



H M Prison Coldingley

Annual Report of the Independent Monitoring Board

1 August 2013 to 31 July 2014

Section 1

STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and immigration removal centre (IRC) to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) 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.
- (2) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) 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.

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3. Description of the Prison

3.1 HMP Coldingley Main Role & Outline

HMP Coldingley is a Category C industrial/training prison. It was constructed in 1969 as a prototype industrial prison. It consists of 5 main accommodation wings (A-E wings), plus a small enhanced wing (F), an assortment of workshops, an Education block and the normal range of associated administration areas.

The prisoner population at the end of the reporting year on 31 July 2014 was 506.

3.2 Living Accommodation

Prisoners are housed in five main accommodation wings. Four of the wings, constructed when the prison was built in 1969, hold some 100 prisoners each. Each of those wings has an office, showers and association accommodation on the ground floor, with three accommodation landings above, each with communal wash basins and lavatories and a sluice for “slopping out” human waste. There is no lift, and any prisoners unable to use the stairs could not be held in those wings. The four original blocks do not have in-cell lavatories or wash basins – prisoners have access to the communal lavatories and wash basins when locked in their cells by means of an electric unlocking system on cell doors which limits the number of prisoners out of their cells on each landing. Consequently there can be delays which may result in prisoners resorting to using receptacles in their cells and “slopping out” in the morning, or whenever the lockdown is lifted.

The fifth wing, completed in 2008, accommodates 131 prisoners in much more modern accommodation on two floors. Each cell has its own wash basin, lavatory and shower unit rather similar to those to be found on cross-channel ferries.

3.3 Industrial Facilities

High quality workshops, using most of the manpower available in the prison, have facilities for manufacture of double-glazed window and door units, high-speed printing and document folding, metalwork manufacturing (including welding, sheet-metal fabrication and powder-coat painting), and sign making. Smaller workshops provide training in industrial cleaning, and in the use, installation and servicing of computers. Amongst other things prisoners also work on recycling, horticulture and in assisting Works staff with painting, decorating and maintenance.

4. Executive Summary.

4.1 Overall Judgement

Despite many problems during the last year HMP Coldingley continues to provide some good quality training and learning opportunities. However, it could have been so much better if, *inter alia*, staff numbers had been closer to complement.

The Governor and his staff are doing the very best they can and we are particularly grateful for the help and openness they show to all members of the Board when carrying out our duties in the prison.

4.2 Summary of whole report

In our report for 2012/13 we described a change in the calm and quiet atmosphere we had become used to at Coldingley with more shouting, intolerance and prisoners showing less respect. We regret to say this has not improved.

There has just not been enough staff! Recruitment has been less successful than hoped with pay for prison staff and instructors uncompetitive in this area of high living costs. Fortunately, following the closure of HMP Reading, a few have transferred.

The result has been prisoners often unable to go to work or education. Residential wings on frequent lockdown. Staff rushing from crisis to crisis and the morale of everyone needing a significant boost. Many prisoners are frustrated and that is not desirable.

A serious example of the unsatisfactory situation is the fact that some 25% of the prisoners do not have an up to date Offender Assessment System (OASys) report, which means they do not have an up to date Sentence Plan setting out the various courses etc. they need to complete during their time in prison. Each OASys takes several hours to complete properly and in the opinion of the Board there is no chance of clearing this backlog in the foreseeable future. Of course, the situation is not all the fault of Coldingley because every prisoner is supposed to have an up to date OASys when he arrives at Coldingley from the Local Prison. Perhaps this is an example of the wider problems within the Prison Service. **(See 5.7)**

The Segregation Unit

In the opinion of the Board, too many prisoners are sent to the Segregation Unit and many sent there have been there for far too long. The Prison Service has again seemed to be incapable of persuading other prisons to accept these prisoners. **(See 5.6)**

