



H M Prison Coldingley

Annual Report of the Independent Monitoring Board

1 August 2015 to 31 July 2016

Monitoring fairness and respect for people in custody

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 and Outline

HMP Coldingley is a Category C industrial/training prison. Built in 1969 as a prototype industrial prison, it now consists of 5 main accommodation wings (A-E wings), plus a small enhanced wing (F), Workshops, an Education block and a range of associated Administration areas. The prisoner population at the end of the reporting year on 31 July 2016 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 an office, showers and communal facilities 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 a centrally controlled 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 on cross-channel ferries.

3.3 Training Facilities

High quality workshops, using most of the manpower available in the prison, have facilities for high-speed printing and document folding, metalwork manufacturing (including welding, sheet-metal fabrication and powder-coat painting), and sign making. Smaller workshops provide facilities for electrical servicing of audio headsets, training in industrial cleaning, and in the use, installation and servicing of computers and a washing machine refurbishing workshop.

A recently opened and fully equipped Barbers' Shop to train prisoners is now in full use. 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

The governorship of HMP Coldingley changed in January 2016 with the retirement of the Governing Governor, to whom the Board sent its best wishes for a long and happy retirement. The Board also welcomed the appointment of a new Governing Governor and we wish her every success in her new role.

The report of the Board last year raised a number of significant concerns, some of which have to be raised again. However, it was not felt necessary to write separately to the Minister of Justice this year as action had been taken to address the fundamental problem of the recruiting of prison officers. This was achieved in part by recruiting additional new officers but also by the use of officers on detached duty (the temporary transfer of officers from other prisons). With the return of some of those officers to their base prison, the Board would like the assurance that the complement of prison officers will not be allowed to return to the level at which further temporary regimes will become necessary and resettlement activity has to be curtailed.

It is not usual for an Independent Monitoring Board to comment on the salary of prison officers but this Board, along with some other Boards, took that action and wrote to the Prison Service Pay Review Body to express our concern about the negative influence on recruiting.

The Board is particularly concerned about the further increases in violence and bullying amongst prisoners. This is being fuelled by increases in the illegal availability of New Psychoactive Substances (NPS) and the resulting debt and violence. That there has been an underlying availability of more illegal weapons worsens the situation. (Section 5.10 refers)

A rise in violence, not previously seen in the prison, resulted in the stabbing and subsequent tragic death of a prisoner, Mr Madala Washington on 1st April 2016. The Board sends its sincere condolences to Mr Washington's family. A further violent incident on 7th May 2016 resulted in a prisoner being critically injured, taken to hospital and having to undergo surgery.

The gang or drugs culture is aided significantly by the seemingly rampant availability of mobile telephones within the prison.

Delays, brought to the attention of the Board by prisoners from time to time, are by those awaiting Parole Board hearings. The Offender Management department quotes delays of six months as being quite common. These delays are apparently caused by the workload of the Parole Boards and the need for such hearings to be in the presence of the prisoner. If this delay causes a prisoner to be detained for longer than otherwise would be the case, it would appear grossly unfair. It is also a further strain on the public purse. Such complaints to the Board, regarding delays in hearings, can only be referred to the Offender Management department, as must those referred by prisoners subject to indeterminate sentences for public protection (IPP).

'Biggest Prison Shake up in England and Wales since Victorian Times'

This was a typical Press Headline about prison announcements in the Queen's recent Speech to Parliament. Six new 'Reform' Prisons', of which HMP Coldingley is one, were announced. Governors of these prisons will be given greater financial and legal freedoms and greater autonomy to run their prison in the biggest structural prison reform for more than a century.

This Board welcomes the announcement and is eager to learn more details about how this prison will focus on the education, training and finally, the resettlement of prisoners under its care.

To express their thanks to all of the volunteers who visit the prison, the Governors held an afternoon tea party in the prison during the year, assisted by a number of prisoners. In excess of 75 volunteers attended. All of these volunteers willingly give of their free time to run courses, or seminars in a wide variety of activities. All are focused at helping prisoners to develop skills towards their resettlement or even just to sit and talk and to encourage working towards a better life style. Members of this Board attended and we thank the Governor for this very thoughtful event.

The Board would like to express its appreciation to all staff in the prison for their endless help, in many ways, and for providing the means by which we can carry out our role unhindered.

