collected and sent out promptly. The 'e-mates' scheme (a service allowing people to send messages to prisoners via the 'email a prisoner' website or their app) was monitored for inappropriate content and false addresses.

Correspondence

The prison appeared to be relatively efficient in processing external correspondence, although delivery was often delayed because all letters were checked in case they were impregnated with unlawful substances. Internal mail for prisoners, including notification of release dates, correspondence with the offender management unit (OMU) and answers to complaints, was often not delivered promptly by staff, with the IMB frequently having to complain about this.

Canteen

DHL, the canteen supply company, generally delivered prisoners' orders on time, although the Board received many complaints from men who had been charged for canteen they had not received. (Canteen is a facility where prisoners can buy snacks, toiletries, stationery and other essentials using their allocated funds.) They were

frustrated by the internal process, whereby their account remained debited until wing staff emailed the finance department confirming the need for a refund.

In the early part of the reporting period, prisoners were unable to order some items from the nationally approved catalogue, because the prison's bank card had expired in November 2023. The card was eventually renewed in February, 15 months later, since when orders have been processed efficiently.

Food

The catering manager set up a range of new processes and checks for safety and protocols on the wings. In April, the daily food budget was increased to £3.12 per person. Portion size was the main complaint regarding food. At the end of the reporting period, a new, standardised menu, with attention to calorie content and portion control, was drawn up and breakfast pack sizes and options were increased. Catering staff were now trained up to NVQ levels 3 and 4.

5.2 Segregation, special accommodation, adjudications

A total of 585 (2023/24: 305) prisoners were segregated in the care and separation unit (CSU) over the reporting period, with some having multiple stays. Three (2023/24: 18) prisoners were in the unit for longer than 42 consecutive days (the limit allowed without external authorisation). Special accommodation (where items such as furniture, bedding and sanitation are removed in the interests of safety) was used on no (2023/24: 4) occasions. The annex to the CSU was brought back into use following refurbishment, although damage to cells often meant there was reduced capacity in the unit.

There were 6,860 (2023/24: 6,285) adjudications (disciplinary hearings when a prisoner is suspected of having broken prison rules), 493 of which were referred to the Police and 91 to the independent adjudicator (IA) because of their seriousness. The number found proven was 3,352 (2023/24: 2,416). Possession of an unauthorised item, drugs or alcohol were the categories accounting for the most charges (35%), followed by disobeying a lawful order (21%) and assault, violence or endangering safety (19%).

The Board generally regarded the adjudications they observed throughout the period as thoughtfully and fairly handled. On occasion, a Governor heard up to 40 or more cases in a day and, sometimes, as many as 65.

For most of the reporting period, there was no facility for CCTV or body worn video camera footage to be viewed in the adjudication room. This slowed down many hearings. By the end of the period, the introduction of laptops and a screen meant footage was immediately available, which helped to make the hearings more efficient.

5.3 Staff and prisoner relationships - prison council and wing meetings

Trinity improved significantly under new leadership. The rules were strict, but the men knew that, as long as they observed them, they were treated fairly, listened to and, most importantly, could be out of their cells most of the day either at work or for S&Ds.

Prison council meetings (PCMs)

PCMs have become much more effective. Observed by the Board, they took place monthly, were recorded and then broadcast on Radio Wanno (the prisoner-run radio station). Three issues were agreed by prisoners at a pre-meeting the week before, which allowed staff from the relevant departments to be prepared to answer questions about their area of responsibility. Frequently, questions centred on the inadequate communications to the men about unscheduled changes to the regime and other issues.

This was usually associated with insufficient staff to run the expected services and, often, even to unlock men for their work. But the PCM system itself appeared to be working well and each meeting was chaired by a Governor and hosted by a prisoner.

