



Annual Report
of the
Independent Monitoring Board
at

HMP Coldingley

for reporting Year
1 August 1 2018 to 31 July 2019

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Monitoring fairness and respect for people in custody

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A Sections 1 – 3

1. STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison 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 continues to believe that significant efforts are made to ensure that prisoners are treated fairly. Section 5 of the report details the range of activities that take place to reflect the ethnicities and religions of the prisoner population at HMP Coldingley.

The Board continues to investigate all applications carefully and matters of concern are raised and followed up with the Governor or Deputy Governor.

Section 4 provides information on the number of assessment, care in custody and teamwork (ACCT) documents opened. The Board continues to appreciate the care that is taken during ACCT reviews and also in the management of complex cases (typically around 8 – 10 at any one time) where each prisoner is allocated a case manager of governor rank to ensure that the prisoner's needs are considered in a coordinated manner.

Are prisoners treated humanely?

The Board continues to be appalled at the lack of in-cell sanitation in the older accommodation wings (A – D). However, the Right Honourable David Gauke, MP, the previous Secretary of State for Justice, confirmed in a letter dated 21 February that 'although HMP Coldingley is not part of the Ten Prisons Project, we have made funding available for major structural work which will address this long-standing issue'. The Board was pleased with this positive response, but it remains to be seen when this essential work will be undertaken.

Meanwhile, the night sanitation arrangements whereby prisoners operate an in-cell button to indicate they require to use the lavatory are degrading and totally unsatisfactory. When it is his turn a prisoner is allocated eight minutes to use the lavatory and return to his cell. The queue may be long and 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. Inevitably, some prisoners dispose of human waste via cell windows. There are no in-cell hand washing facilities. The lavatory recesses are often in a poor state with blocked toilets and urinals (Section 7, Accommodation refers).

Are prisoners prepared well for their release?

The management and coordination of the various pathways involved in the resettlement process is drawn together in monthly meetings of managers and staff, including outside agencies. (Section 11, Resettlement, refers.)

The Board has followed the introduction of the key worker initiative with interest and considers that, provided the impetus can be maintained, this should make a positive contribution to the preparation of prisoners for release. Under this scheme, each prisoner is allocated a key worker who is required to spend 45 minutes with him each week. Each contact is recorded. On 7 May 2019, HMP Coldingley was officially signed off as having reached the required standard.

MAIN AREAS FOR DEVELOPMENT

TO THE MINISTER

Absence of In-Cell Sanitation

Will the Minister advise when this vital work will be undertaken?

Prison population

For the past two years the Board has drawn attention to the unsuitability of many prisoners transferred from category B local prisons into HMP Coldingley, a working prison. The younger prisoners, who are often serving short sentences, have little enthusiasm for learning new skills and are a disruptive influence in the workshops. Will the Minister address the population issue to ensure that maximum benefits are derived from the opportunities at HMP Coldingley?

Salary levels for instructors and operational support grades (OSGs)

The workshop facilities at HMP Coldingley are first class and the prison has been successful in securing large contracts. Continued success in attracting and maintaining contracts depends not only on having a motivated workforce, but on being able to attract and retain a full complement of instructors. The salaries offered do not compete favourably with money offered by outside employers in this area, with the result that the prison constantly struggles to recruit instructors with the necessary skills. (Section 10 refers.)

Similar problems relate to the recruitment of administrative and support staff.

Will the Minister give active consideration to these salary levels?

Indeterminate sentences for public protection (IPP)

The Board remains concerned about the number of IPP prisoners serving many years beyond their tariff. As an example of this, a prisoner who had received a two-year sentence had served 13 years by January 2019. In July 2018, there were 23 IPP prisoners who had served an additional 160 years between them; at the end of the current reporting period there were 19 IPP prisoners who, between them, have served an additional 158 years over tariff.

Would the Minister please advise the Board what plans there are for addressing these problems?

TO THE PRISON SERVICE

Violence

The daily briefing reports continue to provide evidence of violent incidents which are discussed in detail at the monthly safer custody meetings (Section 4 refers).