4.2 Summary of the Whole Report

A major role of the prison is to provide the opportunity for prisoners to experience a typical working day with the opportunity to develop business and personal skills for later use, following their release. To this end the prison has a wide range of fully operational workshops providing employment along with the opportunity to obtain recognised qualifications. (Section 5.1 refers)

Meetings of the Diversity and Race Equality Action Team (DREAT) have been held throughout the reporting year as the Equality and Inclusive care of prisoners continues to feature highly in the work of the prison. It is noted that although the overall number of incidents has not changed significantly, the number of Prisoner on Staff incidents has more than doubled this year. (Section 5.2 refers)

The Education Department has had a year of stability and the education service has continued to be provided by Milton Keynes College. A full range of courses is available, up to and including Open University. It is pleasing to note that a series of courses has been introduced focusing on helping prisoners to become more employable. These include subjects such as 'Know Your Responsibilities As An Employee', 'Making The Right Impression' and 'Health and Safety at Work'. Follow-on courses include 'Understanding Mathematics in the Workplace.' (Section 5.3 refers)

VirginCare has continued to provide medical services within the prison. The prevalence of New Psychoactive Substances (NPS) has worsened during the year and much time has been spent in dealing with prisoners so affected. The provision of a visiting mobile X-Ray unit, twice a month this year, has helped significantly in the saving of out-patient visits to local hospitals and of the necessity for prison officers to provide escorts. (Section 5.4 refers)

The part privatisation of Resettlement services this reporting year to the Community Resettlement Companies (CRCs), for prisoners sentenced to less than four years and to the National Probation Service for other prisoners has shown the need for a reorganisation of other related resettlement activities. (Section 5.5 refers)

The need to ensure that prisoners are kept safe, including from their own actions, has never been more fundamental than at the present time. The prison has seen an increase in violence, caused significantly by the availability of drugs and of the subsequent consequences of getting into debt. The affect on the human body of taking NPS has needed the prompt and frequent intervention of Health Care in many cases and of NHS services. Officers are also to be praised for their ability in dealing with such instances. (Section 5.6 refers)

The ultimate action to ensure a threatened prisoner is safe, is to transfer him to the Care and Separation Unit (Segregation) and this action has all too frequently been necessary this year. In these circumstances it is important that the time a prisoner spends segregated from others is carefully managed. Following a Supreme Court Ruling this year, the Ministry of Justice was required to develop an improved procedure to ensure that periods of continued segregation are frequently assessed and approved. The IMB has an important role in monitoring this process and works closely with the prison management in doing so. (Section 5.7 refers)

Last year the Board reported on the backlog that existed in the provision of prisoners' sentence plans or Offender Assessment System Plans (OASys), to use their full title. This prison has made significant efforts to ensure that this work is done when in fact the responsibility rests with the Local prison, the prison to which the prisoner is first sent by the sentencing Court. This problem seems to be a continuing national issue, although being addressed gradually. (Section 5.8 refers)

Surrey County Council's (SCC) duties and responsibilities to provide social care, now extended into prisons, became active under the Care Act (2014) from April 2015. In relation to social care, prisoners should, as far as possible, be treated in the same way as the rest of the population. This is a key principle enshrined in the Act. (Section 5.11 refers)

4.3 Particular Issues requiring a response from the Minister

- The Minister is asked to consider reviewing the process by which Local Prisons categorise and select prisoners for transfer to prisons such as HMP Coldingley, a working prison. Prisoners often seem to be categorised prematurely and transferred, arriving with no intention of complying with the regime of work at this C category prison. They do not seem to have come to terms with their offending and appear to be intent on continuing with illegal substances and violence as an alternative to the opportunities of a working Resettlement prison.
- The Board is concerned that an increasing number of prisoners suffer significant delays in their Parole Board hearings. Delays of six months are common and up to two years not unknown. Offender Supervisors now frequently speak of such delays without the means of providing a solution. The ability of Parole Boards to maintain their timetable to any degree of efficiency seems abandoned. If this inefficiency results in prisoners remaining in prison beyond the date when they could reasonably have expected to be released, the Board considers this to be a fundamental injustice; it is also an extra cost to the public purse.
- The Board would like to know, what the current Government policy is with regard to those prisoners given Indeterminate Sentences for Public Protection. A considerable number have exceeded their sentence tariff by many years and may not even have been able to complete courses. The effect and consequences for families must be intolerable.

4.4 Previous Years' Concerns

2014 - 2015

- Recruitment of sufficient permanent Prison Officers for HMP Coldingley
- Problems with the loss of prisoners' property and the antiquated hand written administrative process.