Wing consultation meetings

Another major tool for improving staff-prisoner relations was the wing meeting, where men could raise issues and complaints specific to their wing. These meetings were rare at the beginning of the reporting period, but from the autumn formed an important part of life on Trinity and, since January, on E wing, the induction wing. Meetings on other Heathfield wings were sporadic, but by May had begun regularly on C and D wings.

There were major improvements in communication with foreign national prisoners during the reporting year. AI-powered translation tools converted key messages into multiple languages, which were used on posters in reception and on the wings, as well as providing information on the kiosks in multiple languages. There was also increased Radio Wanno and Wanno TV (a prison television network produced by prisoners) in-cell output and more inclusive communications for those with literacy and neurodivergent challenges. With low staffing levels sometimes making attendance in person problematic, the team also filmed training sessions so that staff could watch on demand via video.

5.4 Equality and diversity

The prison's contract with Catch 22 (a social business providing justice services), to provide support for foreign national prisoners, came up for renewal during the reporting period, but was only extended by three months. Consequently, two of the 3.5 full-time equivalent staff left, resulting in insufficient support for the diverse needs of foreign national prisoners and leaving uncertainty over the future of the service. Staff reported that The Big Word translation service, used mainly in adjudications and ACCT reviews, was hard to access and, therefore, used infrequently.

The number of discrimination incident report forms (DIRFs) submitted by prisoners in the reporting period was 43 (2023/24: 51). One relating to sexuality was upheld by the equality and diversity team and another, involving disability, was partially substantiated. The rest were rejected. The equality team ran focus groups, where staff met prisoners to discuss their experiences of different protected characteristics under the Equality Act 2010. Up to three sessions took place each month with attendance ranging from six to 15 prisoners.

There were eight wheelchair users at the period end. They complained to the Board about the lack of access to exercise, due to dirt and vermin droppings in the yards contaminating their chair wheels and, therefore, their cells. The prison purchased two portable wheelchair ramps, enabling access to more areas of the prison. There remained a shortage of accessible cells for wheelchair users.

Several LGBTQ+ prisoners in Trinity told the Board that they felt welcome and accepted on their wing, both by staff and other prisoners. There were up to four transgender prisoners in HMP Wandsworth at any one time and an induction pack was introduced to support them.

5.5 Faith and pastoral support

A new managing chaplain was appointed in June. The chaplaincy team had a difficult year, with a number of vacancies across the different faiths, as well as difficulty in recruiting, with budget being cited as a reason. There was, therefore, much reliance on

volunteers. This meant that attendance at some reviews, such as ACCTs, was patchy. Work on the chapel, which included extensive repairs to the roof and general fabric of the building, was still not completed, so attendance at services was limited, due to the size of the room allocated. Despite this, all services were up and running when the regime permitted.

5.6 Complaints

There were 980 applications (prisoners' written representations to the Board) submitted in the reporting period, an increase of 61 (7%) over the previous year. There were on average 19 applications per week (2023/24: 17), with a slight increase during the winter months, as per previous years.

Accommodation was the largest category for applications (as in 2023/24), reflecting issues with hot water/heating and the lack of regime on the wings. Other categories with high numbers and/or significant increases were property (internal), finance/pay, and staff/prisoner concerns. All of these categories reflect challenges felt directly by prisoners as a consequence of staff shortages: staff were often cross deployed from 'non-essential' roles, but this caused backlogs in processing key services (property, finance, PINs, etc.) and a general reduction, or complete lack, of staff on wings to help prisoners manage their daily lives.

The Board was pleased to note decreases in applications relating to equality and diversity, transfers, and healthcare.

5.7 Property

There were 149 (2023/24: 100) complaints to the IMB about lost or mislaid property. Many of the complaints related to property claimed to be lost following movements of prisoners between cells or when transferred from another establishment. Sometimes, it took weeks before prisoners received property handed into the prison by friends or relatives. This was caused by delays in conducting security checks on the items and the lack of experienced staffing in the property section. There was some improvement in the management of prisoners' property later in the reporting period, when more experienced staff and orderlies were in place. This also reflected better communication of the rules around property hand-ins (when a visitor submits approved items for a prisoner, often during a social visit or via the post) and what property was permitted in cells.

