



Final

H M Prison Coldingley

Annual Report of the Independent Monitoring Board

1 August 2012 to 31 July 2013

Section 1

STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD (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.

Contents	Page
3. Description of the Prison	4
3.1 HMP Coldingley Main Role & Outline	4
3.2 Living Accommodation	4
3.3 Industrial Facilities	4
4. Executive Summary	5
4.1 Overall Judgement	5
4.2 Summary of whole report	5
4.3 Particular Issues requiring a response	6
4.4 Previous years Concerns	6
5. Areas of specific reporting	7
5.1 Equality & Inclusion	7
5.2 Education, Learning & Skills	8
5.3 Healthcare & Mental Health	10
5.4 Purposeful Activity	11
5.5 Resettlement	11
5.6 Safer Custody	12
5.7 Segregation, Care & Separation, Close Supervision	12
5.8 Residential Services (including accommodation food catering & kitchens)	12
5.9 Health & Safety	13
6. Other Areas of the Regime	14
6.1 Personal officer scheme	14
7. The work of the IMB	14
7.1 Board Development Officer	14
7.2 Statistical Information	14

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 industrial workshops, an education block & the normal range of associated administration areas.

The prisoner population at the end of the reporting year on 31 July 2013 was 513.

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 office, showers and association rooms on the ground floor, with three accommodation landings above, each with wash basins and lavatories. 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 – prisoners have access to lavatories and wash basins when locked in their cells by means of an electric unlocking system on cell doors which is computer controlled with manual override from the central Control Room.

The fifth wing, completed in 2008, accommodates 131 prisoners in much more modern accommodation on two floors. Each cell has its own 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. Other prisoners work on recycling, horticulture and in assisting Works Department staff with painting, decorating and maintenance.

4. Executive Summary.

4.1 Overall Judgement

In the Board's view HMP Coldingley continues to offer a variety of opportunities in education & industrial training beneficial to prisoners' employment prospects on release.

4.2 Summary of whole report

Last year we reported that Coldingley is a prison where relationships between staff and prisoners are mainly civil and respectful and this satisfactory state continued. However, during the last couple of months of the reporting year the Board has noticed a change in the relatively calm and quiet atmosphere we have come to expect at Coldingley. There is more shouting and prisoners are less respectful to staff and each other and there is less courtesy shown to members of the IMB.

Members of staff at all levels have also been affected and many seem tetchy, less willing to help and more defensive when answering our legitimate questions.

This has been a gradual change over the period and there is no sign of this deterioration being reined in.

In the opinion of the Board the root of the problems relate to the budget cuts and the New Ways Of Working (NWOW). The high cost of living in this area combined with the pay scales make it difficult to recruit enough staff to operate an effective regime which means that existing staff are working harder and longer for, in some cases, less pay.

The prisoners are affected because they are locked up more. They say the food, which they used to look forward to, now leaves much to be desired and because of lack of instructors the very reason they have been sent to Coldingley (to work and progress) is negated.

The Board has serious concerns that unless something fairly radical happens Coldingley will become an even less attractive place in which to live and work.

The Bid

When it was announced that Coldingley would remain a public sector prison there was a general feeling of relief among staff. We believe the decision in itself raised many questions and concerns for staff about the effect it would have on their particular circumstances and futures. Until these concerns are resolved it inevitably has an effect on the day to day running of the prison.

The Segregation Unit

Too many prisoners have been in the Segregation Unit for far too long, mainly because they have become indebted to other prisoners, are unable to pay and are consequently under threat on normal location. The Prison Service has seemed to be incapable of persuading other prisons to accept these prisoners. (See 5.7)

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 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 and insanitary arrangements be resolved? (See 3.2 & 5.8)

The Kitchen

During the year under review there have been many Health and Safety problems in the kitchen. This kitchen 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 is very much overdue. (See 5.8)

4.3 Particular Issues requiring a response from the Minister

- Staff and prisoner morale. (See 4.2)
- The kitchen design, layout & its suitability to provide food for the current number of prisoners in a safe and modern working environment. (See 4.8 & 5.8)
- Lack of in cell sanitation. (See 3.2, 4.2 & 5.8)
- Inappropriate use of the Segregation Unit. (See 4.2 & 5.7)

4.4 Previous Years' concerns

Some of the previous year's issues could well be addressed under the New Ways of Working & next year's report will reflect these previous items of concern.