The recorded assaults in this reporting year were as follows:

	2018-19	2017-18
Prisoner on prisoner assaults	42	27
Prisoner on staff assaults	42	18
Prisoner unexplained injuries	31	20

What plans does HMPPS have for tackling increasing levels of violence?

Drugs

Again, the daily briefing reports give details of problems regarding drug availability. For example, on a night visit undertaken by IMB members on 16 April 2019, the smell of cannabis on one landing was overpowering and was also noticeable outside the wings. There has also been a significant increase in findings of alcoholic liquid ('hooch').

Mobile Phones

The number of mobile phones available in the prison has increased as recorded in the daily briefing reports.

Debt and Bullying

The Board is still hearing evidence of debts and bullying associated with drugs and phones with prisoners seeking to be located in the Care and Separation Unit (CSU) or self-isolating, ie choosing to remain behind their cell doors for their own protection.

The Board asks once again if the Prison Service has a strategy for limiting the accessibility of drugs and mobile phones in prison. The current situation makes a mockery of the 'zero tolerance of drugs' policy.

Fabric of the building and facilities management

Although refurbishment of three of the older wings has been undertaken, the work is of a cosmetic nature and significant problems with the fabric of the building and maintenance work continue to be experienced. (Section 7 refers.)

What plans does HMPPS have for rectifying the on-going and significant problems experienced on a daily basis at HMP Coldingley?

TO THE GOVERNOR

The Board acknowledges that the Governor has made effective use of the flexibilities and resources available to her, but these are limited and some positive initiatives have had to be set aside due to lack of funds. An example of this was the idea of establishing 'community kitchens' on each of the residential wings.

The Board continues to recognise the work undertaken by prison officers, often under very difficult circumstances, and with commendable sensitivity to the needs of vulnerable prisoners.

The Board also acknowledges the considerable efforts made by non-uniformed staff, including workshop instructors and education staff, to support prisoners.

The Board has continued to have excellent co-operation from the Governor and staff in carrying out its monitoring role.

Thank you to the Governor for the invitations to the Volunteers' Tea Party, which provided an enjoyable and useful opportunity to meet volunteers from the wide range of voluntary organisations working in the prison.

Improvements

Belong, the prisoner restorative justice initiative, has made considerable progress during the reporting year and some effective work has been done with prisoner-led discussion groups on various subjects including knife crime and debt problems.

The Board carried out a survey amongst prisoners in March/April 2019 to obtain opinions about the offender management in custody (OMiC) key worker initiative, which allocates a key worker to every prisoner. Of the 66 prisoners interviewed, 41 said that they considered it was beneficial to have a key worker. This was acknowledged to be a very positive result by the Prison Service's 'sign off' team.

3. DESCRIPTION OF THE PRISON

3.1 HMP Coldingley main role and outline

HMP Coldingley is a category C training and resettlement prison. Built in 1969 as a prototype industrial prison, it now has five 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 and Mental Care In-Reach Central and North West London NHS Trust

Social Care	Surrey County Council
Learning and Skills	Weston College
Community Rehabilitation Company	Catch 22, Purple Futures
Maintenance	Gov Facilities Services Ltd.
Escort Contractor	Serco and Geo Amey
Substance Misuse	Forward Trust

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, houses 131 prisoners in much more modern conditions on two floors. Each cell has its own wash basin, lavatory and shower unit rather similar to those on cross-channel ferries.

A and B wings were refurbished during the year but there are recurrent problems with heating, and the recesses. Work is ongoing on C wing and is due to start shortly on D wing.

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.

Prisoners also work on recycling, horticulture, processing of the prisoners' orders (canteen) and in assisting Works staff with painting, decorating and maintenance.

B Evidence sections 4 - 11

4. SAFETY

Safer Custody

The Board continues to monitor this as a priority and the monthly safer custody meetings are well attended. There have been three deaths in custody and a 'near miss' during the reporting period and an escalation in self-harming and threatened suicide (54 self-harm incidents and 36 threatened suicides). The Governor and senior management team (SMT) have made strenuous efforts to address the violence, bullying and debt problems within the prison and a valuable contribution has been made by the violence reduction orderlies and Belong, the restorative justice organisation, which has considerably raised its profile over the last year. Prisoner-led discussion groups on subjects such as knife crime have attracted prisoners on a regular basis.