6. Health and wellbeing

6.1 Healthcare general

The Board remained concerned about the generally unhygienic and unsafe state of the Addison and Jones units. The Board was particularly concerned about the state of the shower and toilet areas, inadequate cleaning and long waits for repairs to equipment.

The new healthcare building, the Nightingale unit, became partially operational for clinic use in May, having been signed off to the prison in October 2021.

Administration services moved into the building in January but, in April, the risk register reported various issues, including: ligature points in prisoner toilets; panic alarms not within easy reach in clinic rooms; chairs in clinic rooms not meeting infection-control regulations and unstable because they lacked brake castors.

The absence of residential space in the Nightingale unit resulted in the most vulnerable prisoners remaining housed in Jones or Addison, a considerable distance away, at the opposite end of the site. Additionally, the building had been designed without consulting healthcare staff. This lack of communication was reflected in numerous design errors and omissions, including a dental suite with no plumbing and its door too narrow to accommodate the dentist's chair. Dental clinics are not expected to transfer from their original site until September 2025.

6.2 Physical healthcare

The Board continued to be very concerned that the six-bed Jones ward was far too small for the size of the prison population. As reported previously, this inadequacy was aggravated by the lack of wheelchair-accessible cells on the wings, resulting, most weeks, in beds in the Jones unit being occupied by otherwise healthy wheelchair users.

All prisoners undertook first day screening within seven days for early days in custody (EDIC), which was an improvement on the previous period. Healthcare staff ensured that anyone not seen in secondary screening was identified, and ACCTs were opened for prisoners refusing to engage or presenting with challenging behaviour.

The average number of prisoners failing to attend booked clinic appointments improved, to 28% (2023/24: 34%). However, the Board remained concerned about these non-attendance rates. In 10% of cases, non-attendance was due to prisoners choosing to participate in an activity or exercise, especially when staff shortages meant less time out of cells. Some appointments clashed with social visit times and, occasionally, prisoners had been transferred out or released.

The average waiting time for a clinic appointment was 24 days. Waiting lists were affected by the need to reschedule appointments for those prisoners who missed their slots because of late roll checks or lack of escorts.

The Board was concerned that healthcare appointments were not given higher priority, as this affected the health and wellbeing of prisoners.

6.3 Mental healthcare

The 12-bed Addison ward remained unfit for purpose. It had insufficient beds, with cells frequently out of use for long periods while awaiting repair. During the reporting period, the refurbishment of six cells was completed and work on the remainder

undertaken. Towards the end of the reporting period, only five beds were available, which increased waiting times.

The recently appointed mental health operations manager reviewed and streamlined assessment processes, which led to the number of referrals being managed, monitored closely and triaged more efficiently. The average monthly caseload in the reporting period was nearly halved, to 166 (2023/24: 312). A new initiative of reflective practice sessions for officers and operational Governors, in order to support referral procedures, was initiated by the lead for psychological therapies.

The mental health weekly meeting review of all referrals' 'zoned' cases, with those in the 'red zone' being closely monitored and reviewed on a weekly basis by InReach (a specialised mental health team), thus ensuring that patients, including those who could not be relocated to Addison, were properly supported.

Mental health and safer custody teams worked closely together, helping prisoners who needed additional support. Enhanced support services (ESS), a safety-related outreach joint venture by the NHS and HMPPS, was introduced. The team consisted of an HMPPS forensic psychologist, a mental health practitioner and a supervising officer (SO).

6.4 Social care

Social care assessment needs of prisoners were referred to Wandsworth adult social services, with a charity, Change, Grow, Live (CGL), providing the service. A total of 65 clients were referred during the reporting period. Waiting times from referral to assessment were between the target of two weeks and six months, depending on the urgency of the case. Sixteen men were receiving a social care package.