There is however the continued problems with the kitchens & lack of in cell sanitation which roll over from year to year without any satisfactory progress. The Board also remains concerned about fruitless adjudications, following prisoner transfers, when witnesses do not attend.

5. Areas of specific reporting

5.1 Equality & Inclusion

The Diversity and Race Equality Action Team (DREAT) meetings continue every 2 months although because of staffing pressures dates are sometimes changed. Attendance varies greatly and sometimes few or no wing representatives are able to attend. There have been various changes in management. The meetings are well attended by the prison Diversity Orderlies who provide a report. Discriminatory Incident Reporting forms (DIRf) are used by prisoners and discussed with the Orderlies before the DIRf forms are submitted and this has proved to be a helpful process.

Towards the end of the reporting period there are great concerns that with the introduction of "New Ways of Working" some of the current good practices and ways of working including the Diversity meetings may not be able to continue. Terms of reference have been drawn up for the Action Team, the aims of which are "To provide a forum for the co-ordination, development and monitoring of Diversity and Race and Equality within HMP Coldingley."

Equality Impact Assessments have been completed for the kitchens, segregation unit, Category "D", reception, lifer management, activities allocation, adjudications, gym attendance and visits.

At each meeting Systematic Monitoring and Analysis of Race Equality Template "SMART" data is presented and reported on. Take Action and Warnings are carefully reviewed across a range of prison environments at each meeting. It is noted that the Her Majesty's Inspector of Prisons (HMIP) report recommended that all areas of diversity should be monitored and data examined to identify patterns and trends and action taken to address evidence of imbalance. However in practice this is precisely what does take place at the meetings that occur every 2 months, across a wide range of environments. The Report also recommends that all foreign nationals should be offered a free international phone call each month and that retired prisoners should not be charged for TV. These recommendations are being addressed by the prison at the time of writing.

Earlier in the reporting year the Governor suggested that a specific topic should be chosen for presentation at each meeting. This has included respect, religion and older prisoners and has been well received.

There have continued to be months planned with a specific focus e.g. Black History Month, Gypsy, Romany and Travellers month and Lesbian, Gay and Transgender month.

The Older Prisoners Forum has been meeting every 2 months and some significant adjustments have been made to the day for older prisoners e.g. greater access to the library, improved access for sanitation purposes. There is an Older Prisoner Orderly. Concerns raised at the meetings have included the noise levels on A to D wings, delays for podiatry and dentistry appointments. Some older prisoners, who are on enhanced privilege status, are now being accommodated on the quieter "F" wing. This small wing has 10 cells with open access to shared toilet and shower facilities.

The analysis of the DIRf figures show that during the year from 1 August 2012 to 31 July 2013, there were 63 forms submitted, 5 of the 63 total (8%) were substantiated.

Figures for this year are very similar to last year. These are:--

2 Prisoner on Staff 1 Visitor on Prisoner 2 Prisoner on Prisoner

There were 57 categorised by protected characteristics as:-

Year 11/12 12/13

Age	1	0
Disability	5	4
Gender	1	3
Gender Reassignment	0	0
Marriage/Civil Partnership	0	0
Pregnancy and Maternity	1	0
Race	47	41
Religion or Belief	3	7
Sexual Orientation	1	2

Alleging Victim on Perpetrator categorisation

Year 11/12 12/13

staff on prisoner	11	16
prisoner on staff	35	34
prisoner on visitor	0	1
prisoner on prisoner	7	7
staff on visitor	0	0
Visitor on prisoner	2	0

5.2 Education, Learning & Skills

Change of Education supplier

The supplier of Education Services in the prison changed in November 2012 from Manchester College to A4e. This change was consolidated by the inclusion of the Education Manager in the HMP Coldingley Senior Management Team (SMT).

Staffing

The local management of the Education department remained and transferred to the new supplier, as did Tutors. The staffing of the department continues to be successfully managed but never the less challenging for a number of reasons,

- the ability to find applicants with the necessary skills and experience or ability to be trained.
- the prison is not easy to reach by public transport and is located in an area of high housing and living costs.

