



Annual Report
of the
Independent Monitoring Board
at

HMP Coldingley

for reporting Year
August 1 2016 to July 31 2017

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Monitoring fairness and respect for people in custody

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1. STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison 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.

2. EXECUTIVE SUMMARY

Main judgments

Are prisoners treated fairly?

The Board believes that significant attention is given to ensure that prisoners are treated with the utmost fairness. Section 5 of this report refers to the large number of meetings, events and activities that take place and which cover the wide range of ethnicities and religions of the prisoner population in HMP Coldingley. All of these are organised with consideration to the population for which they are designed. The Board investigates all Applications carefully to ensure that staff are briefed fully, avoiding any repetition if an error has been made.

In individual cases, Care Plans and the ACCT (Assessment Care in Custody Teamwork) process is used and stringently administered. It is monitored to make sure that the prisoner receives the required help and attention.

Are prisoners treated humanely?

As has been reported for several years, it is the operation of the Night Sanitation system in the old accommodation wings (A-D) which is inhumane in the view of the Board. This affects nearly 400 prisoners. Even though work is underway to refurbish the lavatories and washing facilities on each landing of the old wings, it will remain an unfair process, open to misuse and even open to abuse by prisoners on each other. This severely affects those prisoners who most need to use the communal lavatories at night.

A prisoner must operate an in-cell button to indicate that he requires to use the lavatory. When it is his turn he is allocated 8 minutes to use the lavatory and return to his cell. The queue may be long and any abuse by other prisoners taking more than their allocated time can cause significant delays in the queue. A prisoner's only other option is to use a pot in his cell and then to 'slop out' in the morning or as happens, to dispose of human waste via his cell window. Required observation of prisoners in cells by night staff adds to the problem by increasing the wait for lavatory access. In-cell sanitation has to come to these old wings.

Are prisoners prepared well for their release?

A recent unannounced Inspection by Her Majesty's Inspectorate of Prisons concluded that resettlement outcomes for prisoners were good. Formal Resettlement staff meetings are held monthly. They are attended also by representatives of all of the outside agencies involved in the resettlement pathways of the prison and are attended by functional managers. The resettlement orderlies also attend.

MAIN AREAS FOR DEVELOPMENT

TO THE MINISTER

Transfer of prisoners to this prison

Will the Minister review the categorising process by which prisoners in Local prisons are selected for transfer to HMP Coldingley? The Board is increasingly concerned by the behaviour, and totally negative attitude to the idea of work, by younger short sentenced prisoners now being transferred to this prison by Local B category prisons. It seems such prisoners have not been thoughtfully categorised as suitable to transfer to a C category prison, such as HMP Coldingley, but merely transferred to make space for others.

Often such prisoners seem uncaring as to their situation or behaviour, having been transferred from the CSU (Care and Separation Unit) in one prison to the CSU in HMP Coldingley. This is not the way to populate a working prison. Their misbehaviour is noticeable by other prisoners and is now beginning to affect the atmosphere on entire wings, as evidenced in recent Prison staff briefings.

HMP Coldingley has a great deal to offer those prisoners who wish to develop their education level, learn new work skills and to prepare positively for their eventual release. Those with a positive attitude and prepared to work hard at their resettlement will be welcomed.

Indeterminate sentences for Public Protection

In the last IMB report the Board asked to be informed of the Government's position about IPP prisoners, those serving an Indeterminate sentence for Public Protection. The request was ignored. This prison has 42 prisoners serving such a sentence. Board members frequently speak to these prisoners individually as they visit workshops and accommodation wings. It is often beyond comprehension as to how any meaningful assistance can be offered other than local information and encouragement about in-house activities to help these prisoners. That a prisoner can be sentenced to a term of imprisonment, expected to be two years or less, according to his offence and his tariff and then to be in prison more than ten years beyond his tariff seems extreme.

There are currently 36 prisoners in this prison serving an Indeterminate Sentence and who have now been in prison beyond their tariff. They have served an additional 227 years in total between them.

In this prison, these prisoners are in most cases involved in all of the resettlement activities that the prison can offer, be it education or industrial work. It is not surprising that they express their despondency and hopelessness at their seemingly endless imprisonment beyond tiny tariffs. How is it proposed that the Parole Board will assess IPP prisoners? What would the Minister like this Board to say to any IPP prisoner about this conundrum to keep their spirits alive?