Lack of in-cell sanitation

Each year we report that some 400 of Coldingley's prisoners are housed in cells without sanitation with the prison depending upon an electric unlocking system to provide access to communal lavatories when prisoners are locked in their cells, resulting in some "slopping out". Four out of five of Coldingley's wings provide accommodation far below the standards of dignity available elsewhere in the prison estate. We ask once more, when will these unacceptable, archaic and insanitary arrangements be resolved? **(See 3.2)**

The Kitchen

Although there have been fewer Health & Safety problems in the kitchen, in the opinion of the Board, it remains unsatisfactory for a modern working prison. We have said before that it is little more than a tin shed and yet it is expected to produce food for approximately twice the prison population for which it was originally built. A replacement kitchen remains very much overdue. **(See 5.9)**

4.3 Particular Issues requiring a response from the Minister

- Staff numbers and recruitment difficulties.(See 4.2 & 5.6)
- The backlog of OASYs reports and consequent lack of up to date Sentence Plans. (See 5.7)

4.4 Previous Years concerns

- The continuing problems transferring prisoners from the Segregation Unit.
- The lack of in cell sanitation, use of communal lavatories and wash basins and the need for “slopping out”.
- The ancient inadequate kitchen.

5. Areas of specific reporting

5.1 Equality & Inclusion

The Diversity & Race Equality Action Team (DREAT) meetings were held every month but at the June 2014 meeting it was decided that in future they would be held every two months.

The Equality Action Plans have all been completed however and as things are highlighted they are added to the plan.

Specific topics chosen for presentations at each meeting have included:

Engaging with all prisoners;

Diversity Orderlies explaining their role within the Safer Custody & Equalities Department.

Promoting good relations included:

Monthly themed meals: pie & mash with liquor for September, Pumpkin soup for Halloween & Bangers or Jacket potatoes for Bonfire Night;

Black history month, Gypsy, Romany & Travellers month & Lesbian, Gay & Transgender months all continue to be held;

Focus groups have been set up for Foreign Nationals, 50+, Wing Representatives, Disability, Gypsy Romany & Travellers, along with meetings with the Sikh & Hindu communities;

In consultation with the religious advisors at Coldingley the many and various religious festivals will be celebrated with the provision of traditional food relevant to the occasion.

At 31st July 2014 Coldingley had 37 Foreign Nationals made up from 20 different nationalities.

The analysis of the Discriminatory Incident Reporting forms (DIRF) figures show that during the reporting year there were 43 forms submitted. 4 (9%) were substantiated.

There were 51 categorised by protected characteristics

	2011/12	2012/13	2013/14
Age	1	0	0
Disability	5	4	2
Gender	1	3	0
Gender Reassignment	0	0	0
Marriage/Civil Partnership	0	0	1
Pregnancy & Maternity	1	0	0
Race	47	41	31
Religion or Belief	3	7	16
Sexual Orientation	1	2	1

Alleging Victim on Perpetrator categorisation

	2011/12	2012/13	2013/14
Staff on Prisoner	11	16	2
Prisoner on staff	35	34	32
Prisoner on visitor	0	1	0
Prisoner on Prisoner	7	7	9
Staff on Visitor	0	0	0
Visitor on Prisoner	2	0	0

5.2 Education, Learning & Skills

Change of Education supplier

Yet again the supplier of Education Services in the prison is to be changed, this time at the instigation of NOMS (National Offender Management Service) and seemingly with little or no consultation with Education staff. Previously changed from Manchester College to A4e in 2012, it is now to change to Milton Keynes College in November 2014. Where such changes are decided without local staff involvement, and where staff are employed by non Public Sector companies, significant personal difficulties can arise.

Staffing

The inclusion of the Education Manager in the HMP Coldingley SMT (Senior Management Team) has continued successfully and is helping to maintain effective communication. The staffing of the department continues to be successfully managed and at the time of writing the department is almost fully staffed. This is in spite of the continuing factors generally affecting recruitment. It remains difficult to find applicants with the necessary skills and experience. Issues such as the difficulty to reach the prison by public transport and the high cost of housing and living costs in the area have not diminished. Some teaching staff travel significant distances to the prison.