Some teaching staff travel significant distances to the prison.

Attendance v Achievement

Along with this transfer of supplier, the key measurement of educational achievement changed from being only attendance to classes to one of final achievement and the passing of an examination for the course. This brings a fundamental change in emphasis from Tutor hours to results. Nevertheless, a prisoner achievement of 80% attendance to classes continues to be considered as a satisfactory norm but clearly affected by attendance at Healthcare, transfer to another prison, visits or other demands, sometimes not open to the prisoner's option.

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.

Course options

The Education department offers a widening range of courses, both academic and vocational. These range from providing basic Literacy, Numeracy and ICT courses to courses such as Family Relationships, Social and Life Skills and on to Business and Vocational courses. The latter group is now developing further and includes welding, graphic design, horticulture, printing, double glazed windows manufacture and waste management. The PICTA (Prison ICT Academy) department includes Networking installation, shortly to include mentoring by staff from Cisco Systems.

Resettlement

As a further facility available to prisoners, preparing for resettlement, the Virtual Campus computer system has recently been installed and commissioned. This is a computer system that aids prisoners in their resettlement preparation with life skills tasks such as Curriculum Vitae writing

Successes

During 2013 the Prison Horticulture department has been awarded the Windlesham Fresher's Trophy for their gardens in the prison.

The PICTA department has been adjudged the Best PICTA in the country and the British Institute of Cleaning Science (BICS) Department has been awarded the Elton Trophy for their training courses.

Challenges

Significant changes and challenges will still need to be dealt with as the prison implements the planned new regime and moves further into its role as a fully working prison. The continued recruitment of suitable teaching staff will be challenging and still requires final agreement between the prison and its supplier of education services in some areas.

5.3 Healthcare & Mental Health

Integrated Drug Treatment Strategy (IDTS)

In last year's report we welcomed the change of emphasis and its application at Coldingley, and we are pleased to report that the changed arrangements appear to continue to be working well.

New Healthcare Contractor

Since last year's report the new Healthcare providers have managed a smooth transition and we have had fewer applications from prisoners to talk to the IMB in respect of Healthcare provision. Issues relating to cancelled appointments have largely been due to staff shortages on the day but generally escorts and hospital bed watches have been well managed.

Although there were increases in waiting times for dentistry appointments, these were due to maternity leave and shortcomings of locum provision, but we are pleased to report that any emergency can usually now be dealt with on the day and waiting time for routine appointments is approximately 6 weeks.

HMP Coldingley has no in-patient facilities and where necessary prisoners are taken to the local hospital. There have, on occasions, been difficulties transferring prisoners with ongoing health issues to a prison with full in-patient care. We hope that this was a temporary problem. Coldingley's healthcare centre provides good facilities for the treatment of prisoners and a pleasant working environment for the staff. There has been an ongoing problem with the lift accessing Healthcare..

Older Prisoners

We are pleased to report that the needs of older prisoners have had a higher profile in the past year with an ongoing focus group chaired by a Governor. As we reported last year the prison is making efforts to meet these needs within the prison regime. We will be monitoring how this can be maintained under the new working arrangements with Coldingley.

Drug Strategy

The monthly Drug Strategy meeting has had prisoner representation from two orderlies who have provided a useful Prisoner Focus Report. Monthly reports have generally been provided by Counselling, Assessment, Referral, Advice and Throughcare Relating to Drugs (CARATS), Rehabilitation of Addicted Prisoners Trust (RAPt), Substance Misuse (Healthcare), PE Department, Security and Safer Custody. Drug and alcohol addiction have been covered in depth,

There has been major concern about the dangers of SPICE (synthetic cannabis) which has been difficult to detect due to the variable ingredients used. The health hazards, including risk of death, have been outlined in a leaflet circulated to prisoners considered to be at risk. Another new brand of synthetic cannabis, Clockwork Orange, resulted in one prisoner being taken to hospital after using the drug.

At the June Drug Strategy meeting, it was announced that there will be no Drug Strategy Department under the New Ways Of Working and that the various strands of the initiative will be covered by other meetings. It is to be hoped that the rehabilitation aspects and detection of trends will not be lost under the new arrangements.