TO THE PRISON SERVICE

In our last report we commented on the subject about which the IMB receives the largest number of complaints, that of Property. The subject also creates the largest number of complaints from prisoners to the Prison Service. The way in which prisoners are frequently transferred from prison to prison and the associated movement of property is beyond the capabilities of an antiquated hand written administrative process to deal with, as the volume of property is too great.

Too often a prisoner's property does not arrive with him at his destination. The prisoner is expected to mount his own investigation using the prison complaints system, thus adding to the work of Clerks and of staff in both prisons. Even with help from the IMB months can go by, even when staff act with all due

diligence. When a prisoner is transferred yet again the situation becomes impossible. Four years before the prisoner finally gives up is not unknown. At least, the current process needs to be digitised and available on line between prisons, not dependent upon hand written documents and the complaints system. Does the Prison Service propose to take any action about this subject?

Drugs

The Board recognises the positive steps being taken to assist prisoners who have an addiction problem, but on-going problems are caused by the availability of drugs, including the significant number of prisoners who get into debt and seek refuge in the CSU for their own protection. Does the Prison Service have plans to introduce more sophisticated equipment for the detection of drugs or other strategies for dealing with this issue?

TO THE GOVERNOR

Telephoning the Independent Monitoring Board

The Board believes that we should review the procedures whereby the IMB requires to be notified of certain events taking place in the prison. These include the time when a prisoner is relocated to CSU and the times when a prisoner is involved in a serious event, such as a rooftop incident, including those causing the command suite to be opened. The category of such events should be re-established and available to CSU. It should be clear which staff members are responsible for notifying the IMB in these situations.

Home Detention Curfew (HDC)

Some aspects of the performance of the prison in administering HDC are detailed in section 11 – Resettlement. Will the governor take action please to ensure that prisoners approved for release on HDC are released on their due date and not late, through no fault of their own?

Thank you

The Board wishes to recognise the work undertaken by Prison Officers, often under very demanding and sometimes unpleasant circumstance to safeguard vulnerable prisoners. These duties are carried out with the well being of the prisoner as the clear priority. The Board thanks all staff of the prison for their help and for allowing the Board to carry out its role.

The Board would like to say thank you for the invitations to the Tea Party, given alongside a large group of Volunteers, to recognise the work of those who give their time freely to many areas of the prison. These events were much appreciated.

Improvements

The establishment of HMP Coldingley as a Reform Prison, and along with it, the ability of the Senior Management Team (SMT) to exercise a degree of autonomy has allowed for a far more stable regime to operate than previously was the case.

Changes have brought about the refurbishment now underway in the old and original wings in the prison. Recruitment of new officers has largely given a stable complement of staff. Changes and improvements to the regime and activities have often been small but have been recognised and appreciated by those prisoners prepared to live as Responsible Prisoners. One example is the addition of some extra money to the Kitchen for food, bearing in mind that this is a working prison. Complaints to the IMB about food are NIL this year.

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 has 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 CNA (Certified Normal Accommodation) is 494 and the Operational Capacity is 521

3.2 Providers of Main Services

Healthcare	Central and North West London NHS Trust
Learning and Skills	Milton Keynes College
Community Rehabilitation Company	Catch 22, Purple Futures
Maintenance	Carillion
Escort Contractor	Serco and GEO Amey

3.3 Living Accommodation

Prisoners are housed in five main accommodation wings. Four wings, constructed when the prison was built in 1969, each hold 91 prisoners. Each 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.

3.4 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.

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.

B Evidence sections 4 - 11

4. SAFETY

For years, the Board has reported to many Governors and Ministers the appalling state of the washing and toilet facilities and the inevitable health risks for those residents living in the prison's four older Wings. During the last year, the situation has worsened and this has not been helped by the prison's maintenance contract being awarded to Carillion. The new arrangement has not so far worked to the benefit of the prisoners. *Inter alia*, there is a reporting, tracking and follow up system for damage and breakdowns which is clumsy and does not seem fit for purpose.

Repairs and replacements take far too long or are not actioned, with neither party communicating properly with the other. This needs to change if the prisoners and staff are to have any confidence that damage and faults reported will be dealt with expeditiously. This is shown by the IMB Rota Reports and earlier Annual Reports.