The volume of drugs (127 finds) and mobile phones (169 finds) coming into the prison remains a major concern. The Board applauds the efforts made to deal with the fallout from these activities, but with a 'zero tolerance' approach in place it seems that more effort could appropriately be directed at stopping substances and phones being brought in.

On several occasions during October 2018 the daily briefing reports showed that the Samaritans' phones on D wing and in the care and separation unit (CSU) were not working. Since this issue was raised by the Board, the situation has been rectified.

Listeners continue to carry out a valuable role. During the autumn months, some Listeners experienced problems gaining access to some areas, including the CSU. In some cases this turned out to be the result of inexperience amongst the staff on duty; in others the Listeners involved had not received an explanation as to why they could not access that area at that particular time.

In February the Board was concerned to be informed that the safety diagnostic tool, VIPER, took account of ethnicity in arriving at a predictive violence score. It transpired that this was incorrect information and the Board requested that this should be effectively communicated to prison staff.

On average 10 ACCTs (assessment, care in custody and teamwork documents) per month are being opened, compared with 13 per month last year.

Security

There is a new security matrix which HMP Coldingley has adopted and is presented at each of the security meetings. This highlights areas of interest and tracks the progress in dealing with the issues. There are no surprises but plenty of concern in the issues raised. Mobile phones, drugs, organized crime groups (OCGs), debt and violence continue to be the main areas. The Pathfinder meeting, which is a follow on to the main security meeting, reviews individuals who may be involved with any form of terrorism, from the far right to Islamic extremism. In the two Pathfinder meetings attended, three people have been reviewed and only one is currently a cause for concern.

Health and Safety

There were six injuries in the workshops, five claims for assault of prisoners by prisoners and five slip/trip accidents. There is a robust attitude to accident reporting, and staff diligence in completing the necessary paperwork means that most claims for compensation are vigorously defended. Of 26 cases in 2018, two were settled in favour of the claimant, with £13,500 paid out.

5. EQUALITY AND FAIRNESS

The prison has three duties in order to comply with the Equality Act 2010 which lists nine protected characteristics' (PCs). These duties are: to eliminate unlawful discrimination, harassment and victimisation; to advance equality of opportunity; to foster good relations between people who share a PC and those who do not. The IMB monitors the application of the Act as it applies to the prison population. An additional local PC for Gypsy, Roma and Travellers has been set up in Coldingley this year as currently 17 (4%) of prisoners identify in this category, with about a further 10 (2%) still to come forward.

HMP Coldingley has a proactive approach towards equality issues, holding bi-monthly equality action team meetings which are actively monitored by the Governor. For each PC there is a focus group generating an action plan for raising the profile of its PC and encouraging both staff and prisoners to be alert for signs of

discrimination and opportunities for diversity and equality for all. The IMB seldom receives applications concerning these matters.

Diversity and inclusion training for all staff is ongoing although there is still a large proportion (42%) of staff who have not renewed their training, down from 55% last year. This is clearly an area of concern.

In line with the Lammy Review recommendations, Coldingley has produced the Responsible Prisoners Scheme, which assumes good behaviour and privileges unless demonstrated otherwise. Use of force within the prison is monitored by the IMB at the segregation monitoring and review group (SMARG) meetings. Also, black, Asian and minority ethnic (BAME) data is now collected for searches to determine whether certain prisoners are searched more frequently than others and whether this relates to ethnicity. Staff have completed unconscious bias training. The Board will monitor this data over the next reporting year. Recruitment of prison staff (and IMB members) specifically encourages applications from BAME individuals.

During the reporting year 55 Discrimination Incident Report Form (DIRF)s were received (compared with 47 in the last year), with 40% from staff and 60% from prisoners. All DIRF responses are checked by the Deputy Governor and the Board considers that responses are well considered and fair.