Attendance v Achievement

The Department has not managed to draw down all available funding this academic year. One contributory factor is learners leaving courses before the end either due to release, transfer or because they do not wish to continue. This prevents the drawdown of the 20% of funding allocated to achievement. Other barriers are time lost due to other commitments within the prison such as visits and medical appointments. These have a negative impact on courses being completed in a timely manner. This is alongside a planned expectation that prisoners arriving at HMP Coldingley will have been successfully adjudged as appropriate for a fully working prison.

The attainment of a qualification is brought to the attention of all newly arriving prisoners via the induction programme and by a one-to-one interview to establish their needs and the opportunities that are available to them. Additionally, the subject is presented during their Induction into the prison and by the appointment of Prisoner Education Representatives on all residential Wings.

Course options and Resettlement

The Education department continues to offer a widening range of courses, both academic and vocational. These range from providing basic Literacy, Numeracy and ICT (Information

Communication Technology) courses to courses such as Group and Team Communication Skills, Assertiveness and Decision Making, Personal Development, Art, Budgeting and Money Management, Book-keeping and Business and Vocational courses. Qualifications can be achieved within a number of the Industry workshops operating in the prison and alongside the daily work regime. These include Horticulture, Welding, Printing and Windows Manufacturing, Graphic Design and Waste Management.

With the recent and successful implementation of the Coldingley local Radio station an additional course is being professionally taught to train selected prisoners in Radio Programme production.

The use of the Virtual Campus system continues with some locally implemented changes to enhance resettlement preparation.

5.3 Healthcare & Drug Strategy

There are relatively few complaints from prisoners about the delivery of health care, provided by Virgin Health Care. There is a monthly Health Consultative Meeting which is well attended by prisoner representatives, including the prisoner Patient Advice and Liaison Service (PALS) representative, who provides a valued and trusted contact for prisoners. In addition, there is a two monthly Health Quality Meeting to review and update the Health Improvement Plan which aims to ensure service improvements across all healthcare services.

In general, the waiting times for appointments and treatment compare favourably with outside, but a notable exception is the delay experienced by prisoners for follow-up dental appointments, which sometimes extends to 14 weeks. A triage system operates for 'urgent' doctor appointments, with prisoners being assessed by senior nursing staff.

The Healthcare unit has an almost full complement of nursing staff, other services being provided by visiting doctor, dentist, pharmacist, etc. The head of Healthcare has been absent on long term sick leave in the latter stages of the reporting period and credit is due to her second-in-command for successfully taking over her responsibilities. With the move towards full working prison status, plans are in hand to provide dispensing services and clinics in the workplace, but this will inevitably have accommodation implications.

Of special note are the significant efforts made by prison staff to provide appropriate care and support for a prisoner who suffered a stroke causing significant mobility and speech impairment. He is receiving physiotherapy and speech therapy and informal 'buddy' support is provided by a fellow prisoner.

Drug Strategy

Now that there is no unified Drug Strategy, it is difficult to obtain a clear and composite picture of trends. There are still significant problems with Spice, undetectable by the dogs, and Counselling, Assessment, Referral, Advice and Throughcare Services (CARATS) have a large backlog of referrals. Substance misuse staff have input to the Health Improvement Plan which will hopefully secure a co-ordinated approach to service improvement. There is no longer a Rehabilitation of Addicted Prisoners Trust (RAPt) unit at Coldingley, but it is too early to assess the impact of this development.

5.4 Resettlement

With the implementation of New Ways of Working (NWoW) and changes to areas of responsibility within the Prison, the tasks of Resettlement are taking place with a more

compact Resettlement Committee and new members. This has brought about a group focussed significantly on working and achieving their responsibilities.