The refurbishment work in A wing has required decanting the prisoners while the refurbishment is carried out. This will not be a quick solution, is likely to take many months, and does not change the problems experienced with Carillion which must, as a separate issue, be fixed.

Another aspect of this work will be the additional security risks of contractors in the prison and the provision of appropriate escorts.

The above relate to the four older residential Wings but previously reported problems with the structure and equipment in other areas of the prison remain without improvement, particularly, but not exclusively, the old kitchens.

As shown in the Minutes of the Health and Safety Meetings in 2017, the new Health & Safety Team is getting a welcome grip on Health & Safety priorities that have been allowed to fall behind, with an urgent need to return to mandatory standards. There is now to be agreement on:

- What has not been done;
- What needs to be done;
- When what needs to be done will be done and who will do it.

Amongst other things this involves:

- Staff training and awareness;
- Risk Assessments and Safe Systems of Work;
- Fire Drills;
- Scheduled inspections, checks, testing and servicing of all relevant safety and other equipment and machinery and remedial work and/or replacement as required;
- Prompt and detailed reporting of incidents.

5. EQUALITY AND FAIRNESS

Diversity & Race Equality Action Team (DREAT) meetings are held regularly and are attended by staff, IMB, Social Care & Equalities Orderlies. This has recently been retitled as the Equality Action Team.

A total of 19 Discrimination Incident Report Forms (DIRFs) were received during the reporting period.

HMP Coldingley held a number of events throughout the reporting period to celebrate diversity within the various communities. These included Eid-Al-Adha, Pagan, Black History Month, Over 50s/Disability Focus Group, Lesbian, Gay, Bisexual, Transgender (LGBT). All the individuals appreciated the effort Coldingley had put into these events.

The Board welcomed the work done by the Equality Orderlies, who run a drop in centre each month (in Jan-Feb 2017 between 20-30 prisoners attended). Prisoners enquire on many topics.

On 24 January 2017, 29 individuals attended an Immigration Surgery for Foreign Nationals, where they had the opportunity to speak to a United Kingdom Border Agency (UKBA) Officer regarding Deportation/Early Release Scheme (ERS)/Tariff Early Release Scheme (TERS).

The first Gypsy, Romany and Traveller (GRT) Awareness Event was held in September 2016, attended by families, friends and traveller organisations and was well received by all. It is hoped that this will be an annual event.

The Orderlies update the notice boards within the prison on a weekly basis to make sure that all the latest information on forthcoming events is known to everyone.

The Board is pleased to see the positive support and contribution made by the Orderlies in this area.

6. SEGREGATION/CARE AND SEPARATION UNIT

Safer Custody

The Board continues to monitor this closely within the Establishment. There is a clear focus to ensure prisoners feel safe. Work continues with the Senior Management Team to address and highlight issues. Mediation training is planned for both offenders and support staff.

The Violence Reduction representatives are encouraged to report monthly on their respective Wings and this has also been accepted as a positive.

Cell searches are a regular feature and have resulted in a significant amount of banned items being found.

The Samaritans and Listeners are very active within the Establishment and these services continue to strive to meet the needs of the prisoners. There was concern one month that some of the Listeners were not being given fair access, and there have been occasional problems with phone calls to Samaritans. There are currently 13 Listeners, some of whom are newly recruited.

On average 12 ACCTS (Assessment Care in Custody Teamwork) per month are being opened, up from 10 per month last year. We have also seen an increase in adjudications in this reporting year, however, all other measures have improved or been maintained.

The fatality of a prisoner on prisoner assault last year (2016) resulted in a visit to the establishment from the Coroner and Ombudsman. The Governor has made changes to reporting structures since this incident and has also introduced additional training.

A recent unannounced inspection by HM Inspectors of Prisons led to a very high score in the area of Safer Custody.

The Care and Separation Unit

The Care and Separation Unit has run at 87% of capacity during the year largely due to a number of prisoners getting into debt for substance abuse and then needing the safety of the unit. Why are these situations arising so frequently? It appears there is a need for increased vigilance on the Wings and more active involvement of Personal Officers to reduce the threat of violence to prisoners. The Unit should be used for its correct purpose. The loss of older, experienced staff over the last year has inevitably had implications for the management of this unit.

The care and decency suite, which has no ligature points etc. has also been used during the year at 34% of capacity. The prison does not have, and is in need of, a safer or gated cell for managing those prisoners most at risk of suicide or self harm.