There are currently 32 foreign national prisoners, from 19 countries, representing 8% of the prison population, predominantly Albanian and Jamaican. Immigration surgeries take place every three months. Foreign newspapers are supplied

There are 17 religions represented, the majority of which are Muslim or Christian. The chaplaincy team has two permanent full time and one half time staff, along with faith group leaders and volunteers, who, between them, cater for the spiritual and pastoral needs of the prisoners. Debates involving staff and prisoners have been very successful.

Prisoners' incoming mail, rule 39 and confidential access mail

During the current reporting period the Board monitored the procedures in place to deal with mail coming into the prison, addressed to prisoners and staff, including legal and confidential access mail. A Board member was present and witnessed the mail being dealt with by administration staff and was able to verify that the correct procedure was used in handling prisoners' mail, including legal mail and mail subject to specific monitoring. Instructions available to administration staff had been updated in line with the current PSI 49 (Nov 2018) and the staff dealing with these processes were experienced and considered very capable.

6. CARE AND SEPARATION UNIT (CSU)

The care and separation unit has had 258 prisoners located between 1 August 2018 and 30 June 2019, compared to 193 for 2018. Many of these were located there for their own protection, more often for substance abuse and resultant debt related issues.

Prisoners were located in the CSU for the following reasons:

Own Protection	38
Violence against staff	26
Violence against other prisoners	12
To ensure the safety of the establishment	203

This is a concern, as CSU can be seen as a protection, rather than a disciplinary, unit. There is a need for increased vigilance and protection of prisoners on the wings, with CSU being returned to its proper function. The daily briefings report instances of extreme prisoner behaviour, resulting in disruption to the regime. The staff who deal with these disruptions do so in a very professional manner, given the more than difficult circumstances.

In addition to the existing care and decency suite, which is used on a short-term basis to accommodate prisoners at risk of self-harm or suicide, a second cell, which is not a disciplinary unit, was opened in May 2019 to accommodate prisoners in need of protection, including those at risk of suicide or self-harm.

Nine prisoners have been held for 42 days or more continuously in CSU during the 12 months up to the end of June 2019 (one for 93 days, another for 82 days). Many are held on an own protection basis, which is

disappointing. There seems to be a frequent transfer of prisoners from one prison to another to ensure their protection. This is unsatisfactory, expensive and disruptive for the prisoner.

When there is insufficient accommodation available in the CSU some prisoners have been held on the wing under CSU conditions. With this practice the establishment cannot ensure the prisoner is segregated from the general population. No separate record of prisoners held on the wing under CSU conditions has been maintained, but the Board has requested this for the next reporting period. The Board is satisfied that these prisoners have had access to their entitlements when held on the wing.

CSU reviews are held on a timely basis and the board attended 249 reviews in the twelve months ending July 2019, compared to 244 in 2018.

Adjudications are held in the CSU and there have been 1220 original adjudications between 1 August 2019 and 30 June 2019, compared with 1408 in the previous reporting period. On many occasions adjudications are delayed for a disproportionate amount of time or dismissed due to prisoners being transferred or to the non-availability of reporting officers, with the result that proper evidence is not always to hand or officers have moved on, resulting in further delays or dismissal of the case.

From June 2018 an independent judge attends twice a month for serious cases. There is an ongoing concern at the number of adjudications and a review of the incentives and earned privileges scheme (IEP) is under way, but there is no completion date.

In some cases the inexperience of staff has resulted in a charge which could have been dealt with by IEP or by de-escalation and this has been commented on by adjudicating governors who have undertaken to follow up the training need with staff concerned.

The independent adjudicator issued 2380 additional days for the period 1 August 2018 to 30 June 2019.

7. ACCOMMODATION (including communication)

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

Government Facilities Services Ltd (GFSL) has formally taken over the responsibilities of Carillion who went into administration on 15 January 2018. The initial problems however still persist. As of 28 June 2019 there is a staff shortfall of two following the recent recruitment of three staff. It is hoped that this addition will be permanent and following successful background checks the need for escorting them will release a further three staff for their own duties. The high turnover of staff means that many single person jobs are taking two people due to an escort being required. GFSL have a target of 95% of work requiring completion and are currently running at 92% with the expectation, subject to staff retention, of hitting their target.