It has been re-established that the Resettlement Pathways will continue to be the underlying blueprint around which the whole programme will be focussed.

With such significant changes within the Prison Service, and reductions in headcount it was somewhat surprising to the Board that there seemed to be little in the way of nationally developed programmes available for this important part of a prisoner's sentence. It has been effectively the responsibility of each prison to develop its own programmes according to locally available resources and services.

Actions that have been taken in the prison or are planned to be addressed include:

- i) The screening of prisoners arriving at HMP Coldingley to ensure that they are appropriate for a working prison and willing to work. At the time of writing there are some 30 prisoners not willing to work and it is disappointing that their transfer to a more suitable prison is seemingly so time consuming, if not almost impossible to achieve. This is only denying Resettlement opportunities to others currently elsewhere;
- ii) The development of a Rehabilitative Culture - 'change is possible';
- iii) The health and well being of prisoners is being enhanced by Cardio training, with Gym staff enabling the introduction of Gym sessions for prisoners with Cardio problems.
- iv) Ensuring access to the Gym for all prisoners, including those in the Segregation Unit.
- v) Changes are being introduced whereby the RAPt charity will take over the management and implementation of Substance Misuse Services from Health Care.
- vi) Prisoners being seen by Healthcare prior to release with possible communication to their General Practitioners, where appropriate.

Significant action is taking place with regard to supporting prisoners and their families. This is by monthly Family visit days and general visits planned during school holidays. The Story Book Dads programme has been improved and now includes specific opportunities for Gypsies and Travellers. The Library facility continues to expand and is enthusiastically managed. The Prison Radio service has started and is providing a further education opportunity for a number of prisoners and will be extended.

Three additional Industries have been introduced with more planned or in process to provide additional work opportunities for all prisoners. However, the need to provide skilled Instructors is made very difficult by the salaries available. HMP Coldingley is located in a high cost housing area with poor public transport facilities. The loss of additional allowances with NWoW is causing significant difficulty in making realistic job offers. Additionally, the ability of the Prison Service to administer timely job offers to potential Instructors is appalling, compared to Industrial standards. Candidates have gone elsewhere rather than wait for the Prison Service offer to materialise.

Employment with outside organisations for D category prisoners is expanding. A number of prisoners are working with a furniture manufacturer and now travel by a prison mini bus, driven by one of their number each day. Other opportunities are being sought avidly and seminars for possible outside employers take place both to provide for work within the prison or for prisoners on release. Relationships with charitable organisations providing employment support are being developed.

Education for prisoners who may wish to be self employed on release and to run their own business is being looked at, utilising the use of the Virtual Campus System. Bank accounts for a small number of prisoners have been started and this will be further developed where appropriate.

Whilst meeting their targets the need to ensure that prisoners have suitable accommodation on release is a major concern. A Prison Housing Orderly is one contact that prisoners have initially for assistance in determining their needs. The lack of support from local authorities is disappointing and relationships with organisations likely to be able to help are constantly being sought. The Introduction of Community Rehabilitation Companies (CRCs) has yet to take place.

5.5 Safer Custody

Due to the introduction of NWoW and the transition needed for handing over to new areas of responsibility, Safer Custody was not given the attention and focus needed for the early part of the reporting period. However since January 2014 the Governor responsible for this area has been very keen and committed to ensuring it has the focus needed. Meetings are attended well. Statistics are provided monthly and trends analysed. Attendance has improved. The Safer Cell facility is used appropriately. The Samaritans have been very proactive in encouraging, recruiting and training prisoners to be part of the `Listener` team who are easily recognisable by their unique T Shirts. The Wing officers are very aware of the Listeners' responsibility and allow them free access when needed during lock up times. Following the Coroner's report from a previous Death in Custody the Safer Custody team progressed, monitored and actioned points from the findings and progress is reviewed monthly. Prison officers and staff of all ranks, have been trained to use defibrillators. The prison now has +150 trained. First Aid training has also been refreshed. Assessment Care in Custody Teamwork (ACCT) training had been highlighted as an outstanding action which has now been addressed and carried out plus extra ACCT assessors have been identified and trained. In the reporting period to July 2014 the prison opened 93 ACCTs.