During the current year there have been 4 prisoners over the 84 days and 9 over the 65 day period of detention in the unit. These delays are caused by difficulties in transferring prisoners to other appropriate establishments. However, the situations are satisfactorily managed and appropriate authority obtained where necessary.

In June and July 2017 the Board has observed a noticeable and worrying increase in extreme behaviour in the Care and Separation Unit. These incidences have centered around self-harm, threats to self and others, and have resulted in substantial disruption to the regime. From the Board's observations, these behaviours are a consequence of personal safety issues due to drug debts and substance misuse. This situation is exacerbated with the individuals within the community being constantly moved around different establishments and their 'outstanding' debts following them. The effects of this on the CSU officers is an additional concern as they are having to manage their time to accommodate the most disruptive prisoners and absorbing extreme abuse.

Adjudications

Adjudications are managed by the Care and Separation Unit. For the year Aug 16 – Jul 17 there have been 1517 adjudications.

An independent judge attends once a month for serious cases. The independent judge is the only person allowed to add days to offenders' sentences.

On one occasion it was necessary for the Board to express its views on the conduct of an adjudication and to ensure that the Governor was aware of the issue, which has subsequently been addressed.

There have been instances of the Adjudication process being used for relatively trivial matters which could more appropriately have been dealt with through the IEP system.

7. ACCOMMODATION (including communication)

Full details of the prisoner accommodation are to be found in section 3 of this report.

As an overview it has to be said that the four older wings are not fit for purpose in any way. The cells are antiquated with no washing or toilet facilities and do not afford decent standards of accommodation.

The communal showers, washroom and toilet facilities are at best completely unacceptable and at worst unfit for human use. It is commonplace to see toilets with no seats, showers with no doors, mould on the walls and ceilings and failures with the plumbing. The IMB weekly monitoring reports clearly say, with virtually no exception, that the fabric is appalling with continual failure or breakage of wash basins, plumbing, and toilet and shower facilities. Toilets block continually as do sluices used for slopping out. The smell of urine permeates through the area of the washrooms and into the cells close by. Typical comments from IMB reports regarding the bathroom facilities are as follows:

- '2 toilets blocked have been unblocked but soon became blocked again. 1 urinal blocked.'
- '2 sluices not working and out of service, 1 washbasin missing, 2 urinals out of service'
- 'Right recess: plastic bowls under 2 of the 3 sinks which were leaking. Left recess no toilet seats'
- 'Right recess – All the urinals are out of action and the recess has been closed off.'
- 'On a general comment it cannot be reiterated strongly enough that the standard of the washroom and toilet facilities are verging on the inhumane.'

IMB monitoring reports also refer to a lack of cleaning materials, unsatisfactory and unsafe open fuse boxes, phones not working, glass missing from windows, tannoy system not working, cameras not working and non-existent TV reception. Analysis of the Prison Officers' requests for repairs and replacement equipment over a typical 2 month period indicate 87 requests from D wing and 78 requests from C wing. In the case of D wing, only 34 of the 87 requests for repairs made in the two month period 22.02.17 – 20.04.17 had been actioned as at 20.04.17.

Observations and a survey of prisoners in the dining hall at lunch time indicated that the vast majority of prisoners find the standard of food perfectly acceptable and better generally than other prisons they had experienced.

There have been issues during the reporting period highlighted in the IMB monitoring reports of laundry facilities being inadequate with machines breaking down and taking an unacceptable time to repair.

Analysis of prisoner complaints for an eight month period prior to April 2017 indicates that 23% of complaints are due to property going missing during transfer. This continues to be a major issue. The use of a manual card system does not promote efficiency.

8. HEALTHCARE (including mental health and social care)

Healthcare was provided until 31 March 2017 by Virgin Healthcare. With effect from 1 April, the provider changed to Central and North West London Trust which also provides Mental Health care in the prison. This did not generate major staffing changes.

During the run-up to 1 April, the Healthcare team remained accessible to prisoners and IMB members and there have been no complaints from prisoners about the changeover.

Prisoners are generally satisfied with the quality of Healthcare. For most of the year GP waiting times were between 4 and 7 days with same day appointments for urgent cases. By June, waiting times had reduced to 2 days. The maximum waiting time to see a Nurse during the reporting period has been 3 days with prisoners normally being seen within a day of seeking an appointment, including weekends. Prisoners are generally happy both with the accessibility of these clinics and the quality of treatment received.