The fitting of the grilles on A wing is taking longer than anyone would have wished. This has been passed to the GFSL project team as there are no suitable elevators for working at height on site. The first phase of fitting 33 grilles on the windows of A wing is complete and the rest will be installed in two more phases.

8. HEALTHCARE (including mental health and social care)

The Central and North West London (CNWL) NHS Trust has worked effectively to provide an improved primary and mental health service to the prisoners and to provide advice on adopting better lifestyles and supporting recovery. Many previous problem areas, such as delays in obtaining dental treatment, have been overcome. Surveys have shown that prisoners were generally satisfied with the service they received via the in-house clinics and the other services available. Healthcare staff were highly commended for the professional way they dealt with the two deaths in custody during the year.

Within mental health an improvement in the assessment method has led to all patients being assessed within five to seven days.

An older prisoners policy was implemented for those over 55. Fourteen percent of the prisoners are in this category.

All areas for health checks have been covered and generally this has led to an improved standard except as far as bowel cancer screening is concerned. This is proving unpopular with the prisoners, partly due to unsatisfactory sanitation arrangements and healthcare are having to work hard to get screening accepted.

Prisoners not showing up for assessment or treatment is still an unnecessary drain on the resources available and more rigid rules are being followed to impress on prisoners the value of turning up when agreed. Hospital cancellations continue to be a problem due to the difficulty in allocating adequate escorts and overcrowding at the hospital.

The installation of a new dentist's chair and extra appointments to deal with the backlog of treatment mean this is no longer a major area of concern, with a maximum waiting time of four weeks.

Podiatry however remains a concern and the need to treat one particular serious case has meant a backlog of 31 patients for most of the year. A request for funding of additional clinics has been lodged.

A system for consulting with local hospitals (Telemed) by CCTV is being established for a start in 2019. Prisoner hygiene has received a high amount of attention during the year and hand sanitizers are now available in the dining halls. The lack of in-cell sanitation creates a major source of contamination in the old wings and despite this the use of sanitisers in the wing recesses has not been supported by many prisoners. Wing staff need to press this matter more effectively for obvious benefit to all concerned.

Substance misuse continues to be a major cause for concern and sadly led to a death in custody in August. A large variety of drugs and tobacco have been found during normal search operations in the prison and wing brewed alcohol was widely discovered during routine searches. Drug types entering the prison have varied widely during the last year and prison security have had to vary their monitoring to include mail that is being used to import substances impregnated into the paper. There has been a reduction in the use of NPS as testing can now indicate over 85% of the varieties.

During the year the number of incidents that led to 'code blue' ambulance callouts have varied from five in September to none in November. Over the year the number of drug-related incidents probably totalled 16 cases although another 120 incidents might also have been partially or wholly due to drug abuse and at least one required CPR by the healthcare staff. These incidents were managed by the prison staff. The Board is concerned that currently prison records fail to differentiate between drug abuse call-outs and other health-related emergencies.

The importing of substances by illegal methods presents a challenge to all staff.. An exception to this is the use of photocopying of prisoner mail which has meant a significant reduction in the number of ambulance callouts due to drug abuse.

The partnership between CNWL and Forward Trust to build a resilient anti-drug strategy within the prison has been renewed and routine testing for misuse has played a major role in managing this area. A wide variety of initiatives have been continued to assist addicted prisoners and to advise all levels of substance users. Wing staff drug awareness training remains crucial to their ability to assist prisoners with their substance problems.

There are currently 22 social care cases, all with care plans.

There are currently 12 prisoners with a personal emergency evacuation plan (PEEP), although not all the workshop supervisors appear to be aware of this.

9. EDUCATION AND OTHER ACTIVITIES

Weston College, Somerset, are the new education providers for the prison from 1 April 2019.

The core PEF (prison education framework) is presently restricted to English, maths and IT with a £600,000 budget. Prisoners were unhappy because subjects originally on their personal development plans were not being taught.