2013 - 2014

- Staff numbers and recruitment difficulties.
- The backlog of Offender Assessment System reports (OASys) and the consequent lack of up to date Sentence Plans.

2012 - 2013

- 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.

During the time since we reported these concerns considerable efforts have been made to recruit more staff, reduce the backlog of OASys reports, and improve certain aspects of the kitchen, although in the latter case this was in the main to improve a very dangerous floor. In the opinion of the Board the kitchen needs to be replaced.

The lack of adequate staffing has an impact on many aspects of prison life and although there was, at one stage, an improvement in numbers the problem has recurred which means staff are overstretched and, **inter alia**, completion of the OASys reports is affected resulting in no sentence plans or out of date sentence plans.

Nothing has been done to make the lack of acceptable sanitation facilities on the older wings remotely acceptable. Nor has the antiquated administration process for prisoners' property changed.

5. Areas of specific reporting

5.1 Workshops

Coldingley is an established working prison and over the past year, it has maintained its success in delivering high quality outputs, secured additional contracts and has most importantly been able to offer a variety of work opportunities to prisoners.

The prison currently has 8 revenue earning workshops, providing prisoners with the opportunity to work, to develop their skills and to attain qualifications. Over the past year the workshops have employed between 80% and 90% of the establishment.

The very high specification engineering workshop produces a range of goods for other HMP establishments as well as air conditioning units, components for bee hives and other parts. It continues to produce items for the Ministry of Defence.

The prison printing workshop houses state of the art equipment and produces stationery for the Ministry of Justice, magazines, leaflets and any number of other printing requirements for its customers.

The Graphic Design workshop produces signs for Highway Maintenance and for Health & Safety as well as any special orders that may be required.

The 'MNH' workshop provides a commercial service to a major airline through assembling and bagging their in-flight media pouch whilst the 'Coppermill' workshop is busy bleaching and preserving cloths for use with the Household Cavalry.

The prison has a contract with DHL, providing refurbishing opportunities for white goods for use by the local council; this has proved very successful and has been a very practical opportunity for prisoners to develop usable skills.

Additionally, the Barbers' Shop, a Recycling Unit and a Carpet Cleaning workshop all offer the opportunity for prisoners to gain valuable skills for employment on release.

5.2 Equality and Inclusion

Diversity and Race Equality Action Team (DREAT) meetings are usually held every other month. An active role is played at these meetings and within this area generally by the prison orderlies. All staff are required to complete on-line Civil Service Learning (CSL) Equality training and a number of events have been held to celebrate diversity. These include the

Jewish New Year, Rosh Hashanah, Eid Al Adha, Black History month and Ramadan. At the end of the reporting period the number of Foreign Nationals held at HMP Coldingley was 32, made up of 16 nationalities.

A total of 21 Discrimination Incident Reporting Forms (DIRFs) was received during the reporting period, comprising, Staff on Prisoner 9, Prisoner on Staff 11 and Prisoner on Prisoner 1. Of the total DIRFs submitted, 1 was upheld.

An analysis by protected characteristics provided the following information (some prisoners submitting a DIRF will tick more than one box), Disability 4, Race 19, Age 1, Religion and Belief 5, Sexual Orientation 0.

5.3 Education and Learning Skills

There have been no changes to the structure of the Education Department which continues to be contracted to Milton Keynes College. Due to expected changes to six prisons within the country, announced by the MoJ, a forthcoming end of contract/renewal to the present Education contract has been postponed.

Staffing and Courses

Staffing of the teaching centre is stable and on plan but there is a drive to recruit Administration staff to replace some that are leaving for reasons of maternity leave and personal progression. Courses offered have also been stable and these conditions are welcome as the prison continues to emerge from the previous regime and sequence of lockdowns.

In a working prison, it is good to see the introduction of an Employability Award (GOALS - Gaining Opportunities And Life Skills), that prisoners can earn. Taught as part of their day to day work, sixty prisoners have gained the award to date. This course comprises four sections, 'Understanding the Mind Set', 'Know Your Responsibilities As An Employee', 'Making The Right Impression' and 'Health And Safety At Work'. More intensive courses available are Graphic Design and a portfolio based course of 'Understanding Mathematics in the Workplace'. The quality of teaching and learning is good with 88% of lessons graded as 'Good' in 2014/15.