5.6 Segregation, Care & Separation, Close Supervision

Last year we reported that, following extreme difficulties transferring segregated prisoners, an arrangement had been made with other prisons to accept prisoners from the Coldingley Segregation Unit. This did not work as these prisons reneged on the agreement and consequently some prisoners were segregated for far too long (months). Eventually, the Deputy Director of Custody (DDC) became involved and the arrangement was reinstated. However, the situation has not improved and the prison has a Segregation Unit constantly full.

The team in Segregation are to be complimented on their patience, understanding and their general performance in what can be a high pressure working environment. There have been serious staff shortages which have caused difficulties at times in unlocking prisoners to enable them to use exercise and shower facilities in Segregation. There have also been occasions when there have not been enough prison officers to enable a prisoner to be unlocked to speak to an IMB Member and it has been necessary for us to ask the Duty Governor to provide additional personnel

The Board is tasked by the Minister to attend as many as possible of the Review Meetings, held in the Segregation Unit to reassess prisoners' segregation. It is our responsibility to monitor and report that correct procedures have been followed and that a reasonable decision

has been reached regarding prisoners' futures. On many occasions either the Board has not been notified of a Review or, when we arrive at the agreed time, we have found the Review has already taken place. This is unacceptable and if it continues will have an impact on our ability to monitor the safety and welfare of prisoners.

The Board has always attended quarterly Segregation Monitoring and Review Group (SMARG) meetings which have proved to be a useful formal review of the performance of the Segregation Unit. The Board is therefore disappointed that for half of the reporting year no meetings were convened. This meeting is, in future, to be linked to another quarterly meeting which, hopefully, will ensure it takes place.

5.7 Offender Management.

The backlog of OASys has been year-long without solution. These essential documents provide a risk assessment and sentence plan for individual prisoners, each taking an average five hours to complete, and without which prisoners cannot qualify for parole or transfer to other prisons. At the end of May there were 120 waiting for assessment by the prison. Part of the problem has been the fact that prisoners have been transferred to Coldingley without their OASys being completed by the sending establishment. Another issue has been the need to train all the 12 Supervising Officers at Coldingley in OASys assessment to equip them for their new role as Offender Supervisors (introduced to replace their management responsibilities which they lost with the introduction of the Custodial Manager role last year). All have now received the necessary training.

However, the Offender Supervisor role is secondary to their Residential responsibilities to the Ratio of 60% to 40%. Sick/annual leave, incidents, lock downs etc. come out of the 40% Offender Supervisor time allocation, not their Residential responsibilities, so this can cause further delays in completing OASys assessments in individual cases. Furthermore not all OASys assessments fall to the Offender Supervisors as high risk cases are completed by their outside Probation Officers (Offender Managers). Some of the Offender Managers similarly have backlogs so the Offender Supervisors have to chase up the outside delays (at the end of May 58 remained outstanding). OASys backlogs are not confined to Coldingley as it is a prison wide issue. NOMS is aware of the need to tackle these backlogs as a matter of urgency and wrote to Governors in May proposing interim arrangements. We hope that these arrangements will be introduced as a priority.

Although Coldingley is a working prison it does offer a limited number of non-accredited offending behaviour programmes which count towards achieving sentence plans, for example Victim Awareness in partnership with the Sycamore Trust. A Healthy Relationship Programme (HRP) is also available at 2 levels (moderate and intense) with eight group members and four facilitators on each programme. It aims to help group members to develop an understanding of their behaviour and attitudes which lead to problems in their relationships. This programme has proved very successful with very few drop outs.