5.4 Purposeful Activity

Industrial role of HMP Coldingley.

Coldingley has always aimed to provide a working environment for prisoners to match as closely as possible the conditions they might find in employment outside on release. Its

workshops and their equipment have generally been kept up to date. New Ways of Working when introduced will lead to an extended working day. The modern engineering workshop, and the smaller workshop making a range of double-glazed windows and doors, have substantially exceeded their revenue targets for the year due in part to newly won contracts

The print shop with its enhanced facilities is engaged in large scale government contracts, mainly from the Ministry of Justice.

5.5 Resettlement

The structure of the Resettlement Committee has changed significantly over the last 12 months. Only five members remain from the seventeen or so that comprised the Committee last year.

As this change takes place the recent monthly meetings have had fewer attendees (6 in December, 9 in November). The Board believes that now, following these changes and following the recent Ministry of Justice announcement about the future of the prison, we will begin to see a greater emphasis on the total area of Resettlement.

Areas that will and are now being addressed include

A programme of Family visits, held monthly, encouraging the development of family relationships.

The Education Department, having changed from Manchester College to A4e, have a changed set of objectives. Achievement of qualifications will be the overall measurement of success.

Emphasis will be placed on prisoners getting employment on release. This will be helped by the introduction of programmes using the Virtual Campus system. This will include training such as making job applications.

Work is on going to reduce the effect of Health visits causing prisoners to miss Education sessions & work.

The Resettlement Pathway will continue to be the overall map to Resettlement and will continue to be reviewed regularly.

Work is on going to have released prisoners coming to Resettlement meetings to give opinions of their own experiences.

Prisoners will take part in an exit interview on release to enable the prison to better understand the success of the resettlement process.

Work continues to be done to reduce Drug and Alcohol abuse and various testing programmes are being developed in conjunction with recently developed technical devices.

The possibility and attainment of Drug free wings is being pursued.

It is planned to have a representative from a local Council attend a Resettlement meeting to discuss their ability to help prisoners into employment on release.

As the year has progressed a number of these proposals have been implemented. These included 'specialist' speakers to further update staff about the wide range of housing options that are available and how these might be used to help prisoners on release. Preparation for release and employment is being addressed by the implementation of the Virtual Campus system.

5.6 Safer Custody

Despite an increasingly volatile environment, due to the vigilance and good working practice of staff, Coldingley has maintained a high standard of care. This was acknowledged in the March 2013 Audit when Coldingley Safer Custody was rated highly.

The monthly Safer Custody Meetings are well attended and are productive.

There has been a consistent team of Listeners over the year and Mental Health Awareness training has taken place. Both the Listeners and Anti-Bullying reps attend the monthly meetings and take an active role.

At the end of the reporting period there had been 89 ACCT plans opened, this compares with 85 in 2012 & 94 in 2011.

The Quality Care Commission (QCC) Inspectors visited the prison in early May their subsequent report was positive. However the QCC did take issue with the fact that Coldingley has only one Safer Cell. (Specially designed to minimise self harm)

There was also an inspection of the Mental Health In-Reach Team which achieved a satisfactory result.

Unfortunately at the end of the reporting year there was a death in custody. Any death in custody is reported to the Prisons' Ombudsman who investigates the circumstances and cause of demise. This is currently ongoing.

5.7 Segregation, Care & Separation, Close Supervision

As a Category C prison Coldingley is an establishment where most prisoners behave in a reasonable way. However, despite this, there have been many occasions when the Segregation Unit has been full of prisoners who are serving time there, following adjudication by a Governor, for Cellular Confinement (CC) or Good Order or Discipline (GOOD). In many cases they are there for Own Protection(OP) where it is considered unsafe for them to be on normal wing location.

It has sometimes even been necessary for a few segregated prisoners to be located on a residential wing and this the Board considers to be unsatisfactory both for the prisoners and also the staff responsible for looking after them during the period of their segregation.

Many of the prisoners have been in Segregation for longer than the prison intended and in the opinion of the Board for far too long. One of the reasons for this is, during the year under review, Coldingley has faced considerable difficulties transferring segregated prisoners to other prisons.