Distance Learning and Open University courses are supported by the Education Department with approximately 40 learners benefiting from this.

Attendance

Attendance of prisoners to their courses is currently at between 75% and 80%. This is influenced by prisoner's attendance to Health Care, visits of family members, other prison interventions and the occasions when, for a variety of reasons, there is a general lockdown within the prison. An attendance figure of 90% would be preferable and is always aimed for.

In the last reporting year 1691 prisoner-courses were attended with some prisoners attending multiple courses. 1488 prisoners started a course, with 1001 completing their course. 947 prisoners achieved a certificated qualification. 222 of the non achievements were beyond the control of the Education Centre and affected by the transfer of prisoners to other prisons or end of sentence release from prison.

Other Learning activities of note

- The Horticultural team of prisoners, having previously won the Novice Award, will be entering the Windlesham Trophy competition again. This is an annual event, run by the Ministry of Justice and the Royal Horticultural Society for prison gardens and gardening. Lord Windlesham founded it in 1983.

- The Tutor of Horticulture last year was judged the Tutor of the Year for the region and one of his prisoner students won the Student of the Year competition for the UK.

5.4 Health Care, Substance Misuse and Mental Health

Health Care is provided by Virgincare and the number of prisoner complaints about the service is small. During the second half of the reporting period 27 prisoner complaints were received; mainly about hospital appointment delays and requested medication not being prescribed.

A mobile X-ray unit was introduced in February 2016 and currently comes twice a month, each session providing 12 slots. This has reduced significantly the need for outpatient appointments and the requirement to allocate prison officers for escort duties.

Smoking cessation clinics have proved effective and F Wing (a small Wing for 10 prisoners) is currently a non-smoking wing. There are plans to extend non-smoking to some landings on other wings. E cigarettes are now available for prisoners to purchase.

A major problem continues to be the failure by a significant number of prisoners to keep GP, Nurse, Dentist and Optician appointments. During the second half of the reporting period 1317 appointments were missed.

Discharge information provided by local hospitals has been 'patchy'. In some cases, for example, there has been no information about when medication was last given. Letters have gone to the hospitals concerned and there has been some improvement.

Health Care staff spend a significant amount of time assessing prisoners who appear to be under the influence of drugs. In some cases a hospital visit has been required. During May, several prisoners were taken to hospital, indicating that they may have had access to a particularly damaging type of NPS.

There has been a significant improvement in the Mental Health In-Reach provision, now provided by Central and North West London NHS Foundation Trust. The Team Leader is based at HMP Bronzefield and attends HMP Coldingley at least one day per week.

5.5 Resettlement

Resettlement, the process of preparing a prisoner for reintegration into the community, is overcoming difficulties caused by staff reductions and the prison is consolidating activities and processes under changed management. Catch22, the contracted Community Rehabilitation Company (CRC), described in our Report last year, is now fully operational and, although based in HMP Winchester, by regular visits attends to those prisoners released from HMP Coldingley. Prisoners, serving a sentence of less than four years will have their search for Housing, Employment or Further Education assisted by the CRC. The National Probation Service will manage other prisoners. The Board notes the frequent number of staff changes made by Catch 22, for various reasons, and hopes that stability of their staff in Coldingley will resume. The Board is also surprised at the amount of subcontracting by Catch22 which raises concerns about the adequacy of supervision, training, commitment and consistency at all levels.

By way of helping others, a group of prisoners have formed into a self help group and work as a drop-in clinic to help and advise in respect of housing, finance and other related matters. Groups such as this are invaluable in helping those inexperienced in such activities.

The process of Resettlement has to begin as soon as a prisoner arrives. It must then follow pathways dealing not only with issues for which sentences are given but also with problems such as addictions, missed education, possible health issues and so on. These activities start with induction into the prison and with early assessment of the needs of each prisoner. It is at this time that the prisoner's OASys sentence plan is used or assessment can be delayed if it is not. The Board is encouraged however that these important activities are underway again following the disruptions of last year.

5.6 Safer Custody

As in previous years Safer Custody is an area of continued focus, interest and monitoring. In this reporting year we have seen an escalating scale of violence within the prison. In the main this has been a direct result of increased debt related issues, primarily arising from drug use (NPS) and mobile phone paraphernalia that has been smuggled into the establishment. We have observed a sizeable increase in prisoners referring themselves to the segregation unit in an attempt to escape those prisoners to whom they are in debt. Cell searches have resulted in a number of weapons, media appliances, mobile telephones and other technical paraphernalia being found.