It is a different picture with waiting times for the dentist and optician and prisoners complain constantly about delays in getting treatment. The waiting times for the greater part of the reporting year were significantly worse than those in the community with an average wait of 9 – 11 weeks for the dentist and 10 – 12 weeks for the optician. Since April there has been a significant improvement in waiting times for the dentist and for routine appointments the waiting time has reduced to 6 weeks, and a maximum of 6 days for urgent treatment. The waiting time to see the optician reduced to 3 weeks by June, but prisoners complain about the time taken for spectacles to be repaired, which in the worst cases has been around 12 weeks. The purchase of 6 pairs of 'off the shelf' reading glasses has been a welcome development.

Prisoners over 60 are offered an ultrasound scan to detect aneurisms and are encouraged to participate in screening for bowel cancer.

A mobile X-ray unit scheduled to visit the prison twice a month had significantly reduced the need for escorted hospital visits, but from 1 August 2016 to 30 April 2017, the unit failed to attend on 5 occasions, although the 'missing' sessions were subsequently made up. There are plans to have on-site X-ray facilities with a radiographer providing results at the time of the X-ray, to minimise delays in diagnosis and treatment.

From April the Podiatry clinic reduced from 2 days to 1 day a month. In June there were 37 on the waiting list and the impact of the reduction in clinic time on elderly and diabetic prisoners will need to be monitored over the next reporting period.

'Blue light' escort duties, or unplanned ambulance call-outs, were still a significant call on prison officer resources. From 1 August 2016 to 31 March 2017 there were 34 such episodes.

Mental health provision is generally well-regarded by prisoners and there was an increased presence at Rule 45 reviews in CSU throughout the reporting period. A positive example of this increased involvement was a meeting on 13 March, attended by community mental health team representatives, to talk with a prisoner about accommodation arrangements and the support he would be getting on his release in a week's time.

Social Care

In the year 1st April 2016 to 31st March 2017, there were 32 social care referrals of which 9 prisoners were considered to be eligible for Social Care intervention. The main need was for the provision of equipment, aids and adaptations, with an increasing number of referrals for prisoners with learning disabilities and Autistic Spectrum Disorders (ASD).

The need for effective peer support programmes to address low level Social Care needs is recognised and is being developed.

9. EDUCATION AND OTHER ACTIVITIES

The structure of the Education department has continued with little change and remains contracted to Milton Keynes College. The current contract has been extended, until the end of July 2018. The department has a complement of 18 staff, including 8 part time.

It is a measure of the overall success of the Education department that it was awarded an assessment of GOOD by a formal OFSTED inspection, concluded in March 2017.

The staffing remains stable and the development of courses provides for a good progression of routes for learners. Mathematics and English is under the management of its own programme Manager.

During the previous year 1488 prisoners started a course in the education department. This year 1460 started, 1204 completed their course and 1142 achieved a certified qualification. This was an improvement of 13% in overall achievements. If a prisoner is not successful in a course then he will be offered the opportunity to take the assessment again with further teaching. A prisoner cannot enrol on a course if he has already completed a similar course at Coldingley or at another establishment. Of those leaving and not finishing a course, 198 were beyond the control of the Education function, having been released from custody or transferred to other prisons.

All prisoners transferring to HMP Coldingley are assessed on arrival with regards to their Numeracy and Literacy skills and the prison has adequate capacity to provide the entire population with full time purposeful activities. Regrettably, some choose other work opportunities rather than Education. This is partly due to the higher rate of pay available in some other work opportunities than is available in Education.

52 prisoners currently attend Education, as an option, on a full time basis. Approximately forty prisoners throughout the year were studying towards diplomas or degrees with either the Open University or other distance learning providers. Four prisoners are currently working towards their Masters Degree.

There is a clear strategy to make the education provision work effectively in order to provide a good standard of education. Virtual Campus is used by the Education Department and National Careers Service to write CVs and search for jobs on release and also to facilitate exams. There is also provision to assist learners with finding employment and/or college places on release. The Resettlement Group within the prison is developing links with companies to provide opportunities for work on release.

There is a Student Council which meets regularly with the Education Management. This group helps inform the provision and is largely run by the students with a nominated student taking the minutes.

The prison has also introduced an in-house Coldingley Industries Certificate to recognise work related skills development. A growing number of prisoners are using this to record their progress and are proud to do so. Work is continuing in this area.