Confirmed courses currently part of the core curriculum:-

Functional Skills English & maths

ITQ Award Microsoft Excel, Word, Powerpoint

Horticulture Certificate Diploma Level 2

Mentoring Award Level 2

Open University and distance learning – Celebrate Art / Celebrate Art Digital

It is hoped that courses in welding and in barbering will be started soon.

ITQ Award Creative Web Design, Graphic Design

Customer Service Certificate Level 2

Certificate in Food Safety Level 2

Prisoners are required to attend an induction with the education department to assess the level appropriate before applying for a course. Prisoners require a level 2 English and maths qualification. If they do not have these, they have to attend a functional skills course. The education department offers a 1:1 outreach service for prisoners who may not be ready or able to attend class-based lessons.

The recent mock OFSTED audit found that too many students were starting, but not completing courses, for a number of reasons, including transfer to other prisons. Out of 725 courses started, 624 were completed and 93 prisoners withdrew. Staff vacancies resulted in fewer prisoners completing courses. Horticulture results were affected after students were excluded for security reasons. A staff resignation meant that barbering could no longer continue.

All students who had not been successful prior to the move from Milton Keynes College to Weston College on 1 April 2019 would be given the option to re-enroll at the start of the new academic year.

10. WORK, VOCATIONAL TRAINING and EMPLOYMENT

A key role of the prison is to provide opportunities for the development and education of prisoners, enabling them to establish themselves into a work environment upon their release from prison. Full time education is not offered and unless engaged in specific educational classes, prisoners are expected to work for the whole of the planned working week whilst in this prison. Sufficient facilities exist to accommodate all prisoners in one or another of the workshops detailed below.

Wamitab – A professionally designed and recognised programme of courses leading to awards in the practical cleaning skills of public areas, floor surfaces, bathrooms, washrooms, hazardous areas, food areas and appliances.

Engineering – the operation of a wide range of machine tools and the development of skills required in the manufacture of a wide range of products for government and commercial customers.

Printing – the operation of large and state of the art printing machines, producing a wide range of products from leaflets to books, magazines and office products.

Signs – the design and production of any signs, internal or external required for business or commercial premises.

DHL – an operation, packaging and delivering prisoners' weekly requirements for their on-request personal canteen orders, in this and for some other prisons. Currently serving HMPs Wandsworth, Send, Downview and HMYOI Feltham; some 2020 orders per week from an availability of 4000 products.

Recycling – currently a small but important and developing operation, employing prisoners, and ensuring that those items disposed of that can be reused are appropriately recycled.

Audio headphones – the cleaning, repair and repackaging of headphones used by airline passengers. Following induction into this prison, newly arrived prisoners will spend a few weeks in this workshop before selecting follow-on areas of work, according to their developmental needs and preferences.

PICTA (prison ICT academy) – With the objective of securing meaningful employment upon release from prison, those prisoners keen to learn or to develop their range of computer skills, can turn to a fully equipped and professionally staffed prison ICT academy. In this department, starter skills ranging from word processing to spreadsheets and beyond and using Microsoft Office are taught. Further and very explicit technical network and state of the art computer engineering courses incorporating PC hardware and software level 2, Cisco certified course completion certificate, Cisco certified network associate, and CCNA1-4 level 3 are taught internally and mentored by outside experts.

In order to operate this extensive range of workshops and to provide the safety, training and support for all prisoners, the availability of qualified instructors is essential. This is critical in several of the workshops where particular technical skills are necessary. As instructors leave or retire the capacity of the workshop has to be

reduced unless new Instructors can be found. Consequently, the number of prisoners that can be accommodated has been reduced significantly at times.

A workshop manufacturing as many as 18-20 different products requires the careful planning of materials and staffing. Typically, employing up to 190 prisoners in workshops for a 29 hour week equates to a planning figure of 275,500 hours, to be supervised for 50 weeks per year.