On a positive note we have seen under new leadership a considerable effort to tackle these issues. Whilst it is early days, our observation is that the officers are more willing to engage and are keen to work with senior management

The first part of the reporting year saw the Safer Custody meetings become rather routine, with facts and figures being produced but very little planning and development plans being prepared to combat the issues. However, after intervention by the Governor this meeting has become more focused and action orientated. An example of this was a 'Bus to Bed' exercise that was carried out which mapped the prisoner's arrival to the establishment through to his cell occupation.

Those prisoners identified as needing special care and attention, especially in case of self harming are monitored and reviewed under a process known as 'Assessment Care in Custody Teamwork' (ACCTs). On average 10 ACCTs are opened and documented each month. The Listeners work well with the Samaritans, their status is advertised and they have increased their visibility in the Segregation Unit to support the more vulnerable occupants. The Chaplaincy too has been very active in this area and has given and offered support to many individuals who have benefited from pastoral care.

At the time of writing there are 517 prisoners, broken down to 4% on basic Incentive and Earned Privileges (IEP) status, 39.5% on standard IEP status and 56.5% on enhanced IEP status.

During the reporting period there were two serious incidents, both prisoner on prisoner assaults; one of these proved fatal. The investigations are still at a preliminary stage.

5.7 Segregation, Care and Separation, Close Supervision

New rules and procedures for Segregation Units and the segregation of prisoners have involved staff training and initially given the Coldingley team an additional work load. The new system is settling in and has been helped by more experienced officers being employed in the unit and in supervision. We have noticed a marked difference when less experienced staff members are there.

Each year we report that, in the opinion of the Board, too many prisoners are segregated. Very little seems to change and the Unit is sometimes so full that prisoners are also segregated on residential wings. *Inter alia*, many are segregated under Prison Rule 43 GOOD (Good Order or Discipline) and many are segregated under Prison Rule 45 OP (Own Protection). In both situations the usual answer is to transfer them to another prison and we have reported unacceptable delays in this taking place. Of course the answer would be to stop them ending up in the Segregation Unit in the first place but no one in the Prison Service seems capable of achieving such a situation. In our report last year we commented about the effectiveness of the Personal Officer Scheme. What are the prisoners' Personal Officers doing to stop their allocated prisoners getting into trouble?

Every segregated prisoner's segregation has to be reviewed by a Governor at frequent intervals and we are required to attend as many of these reviews as we can. It is unusual for us to miss one.

5.8 Offender Management

There has been a significant reduction over the last 12 months in the backlog of Offender Assessment System plans (OASys) and as at the end of June 2016 there were 70 offenders awaiting their initial OASys plus an additional 48 whose renewals are at least 12 months overdue. The majority of prisoners transferring into Coldingley have no OASys which in reality should have been completed at their initial Local prison thus putting an additional strain on Coldingley resources. Each single OASys plan can take several hours to create.

Offender Supervisors (OSs), of which Coldingley currently has 9, are prison officers fully trained to carry out individual OASys plan reviews. These OSs have a hybrid role with dual responsibility and their operational duties inevitably take precedence over OASys work, delaying the OASys programme. Nonetheless, it is apparent that the OASys programme, whilst absolutely essential, is not an actual day to day operational necessity so it continues ending up with a lower priority when compared with the operational and security issues of the day. The solution is for the local prison to generate the OASys plan, as it should.

For high risk prisoners, outside probation officers produce the OASys document, as part of their role. Currently there is a backlog for 33 prisoners in this category.

There are 6 prisoners waiting for their prisoner categorisation to be reviewed to assess if they might be eligible for transfer to a D category open prison. Delays in the OASys programme and other responsibilities of Custodial Managers (Senior Officers) are seen as the reasons for this, but significant efforts have been made to reduce delays.

5.9 Residential Services

In the older Residential wings at HMP Coldingley A, B, C, and D Wings, the Board has consistently, over many years, made mention in its Annual Report about the rundown state of these Wings. They are in need of serious refurbishment. The antiquated toilet arrangements can only be described as a disgrace and barely fit for purpose. At night, when the sanitation locking and unlocking system is active, prisoners have to either wait their turn in their cells, or revert to basic slopping out with no hand washing facilities. The system is quite disgraceful in the 21st century and needs a complete upgrade.

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.