10. WORK, VOCATIONAL TRAINING and EMPLOYMENT

Coldingley is a Reform Prison with a wide range of Work and Vocational training offered. The main workshops offering employment are:-

- Engineering
- Print Shop (two prisoners gained skilled employment in a local printing firm on release)
- Sign Shop
- MNH 1 and 2 (Airline passenger headphones refurbishing and repackaging)
- DHL (Washing Machine refurbishments (closed in March 2017))

All workshops are well equipped, 293 prisoners are currently employed in Industries. The Engineering Shop offers training in welding and other engineering skills. Two prisoners gained skilled employment in a local printing firm on release.

Employment is also offered in-

- BICS (Cleaning services)
- Catering
- Horticulture

Vocational Training is also offered in:-

- BICS (National certified training)
- PICTA (Prison ICT Academy) (Computer Training, MS Office, IT Essentials PC Hardware and Software Level 2, Cisco Certified Course Completion Certificate, Cisco Certified Network Associate, CCNA1-4 Level 3)
- The Keep Out initiative, working with disaffected young people known to Social Services and the police, has seven prisoners working full-time in this important area. They can obtain a B.Tech Level 2 in Peer Education.

It should be noted that Coldingley were ranked No 1 of 18 Prisons in Practice Exams and Data Packet Tracing Tests in August 2016.

Development areas reported include increasing the range of qualifications being made available to prisoners reflecting specific and/or transferrable skills obtained in their working activities.

It is also noted that there was a 20% staff shortage in engineering in June.

Rota reports highlight that on occasion there is no work for prisoners because of non-delivery of materials.

11. RESETTLEMENT PREPARATION

Formal resettlement work aimed at providing Accommodation and Employment is relatively restricted – few prisoners from the total in HMP Coldingley are released directly into the community, typically fewer than 150 per annum; the majority moving to other prisons in the wider prison estate. This could be viewed as detrimental to much of the good work that is undertaken here and will be dependent upon the continuation of resettlement services available in subsequent prisons.

Specific Resettlement services provided in HMP Coldingley include:

- Accommodation – with only some 5 to 10 prisoners released per month, and the responsibility of the Community Rehabilitation Company (CRC) this is statistically flawed.

- Education, Training and Employment – there are good opportunities and an underlying positive achievement. However, the need to move prisoners to Open conditions effectively undermines some of the work undertaken here in respect of employment skills. Education provides some support in developing literacy and numeracy skills, with attempts being developed to assess/engage prisoners on reception with a view to identifying need and prepare them for workshops – addressing basic issues of employability. Job Centre Plus (JCP) and National Careers Service (NCS) are valued sources of support and advice. Recent initiatives, with Business Engagement Events have been good and it is hoped can be developed.
- Mental and Physical Health – appears to be good, with Mental Health growing. Although it is responsive to medical need there is little evidence of anything that is geared to resettlement. However, the Gymnasium staff have been responsible for some initiatives, supporting Industries with issues such as First Aid training, manual handling, etc.
- Drugs and Alcohol – has started to be re-energized. Existing structures are very much ‘reactive’ to existing/identified issues related to drugs, but are not very well structured in terms of prevention.
- Finance, Benefit and Debt – education provide related training, while the resettlement and activities staff do provide access to banking. The CRC provide advice and support.
- Children and families – some good, if superficial work completed in respect of family visits, etc. The charge placed on prisoners for family members to attend Family Days has now been dropped as it was felt to be excessive and could have presented a barrier to the less well-off. The advent and development of Prisoners Families and Communities (PACT) is a welcome development.
- Attitudes, Thinking and Behaviour – again, a good area. There is room for improvement in some areas – The Sycamore Tree programme (Restorative Justice) is good, but not followed through with pro-active pastoral work.

It is not always appreciated by staff outside the Offender Management Unit (OMU) that the Prison Service is an identified partner agency to the MAPPA (Multi Agency Public Protection Arrangements) process. Offender Supervisors do not complete reports in a timely fashion, while linked departments fail to provide full disclosure of intelligence.

The advice and assistance available to prisoners prior to release is mixed. Some individuals receive excellent support, others appear to be non-engaged, making support difficult to provide. An individual’s attitude and ability and tenacity can affect what can be achieved.