Currently recruiting more instructors is proving an impossible task, given the technical skills required of candidates and the relatively low salary available in the prison's offer. Such a salary is not sufficiently competitive to attract and retain staff and seems to take little account of the technical and other skills needed. Within this geographical area of higher living costs, it is not only part time semi-retired people that are needed but those experienced in the performance of a production and training workshop with state-of-the-art machinery and the supervision of prisoners within them.

11. RESETTLEMENT

The process of resettlement begins as soon as the prisoner transfers to HMP Coldingley and ends upon his release when outside agencies take over or upon his transfer to another prison.

The extent of the process is considerable and encompasses a wide range of activities or pathways which have to be followed. These include education, training and employment, mental and physical health, drugs and alcohol, finance, benefits and debt, attitudes, thinking and behaviour, children and families, public protection and management of the prisoner. The Board considers that the implementation of improvements under these pathways is effectively managed and reflected in prisoners' planned activities.

The management and coordination of this wide range of activities is drawn together by regular monthly meetings of functional managers and staff, including outside agencies.

The number of prisoners without completed OASys is currently averaging around 30 per month and will continue to be monitored by the Board. Significant efforts have been made to address the situation.

Catch 22

HMP Coldingley falls under the community rehabilitation company (CRC), Catch 22, who assist prisoners during their last 12 weeks in prison with their resettlement process. In the period 18 July 2018 to 19 June 2019 71 prisoners have been released from HMP Coldingley.

There are real constraints with finding accommodation in the HMP Coldingley resettlement area due to the local council having long waiting times for properties. It then falls to charities to try and alleviate the accommodation shortage.

Of the 71 released, 60 prisoners engaged with Catch 22. Of these prisoners, 45 went into permanent accommodation, but 15 (25%) left without accommodation.

Home detention curfew (HDC)

With the continued focus on HDC and following the new rules regarding HDC, during the reporting period eight prisoners were released on HDC.

2 were released on time.

2 were released 3 days late due to waiting for Governor Approval and weekend delay.

1 was released 4 days late due to Sunday release date.

1 was released 11 days late due to CRC delay.

1 was 6 weeks late due to being transferred to HMP Coldingley, where the process was initiated

1 was 2 months late due to non-availability of a bail hostel place.

THE WORK OF THE BOARD

The Board began this reporting year with twelve members, all volunteers living within the local community. Some losses during the year resulted in two recruitment campaigns, one of which is ongoing at the end of the reporting period. The current number of Board members is 10.

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

The second member on duty monitors areas of the prison including healthcare, kitchens, accommodation wings, industrial workshops, education centre and visits centre. The standard of food served is also monitored weekly.

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 responds to the weekly reports and deals with questions. The Board is grateful for the Governor's participation at these meetings. Prior to the monthly meeting it is usual for the Board to invite a member of the prison staff to come and speak about a subject of importance or development within the prison.

The Board will also meet at times to develop skills and ways of working or to prepare for developments within the organisation. Training visits to other prisons may also take place. In the last year the Board visited HMP Guys Marsh. In this way the Board can compare the respective methods of operation. The Board is grateful for the opportunity to make such visits and for the attention given.

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

BOARD STATISTICS	
Recommended complement of Board members	12
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	10
Total number of visits to the Establishment	460
Total number of CSU reviews attended	249

Section D – Applications

Code	Subject	2018 - 19	2017 - 18	2016 - 17
A	Accommodation including laundry, clothing, ablutions	4	1	4
B	Discipline including adjudications, IEP, sanctions	4	4	14
C	Equality	0	2	2
D	Purposeful Activity including education, work, training, library, regime, time out of cell	2	5	5
E 1	Letters, visits, phones, public protection restrictions	8	3	3
E 2	Finance including pay, private monies, spends	2	1	1
F	Food and kitchens	0	0	2
G	Health including physical, mental, social care	7	5	20
H 1	Property within this establishment	5	9	10
H 2	Property during transfer or in another establishment or location	13	30	24
H 3	Canteen, facility list, catalogue(s)	2	2	0
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	14	28	23
J	Staff/prisoner concerns including bullying	11	11	17
K	Transfers	2	2	6
L	Miscellaneous	3	19	13
	Total number of IMB applications	77	122	144