The Library

The library is continuing with the new developments it implemented last year. The chess club now meets on a weekly basis, and the Spanish lessons have just been re-introduced. Authors often visit the library to speak about their books.

A challenge to read six books has been introduced and if completed the prize is a dictionary. There is also now a catalogue of trade DVD's available from the library to help prisoners learn new trades or to develop existing trade skills. The 'Story Book For Dads' programme continues to be available to ensure there is continued contact between father and child and to strengthen the bond. In the current year the budget for new books, CD and DVD's has been fully utilised.

Catering and the Kitchen

For many years we have reported the unsatisfactory state of the Kitchens which were originally built to serve a much smaller prison population. Nothing has changed and the old building remains. Basically the Kitchen is an old tin shed. Understandably there have been problems with maintenance of the structure and the delays in servicing and repair of the equipment used to prepare meals, washing utensils etc. also leave much to be desired.

The *status quo* is very disappointing and bearing this in mind the Manager and his team do a good job. The Board does receive complaints but not as many as would be expected with the existing state of affairs.

Amongst other things, the Kitchen provides meals for prisoners who are serving time in the Segregation Unit. It was noticed that kitchen staff could identify the individual prisoners in Segregation who would be receiving a particular meal, leaving prisoners vulnerable to their meal being interfered with. The Board worked with the prison to develop a system to ensure this can no longer happen and the anonymity of prisoners in Segregation is adequately protected. Frequent checks to confirm compliance take place.

5.10 Health and Safety

A new team is in situ and is showing considerable enthusiasm.

A worry is the continuing failure of prison staff to complete accident reports on time. Claims can be made months or years after an incident and without an immediate report providing the opportunity for a prompt investigation the prison is at an unnecessary disadvantage if and when a claim is received.

Responsibility for the structure of the prison is now contracted to Carillion plc. Repairs can take much longer to complete than previously or at all. The Board will be monitoring the situation but it does seem to have had a negative impact on the day to day running of the prison.

The Board is extremely worried that drug use in the prison is out of control and any prisoner who wants drugs can get them. Not only are prisoners making themselves ill but they are a danger to themselves and others. Some of the workshops contain machinery that would be hazardous if in the hands of someone under the influence of drugs. The situation is unacceptable and the Board is worried there is an accident waiting to happen. It is clearly a real threat to Health & Safety.

5.11 Social Care

Surrey County Council's (SCC) responsibility for social care provision in prisons was introduced under the Care Act (2014) from April 2015. As far as possible, prisoners should be treated on the same basis as the rest of the population and this key principle is enshrined in the Act. Local Authority responsibilities include assessing social care/occupational therapy needs, meeting care and support requirements, advising prisoners so as to promote wellbeing and prevent problems arising.

This whole service approach includes social care provision by employed Support Time and Recovery Workers (STR). This small team has staff specialising in mental health, substance misuse, learning disabilities, continuing health care and Autistic Spectrum Disorder (ASD).

Referrals have reflected a wide range of needs and provision including Occupational Therapist (OT) equipment, personal care, professional input, assessment for release, attendance at parole hearings and Multi-Agency Public Protection Arrangements (MAPPA).

Social care provision in prisons includes developing peer support programmes for those with low need. At Coldingley, SCC provides support and supervision and works closely with such prisoners. Every new arrival is seen during the first week and concerns are identified. The peer support has been instrumental in making referrals and promoting awareness of social care needs.

The number of referrals from Coldingley for the period April 2015 - March 2016 will be shown in a report shortly to be published by Social Services. This report is not yet in the public domain.

6. Other Areas of the Regime

6.1 Chaplaincy

The Anglican Chaplain left at the beginning of 2016, and has been replaced by a Chaplain transferring from HMP Wandsworth. Other faiths have regular services which are supported by the prisoners. The annual Carol Service took place in December, with the choir performing enthusiastically. The team perform their pastoral duties in exemplary fashion.

6.2 Personal Officer Scheme

The Board continues to believe that time spent by officers in conversation with prisoners in their charge is of significant value to both. Last year, the Minister pointed out that the Personal Officer Scheme is now defunct and superseded by the 'Make Every Contact Count' programme. However, at Coldingley the Personal Officer Scheme continues with each prisoner being allocated a Personal Officer to help with problems, give advice and to write a report on the prisoner's record twice each month.

This year did seem to be an improvement as more prisoners seem to know who their Personal Officer is but as the year has moved on, whilst the scheme is still in place, it seems to have slipped back with staff struggling to keep up to date with their allocated prisoners and prisoners struggling to make contact with their Personal Officer.