Cooperation between Probation Services and the Community Rehabilitation Company is poor, primarily due to the reluctance of CRCs to engage with and provide information to the National Probation Service. This may improve with the new Restructuring of the National Offender Management Service (NOMS).

Release on Temporary Licence and Home Detention Curfew is limited by the low numbers of eligible prisoners.

Movement of deportees (IS91s) appears to be managed well, though numbers are limited.

The management of removals and transfers varies. The progress to Open Establishments is generally good, although those Life Sentenced prisoners identified as needing to go to the Progression Unit (HMP Warren Hill) suffer delays, which can impact on their next Parole Review. Movement of prisoners from CSU is frequently problematical and protracted

It is difficult to assess whether prisoners have a residence on release as again, numbers are limited. Some do, some have referrals only to housing providers, others state that they are NFA on release.

Home Detention Curfew (HDC)

Prisoners serving a sentence of less than 4 years and not considered “unsuitable” by the nature of their offence, are then eligible to be released from custody up to 135 days early, on ‘tag,’ with the approval of the Governor. They are informed of their calculated HDC date early in their sentence.

It is the view of the Board that such prisoners should be released on time and not after their due HDC date. In the calendar year 2016, of 28 prisoners approved for early release 20 such prisoners (57%) were released after their due HDC date and several were 4 days late. 16 were due to necessary reports from within the prison being received late, 2 were due to HDC boards being held late and 2 were due to an HDC date falling on a weekend.

In 2017 to date, only 4 prisoners have been released on Home Detention Curfew. 3 of them were released late, beyond their due HDC date. One of these was 4 days late.

Will the Governor please take action to ensure that such prisoners, when eligible for HDC and approved, are released from custody on time?

Furthermore, of the total number of 64 prisoners who were eligible for HDC but were not approved by the Governor, 17 were not informed of their refusal to be granted HDC until their HDC due date had passed.

Catch 22, CRC (Community Rehabilitation Company)

Following the Board’s last reporting year, Catch 22 now report that they have managed the resettlement into the community of 68 prisoners from HMP Coldingley during the period August 2016 to June 2017. The Board hopes that such data from the CRC will become more available in the future.

Accommodation

For these prisoners 39 were accommodated in Bail or Probation Hostels, 20 with their family or friends, 2 into temporary accommodation and 7 prisoners had no planned accommodation on release.

Employment

Where possible the CRC will assist in finding employment. 7 were released having full time employment and 7 planned to be self employed, 23 were deemed unable to work and eligible to claim benefits accordingly, 31 were released with no planned employment.

Section C – Work of Board

THE WORK OF THE IMB

The Board began this reporting year with eleven members, all volunteers living within the local community. Some changes have occurred which resulted in recruitment campaigns in order to return to our complement of twelve.

Each week, two members are on duty to visit and to monitor the prison. One attends to the CSU (Care and Separation Unit), visiting the prisoners within it and monitoring the reviews held for those prisoners. This member will also deal with Applications to the Board, requests from prisoners to see a member of the IMB in confidence.

The second member on duty monitors the statutory areas of the prison; Healthcare and the Kitchens, together with the Accommodation Wings, the Industrial Workshops, the Education Centre, the Visits 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 meeting each month, attended by the Governing Governor or a deputy who 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 importance or development within the prison.

The Board will also meet at times to develop our skills and ways of working or to prepare for developments within our organisation. Training visits to other prisons, where appropriate, may also take place. In the last year the Board visited HMP Lewes. In this way we are able to compare our respective methods of operation. We are grateful for the opportunity to make such visits and for the attention given to us when we do so.

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

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	9
Total number of visits to the Establishment	491
Total number of Segregation reviews attended	254

Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	4	1
B	Discipline including adjudications, IEP, sanctions	14	11
C	Equality	2	2
D	Purposeful Activity including education, work, training, library, regime, time out of cell	5	4
E 1	Letters, visits, phones, public protection restrictions	3	7
E 2	Finance including pay, private monies, spends	1	11
F	Food and kitchens	2	1
G	Health including physical, mental, social care	20	15
H 1	Property within this establishment	10	15
H 2	Property during transfer or in another establishment or location	24	30
H 3	Canteen, facility list, catalogue(s)	0	4
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	23	15
J	Staff/prisoner concerns including bullying	17	11
K	Transfers	6	3
L	Miscellaneous	13	11
	Total number of IMB applications	144	141