5.8 Residential Services

The Gym

HMP Coldingley has a fully functional gym on site for the use of the prison population. The gym is currently attended by about 60% of the prison population. There is also a specific class

for the “over 50s”.As the NWoW continues to be implemented the gym sessions per prisoner have been reduced from 3 to 2 per week.

Staff are now qualified to deal with prisoners who suffer cardiac problems.

The Library

The library has seen some new initiatives including Story book for Dads.

In the current year the budget for new books has been fully utilised and the budget for new books in the new financial year has been maintained.

Due to the increase in the use of the library an additional orderly has been appointed.

5.9 Health & Safety

Following a disappointing Health & Safety Audit, progress has since been made dealing with problems identified. This has been achieved by a much needed and aggressive follow up procedure at frequent meetings to ensure that targets are met. It was therefore disappointing to hear that less frequent meetings were planned for the future. At the end of the reporting year there had been no meeting for several months. Subsequently we have been advised the decision has been reversed and more frequent meetings will take place in future.

Over many years the Board has reported its concerns about the Kitchen which is old and was designed to prepare food for approximately half the number of prisoners the prison now holds. Maintenance is both difficult and expensive. The Board maintains the only permanent answer is a new kitchen.

6. Other Areas of the Regime

6.1 Chaplaincy

The prison’s long serving Church of England Chaplain left in the New Year to go to HMP Winchester. The Roman Catholic chaplain has managed to extend her hours, which is a welcome step. A choir has been started, which practises on Monday evenings, and all are welcome. Musical ability is not a pre-requisite.

6.2 Personal Officer scheme

The Board has concerns regarding the personal officer scheme. In theory the scheme is in place but in practice there are issues where either the prisoner does not know who his personal officer is, or staff absences are not covered by delegation to other officers.

7 Work of the IMB

7.1 Board Development Officer

Two members of the Board completed their probationary year.

With the departure of four longstanding members we were fortunate to recruit members from Reading and a member on transfer from Highdown.

We benefitted from a couple of successful Away Days, attended by most members, which enabled us to discuss matters in more detail than can sometimes be covered in routine Board meetings, and hosted a successful visit from the IMB at HMP Brixton in April.

Board Statistics	
Recommended Complement of Board Members	14
Number of Board Members at the start of the reporting period	12
Number of Board Members at the end of the reporting period	12
Number of new Members joining within the reporting period	3
Number of Members leaving within the reporting period	3
Total number of Board meetings during the reporting period	12
Total number of visits to the Establishment	524
Total number of Segregation Reviews held	Not recorded
Total number of Segregation Review sessions attended	64*
Date of Annual Team Performance Review	8 April 2014

***Each Segregation Review session may involve anything between 1 and 6 individual Segregation Reviews**

Section 7 (continued.) Applications from prisoners to see the IMB

Code	Subject	Yr 10/11	Yr 11/12	Yr 12/13	Yr 13/14

A	Accommodation	9	6	5	3
B	Adjudications	3	5	0	0
C	Equality & Diversity (including religion)	0	4	7	2
D	Education/employment/training including Incentives Scheme	21	14	21	6
E 1	Family/visits including mail & phone	7	0	1	7
E 2	Finance/pay	1	3	4	6
F	Food/kitchen related	2	6	2	0
G	Health related	24	25	21	9
H 1	Property (within Coldingley)	12	13	17	25
H 2	Property (during transfer or in another establishment)	34	30	8	6
H 3	Canteen, Facilities List, Catalogue shopping, Argos	5	2	0	7
I	Sentence related (including home detention curfew, release on temporary licence, parole, release dates, re-categorisation etc)	23	34	29	34
J	Staff/prisoner/detainee concerns including bullying	9	9	8	17
K	Transfers	13	7	8	8
L	Miscellaneous	22	13	20	23
	Total number of IMB Applications	185	171	151	161
	Including Confidential Applications	n/k	n/k	18	8