Officers have commented that the limited number of them on duty in the Wings, makes any meaningful contact with prisoners difficult. This has been the case also where officers working a detached duty are not familiar with this prison and/or are unknown to the prisoners.'

7. Work of the IMB

The Board began this reporting year with ten members, all volunteers living within the local community. Some changes have occurred which resulted in recruitment campaigns in an attempt to keep our complement at twelve. Each week, two members are on duty to visit and monitor the prison. One concentrates on the Segregation Unit, the prisoners within it and the reviews held for those prisoners as well as applications from any other prisoners to see a member of the IMB. The second member monitors the statutory areas of the prison (Healthcare and the Kitchens), together with the Accommodation Wings, the Industrial Workshops, the Education Centre, the Visit Centre and the Administrative areas. At the end of each week, a comprehensive report is submitted to the Governing Governor and the duty members hand over to the following week's team. The Board convenes for a formal Board meeting each month, at which the Governing Governor or a deputy will respond to our weekly reports and deal with our questions. The Board is grateful for the Governor's participation at these meetings. Prior to our monthly meeting, it is usual for the Board to invite a member of the prison staff to come and speak to us about a subject of interest or development or changes taking place within the prison.

Should a serious incident occur within the prison at any time; the IMB members on duty that week will attend and monitor the activities taking place to deal with the incident. During these situations, the Board has a procedure in place to provide a continuous presence during the incident and to attend any following reviews.

During the year, the Board will hold meetings to develop our skills or to discuss changes to ways of working or to prepare for developments within our organisation. The Board also arranges training visits to other prisons, where appropriate. During this reporting year, members visited the Prison Service Control and Restraint training centre to learn and see the training of officers for this role. We are grateful for the opportunity to make such visits and for the attention given to us.

7.1 Board Development Officer

The Board began this reporting year with 10 members. It was pleased to welcome a new member to the Board in January, though less pleased about having to lose a member; coincidentally an employee of a newly appointed contractor, because of Ministry rules regarding Conflict of Interest.

7.2 Prison Complaints System

The prison complaints system, available to prisoners, continues to be a paper based system. It provides the option to appeal against initial responses and to escalate a complaint to higher levels of authority. Ultimately the Prisons and Probation Ombudsman (PPO) can become involved.

For the year under review 1593 complaints were submitted by prisoners. The top 5 subjects about which prisoners complained were:

Property	23%
Wing Issues	14%
Categorisation	8%
Medical	7%
Miscellaneous	6%

From the data the top 5 complaints raised represented 59% of the total complaints submitted.

A major concern is when a prisoner is moved from one establishment to another and then another, in quick succession, and his property does not follow him. These complaints take an enormous amount of time to be resolved, much to the frustration of staff and the prisoner involved.

7.3 Statistical Information

Board Statistics	
Recommended Complement of Board Members	12
Number of Board Members at the start of the reporting period	10
Number of Board Members at the end of the reporting period	10
Number of new Members joining within the reporting period	1
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	508
Total number of Segregation Reviews attended	202
Date of Annual Team Performance Review	8 Nov 2016

Applications from prisoners to see the IMB

Code	Subject	Yr 11/12	Yr 12/13	Yr 13/14	Yr 14/15	Yr 15/16
A	Accommodation	6	5	3	5	1
B	Adjudications	5	0	0	3	11
C	Equality and Diversity (including religion)	4	7	2	4	2
D	Education/employment/training including Incentives Scheme	14	21	6	13	4
E 1	Family/visits including mail and phone	0	1	7	5	7
E 2	Finance/pay	3	4	6	4	11
F	Food/kitchen related	6	2	0	0	1
G	Health related	25	21	9	13	15
H 1	Property (within HMP Coldingley)	13	8	6	6	15
H 2	Property (during transfer or in another establishment)	30	17	25	26	30
H 3	Canteen, Facilities List, Catalogue shopping, Argos	2	0	7	2	4
I	Sentence related (including home detention curfew, release on temporary licence, parole, release dates, re-categorisation etc)	34	29	34	18	15
J	Staff/prisoner/detainee concerns, including bullying	9	8	17	6	11
K	Transfers	7	8	8	10	3
L	Miscellaneous	13	20	23	17	11
	Total number of IMB applications	171	151	161	141	141
	Including Confidential Applications	n/k	18	8	9	2