There was often a wait between referral and assessment, but the recipients had no complaints about the care received. The Board believed that the quality of care was good and contributed effectively to the wellbeing of those prisoners who received it.

7. Progression and resettlement

7.1 Education, library

On average, there were around 800 daily activity spaces across morning and afternoon sessions. Allocation figures were in the 85%-94% range, often subject to the churn of prisoners entering and exiting the prison. Activity places were allocated in waiting list order. In an improvement on the previous reporting period, activity opportunities were available to more men as a result of strict guidelines about how many roles a prisoner could hold at a time; in principle, opportunities were available to half the prison population by the end of the reporting period.

Average off-wing attendance over the year was 48% in education and 77% in industries; the men continued to be affected by late roll calls, inexperienced or unwilling staff, and low staff availability to escort them. Competing factors affecting the men's ability to participate in purposeful activity included unreliable access to S&Ds, showers and gym, and early starts. Average on-wing attendance was 87%. Whilst acknowledging improvements in the range and number of activity spaces available, the Board remained concerned that too many men had no access to work or education and remained in their cells for too much of the day.

Curriculum pathways, a series of linked courses, continued, with men being given education 'passports' to take with them if they were transferred elsewhere. In an improvement from the previous reporting period, ESOL (English for speakers of other languages) classes were available to some prisoners on Heathfield, as well as Trinity, in addition to the class on the Heathfield vulnerable prisoner (VP) unit.

Attendance at the main library continued to be hampered by a shortage of officers to escort the men to it. The men did not generally receive their legal entitlement of 30 minutes per week in the library. The average monthly attendance by Heathfield prisoners was 137, less than half the figure in the previous reporting period. Most library attendees came from the adjoining education classrooms and industries workshops, as officers were not required to escort them. The much smaller Trinity library closed in October, due to the refurbishment of K wing, but staffing shortages meant that few Trinity prisoners were escorted to the main library. The psychological impact of the lack of access to books on the men continued to be of concern to the Board. The library also provided various outreach book trolleys.

7.2 Vocational training, work

New courses were introduced in horticulture, customer services, multi-skills, barista skills and coffee-machine repair.

7.3 Offender management, progression

The work load for the OMU and, particularly, the probation departments increased in July, following the Government announcement of an early release scheme to free up prison capacity. Under the scheme, certain prisoners would be released in September after serving only 40% of their sentence. Probation was under pressure to find accommodation for the men and some were released with no fixed abode. The prison introduced staff incentive schemes to increase productivity over the period. By late July, the OMU had reviewed 790 sentence plans. There were 23 releases in September, with reception reporting it had all been very quiet, with not many more prisoners being released than usual.

Key work was rolled out from November, expanding as staff became more experienced and available. It was offered to the most vulnerable prisoners first, including those on ACCTs, CSIPs, IS91s (authority to detain a person who is due for release to be held in prison because their removal from the UK is expected) and self-isolators. By December, 77 prisoners had key workers, the target being 80. The senior probation officer monitored the key work notes and reported that they were good.

7.4 Family contact

Social visits took place even on days when the overall regime was curtailed through lack of staff. Family days (which bring together prisoners and their families outside of their statutory entitlement to social visits, usually in more informal settings) were run regularly throughout the year, usually every month. These were relaxed events and greatly appreciated by prisoners and their families. There were many activities for children, including a bouncy castle. Santa even handed out presents in December. Social video calls were available via laptops, principally for foreign national prisoners. Visits staff had hoped to double the number of laptops to meet high demand for social video calls, but this had not proved possible.

The Prison Advice and Care Trust (PACT), a charity, was responsible for managing the visitors' centre, providing catering in the visits hall and supervising the children's play area. The children's area was frequently closed, as PACT was understaffed throughout the year. The play area was popular and well used when PACT was present. Hot drinks were available, but the food on offer remained unhealthy: instant noodles, sweets and fizzy drinks. PACT tried to get healthier food, including sandwiches and fruit, added to the menu, but nothing had changed by the period end.