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.

The Board has regularly attended Segregation Monitoring 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 from April 2012 to January 2013 no meetings took place.

It is hoped that these meetings will in future be held at a predetermined and regular time.

5.8 Residential Services

The Prison Council.

The Prison Council continues to operate & has gained a good reputation as an ideal conduit for both the prison population & Prison Management to discuss, in a constructive manner the current issues about which it feels most strongly. Positive outcomes from discussions have helped enhance the credibility of the Council.

The Prison Council meets every month, and is chaired by a Governor. The Governor or his Deputy attend when they can. The rest of the membership is made up of two prisoner representatives from each of the residential wings.

Any areas which affect prison life may be discussed and at most meetings there will be staff from any areas under discussion who come along to answer questions.

Kitchen and catering

The current state of kitchens remains a concern. The range of equipment & facilities is barely adequate to cope with the increases in the prison's population over recent years. The Board is also concerned that there have been several Health & Safety problems during the last 12 months.

The Board's main concern remains the dangerously slippery floors that have been experienced in the kitchen area over several years & although recent arrangements have improved matters the overriding problem is the age of the building & the fact that it was designed to prepare food for approximately half the number of prisoners the prison now holds. The Board continues to believe that in consequence a complete reorganisation or reconstruction of facilities for the preparation and delivery of meals at HMP Coldingley is necessary as reported in previous annual reports.

The electric cell unlocking system

As mentioned in the prison description the electric unlocking system which, in the four out of five wings with no internal sanitation, provides access to lavatories during locked-up periods.

This electronic system, for obvious security reasons, is designed to ensure that there can only be one prisoner on each landing out of his cell at any one time.

The Board is concerned that this outdated system restricts access to the washroom facilities during the night time (19.45 to 08.10hrs) & leads to prisoners adopting unsanitary practices such as using buckets in their cells which also lack hand washing facilities. This system has been severely criticised by HM Inspector of Prisons.

The unlocking system is showing its age and is no longer as reliable as it used to be. Even if it were more reliable, sanitation in these four wings does not meet the standards applied almost universally throughout the rest of the prison system in England and Wales.

What plans does the Prison Service have to make the necessary changes to the unsatisfactory sanitary arrangements for 400 or more of Coldingley's prisoners?

5.9 Health & Safety

Considerable progress has been made during the last year in moving forward on many Health & Safety matters. This has, in the main, been achieved by a much more aggressive follow up procedure to ensure that targets are met. Meetings are held more often and are brief but more effective.

6. Other Areas of the Regime

6.1 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. The work of the IMB

7.1 Board Development Officer

The key role of the Board Development Officer this year has been focused on the recruitment & training of new members caused by the forced retirement of four of the Board's most experienced members due to the recent change to a maximum 15 year tenure policy. A consequence of this change has reduced the Board's average experience level from approximately 8 years to 3 years.

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	2
Number of Members leaving within the reporting period	2
Total number of Board meetings during the reporting period	12
Total number of visits to the Establishment	613
Total number of Segregation reviews held	Not recorded
Total number of Segregation reviews attended	circa 71
Date of Annual Team Performance Review	10/09/2013

Section 7.2 Applications by prisoners to see the IMB

Code	Subject	Yr 9/10	Yr 10/11	Yr 11/12	Yr 12/13

A	Accommodation	11	9	6	5
B	Adjudications	6	3	5	0
C	Equality & Diversity (inc religion)	3	0	4	7
D	Education/employment/training inc IEP	23	21	14	21
E 1	Family/visits inc mail & phone	8	7	0	1
E 2	Finance/pay	2	1	3	4
F	Food/kitchen related	0	2	6	2
G	Health related	24	24	25	21
H 1	Property (within current establishment)	23	12	13	17
H 2	Property (during transfer/in another establishment)	30	34	30	8
H 3	Canteen, facilities, Catalogue shopping, Argos	4	5	2	0
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	22	23	34	29
J	Staff/prisoner/detainee concerns inc bullying	12	9	9	8
K	Transfers	14	13	7	8
L	Miscellaneous	30	22	13	20
	Total number of applications	212	185	171	151
	Plus Confidential Access	n/k	n/k	n/k	18