7.5 Resettlement planning

The prison's employment advisory board (EAB), with members drawn from a range of industries and services, existed to provide employment advice and assistance. It was regrettable that HMP Wandsworth's EAB did not meet during the period, following the promotion of its chair to a national committee. A new chair has now been appointed.

The employment hub in Heathfield provided information and guidance and was stocked with literature and brochures from potential employers. In the 11 months from July, 657 (2023/24: 838) men engaged with the hub and 54 (2023/24: 51) were assisted into employment post-release.

There were 34 (2023/24:56) employment events during the reporting period, with a total of 361 attendees. No Going Back, an employability charity for prison leavers, held six sessions, focusing on interview and employability skills.

The Board was encouraged that, following the UN, funds were found to restart the very successful Remand project in October. In the eight months to the period end, the team dealt with over 1,000 individual cases and over 950 were closed. Common issues included debt, banking, legal representation, bail and housing. No service was otherwise offered for housing, but it was high priority for new and remand prisoners. The remand team contributed to men coping in prison and assisted them with resettlement guidance on release.

The remand team addressed issues for prisoners that were not the responsibility of any other staff but which caused distress, especially for those new to custody, and could result in self-harm, thoughts of suicide, or behaviour that placed prisoners and staff at risk.

A leavers' lounge was opened in the reception area to provide a safe space offering support to prison leavers. **This initiative was a national example of good practice in HMP Wandsworth.** The lounge brought together prisoners and staff from across the prison to stock the lounge and improve joint working to prepare for release.

8. The work of the IMB

Board members worked extremely well together as a team. Meetings were held every month, starting with a half-hour training session on a wide range of subjects. Board members have an extensive knowledge of the workings of, and conditions in, the prison. They made 694 (2023/24: 725) visits to the prison and responded to 980 (2023/24: 919) applications from prisoners during the reporting period.

Recommended complement of Board members	18
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	17
Number of members joining within the reporting period	3
Number of members leaving within the reporting period	1
Total number of Board meetings during the reporting period	12
Total number of visits to the establishment	694

Applications to the IMB

Code	Subject	2024/25	2023/24	2022/23	2021/22	2020/21
A	Accommodation	148	157	114	66	57
B	Discipline	31	20	33	21	7
C	Equality and diversity (inc. religion)	18	34	47	31	42
D	Purposeful activity	82	40	56	26	18
E1	Family/visits (inc. mail and phone)	88	97	69	38	39
E2	Finance/pay	60	53	29	24	20
F	Food/kitchen	16	29	10	7	10
G	Health	116	132	119	59	75
H1	Property (within current establishment)	106	75	74	35	40
H2	Property (external)	43	25	38	19	34
H3	Canteen	37	57	22	20	17
I	Sentence related	86	81	72	64	63
J	Staff/prisoner concerns	125	90	71	52	49
K	Transfers	19	22	28	42	13
L	Miscellaneous	5	7	14	31	22
Total number of applications		980	919	796	535	506

Annex A

Glossary of terms

ACCT	Assessment, care in custody and teamwork
CCTV	Closed-circuit television
CGL	Change, Grow, Live
CM	Custodial manager
CSU	Care and separation unit
EAB	Employment Advisory Board
DIRF	Discrimination incident report form
GFSL	Gov Facilities Services Limited
HMIP	His Majesty's Inspectorate of Prisons
HMPPS	His Majesty's Prison and Probation Service
LGBTQ+	Lesbian, gay, bisexual, transgender and queer/questioning
MDT	Mandatory drug test
NVQ	National Vocational Qualifications
OMU	Offender management unit
OPCAT	The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
PACT	Prison Advice and Care Trust
PPO	Prisons and Probation Ombudsman
S&D	Social and domestic
SO	Supervising officer
UN	Urgent notification
VP	Vulnerable prisoner



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