



Annual Report of the Independent Monitoring Board at HMP Coldingley

**For reporting year
1 August 2019 – 31 July 2020**

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Contents

Introductory sections 1 - 3		Page
1.	Statutory role of the IMB	3
2.	Description of establishment	4
3.	Executive summary	5
Evidence sections 4 – 7		
4.	Safety	9
5.	Humane treatment	11
6.	Health and wellbeing	14
7.	Progression and resettlement	16
The work of the IMB		19
Applications to the IMB		19

Introductory 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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP Coldingley is a Category C training and resettlement prison built in 1969. The certified normal accommodation is 493 and the operational capacity 456.

During the twelve months ending 30 June 68 prisoners were released from HMP Coldingley.

There are five main accommodation wings (A-E), a small enhanced wing (F) and a new wing (G) comprising 60 accommodation pods. The erection of these units in May 2020 removed the necessity for prisoners to share a cell. In addition, there are 8 main workshops, an education block and a range of administrative areas.

Providers of main services

Healthcare/ mental health care	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 (GFSL)
Escort Contractor	Serco and Geo Amey
Substance Misuse	Forward Trust

3. Executive summary

3.1 Background to the report

The Covid-19 outbreak has had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has therefore tried to cover as much ground as it can in these difficult circumstances, but inevitably there is less detail and supporting evidence than usual. Ministers are aware of these constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

3.2 Main judgements

How safe is the prison?

The volume of drugs and mobile phones that are found in the prison continues to concern the Board. Large quantities of alcoholic liquid ('hooch') are also frequently found and there has been a noticeable increase during the Covid-19 restrictions. The availability of drugs and phones gives rise to increased levels of violence and bullying.

Staff, prison orderlies, Listeners, the restorative justice organisation, Belong, and the chaplaincy play a significant role in tackling the problems and the care provided for prisoners wishing to address addiction problems is impressive. The basic problem is that too many illicit items are still eluding the existing security provisions.

From a Health and Safety viewpoint the fabric of the four older wings is far from safe and repairs to broken windows and heating problems take much too long to be implemented.

The most significant problem which has been a continuing cause for concern for the Board and for Her Majesty's Inspectorate of Prisons over many years is the absence of in-cell sanitation and hand washing facilities on the older wings which normally accommodate nearly 400 prisoners. The Covid-19 outbreak has brought these fundamental failings into even sharper focus.

It is to the credit of the Governor and staff that the Covid-19 outbreak was contained with only one prisoner requiring hospitalisation as a result of contracting this illness. All prisoners diagnosed with Covid-19 (3) recovered.

How fairly and humanely are prisoners treated?

The Board's view of staff-prisoner relationships is a positive one. The Governor and senior managers are frequently seen on the wings and the Deputy Governor attends the weekly meetings of the Prisoner Council.

Complex cases are assigned a case manager and reviewed fortnightly. Assessment, Care in Custody and Teamwork (ACCT) reviews are given due time and priority and prisoners have been able to attend their reviews throughout the Covid-19 outbreak.

However, the glaring inadequacies of the sanitation arrangements cannot be ignored. No right thinking person could think that it is humane for prisoners, many of whom are elderly, to be required to ring a bell and wait in a queue to use the lavatory.

How well are prisoners' health and wellbeing needs met?

Healthcare provision is well regarded by prisoners and the Board hears very few complaints. Those that are made generally relate to medication issues, not to the attitude or treatment provided by staff. During the Covid-19 restrictions, nurses continued to administer medication at cell doors and all prisoners received a weekly wellbeing check.

The regime was very restricted in the early stages of the outbreak with most prisoners only being out of their cells for 15 minutes a day, with a shower only being available one day in three. The regime was reviewed frequently and from 1st May prisoners on all wings were unlocked for at least an hour each day during which they could shower, make phone calls and exercise. Extra exercise yards have been provided to facilitate social distancing. By the end of the reporting period, prisoners were able to spend one and a half hours out of their cells each day and shifts of 15 prisoners in the morning and another 15 in the afternoon were working in the Print and Sign Shops. Prisoners had continued to work in the Kitchens and in DHL throughout the Covid-19 restrictions.

During the outbreak two iPads have been made available in special circumstances, including funerals and for prisoners recovering from Covid-19 to reassure families that they are well. Mobile phones were also provided to increase prisoners' access to family phone calls. Prisoners have all received an additional £5 phone credit.

Before the Covid-19 restrictions, active volunteer involvement ensured a range of activities were available to prisoners, encouraged and supported by the Governor.

How well are prisoners progressed towards successful resettlement?

Education has been in some disarray during the reporting period with staff losses and prolonged shortages at all levels. There were no classes running during the outbreak, but provision was far from satisfactory long before this.

Significant efforts have been made by the Head of Learning and Skills to provide prisoners with a successful trolley service offering a good range of books and DVDs and also to distribute in-cell packs and run competitions to provide diversions for prisoners locked in their cells for more than 22 hours in every 24.

Parole hearings by phone conference and recategorisation reviews continued to take place during the restricted regime.

3.3 Main areas for development

TO THE MINISTER

Absence of in-cell sanitation

We were pleased to receive Mr Junior Johnson's letter of 18th June 2020 advising the Board of the significant planned investment to improve conditions at the prison, including the provision in-cell sanitation in all older blocks.

Will the Minister please confirm that this long overdue commitment to improving standards at HMP Coldingley will be maintained?

Indeterminate sentences for Public Protection (IPP)

The Board continues to be concerned about the number of IPP prisoners serving many years beyond their tariff, although this is lower than last year when there were 19 IPP prisoners at HMP Coldingley. As at 8th July, 2020 there were 9 IPP prisoners, of whom 4 were 5 years or more over tariff and 4 were 10 years or more over tariff. 1 prisoner has not yet reached his tariff.

Would the Minister please advise the Board what plans, if any, there are for addressing this issue?

TO THE PRISON SERVICE

Violence and Bullying

The Daily Reports continue to provide evidence of violent incidents (Section 4) which seem inappropriate to a Cat C training prison.

The Board is concerned that there is a wealth of statistics relating to violence and bullying but there seems to be a lack of 'joined up thinking' which would enable trends to be detected and the scale of the problem reliably evaluated.

What plans does Her Majesty's Prison and Probation Service (HMPPS) have for tackling levels of violence and bullying?

Drugs, alcoholic liquid ('hooch') and mobile phones

The Daily Reports continue to record frequent drug use and availability of mobile phones. Significant amounts of 'hooch' were found over the Christmas period and during the Covid-19 outbreak. In May 2020, for example, 172 litres of fermenting liquid were found. During the calendar year 2019, over 1,000 litres were recovered.

What does HMPPS intend to do to address these ongoing problems?

TO THE GOVERNOR

The Board recognises the work undertaken by the Governor, the Senior Management Team (SMT) and prison staff to provide a decent and humane regime in the face of considerable challenges, including the absence of in-cell sanitation and the Covid-19 outbreak.

The Board hopes that the Governor will continue to apply all possible pressure to secure the required major refurbishment work as a matter of the highest priority.

Key Workers

The Board was disappointed to find that a prisoner survey conducted by the IMB during February and March 2020 revealed that there had been some loss of confidence in the scheme since the survey the previous year. The Board notes that as part of the Exceptional Recovery Plan, 34 vulnerable prisoners were receiving Key Worker support by 1st June 2020.

3.4 Progress since the last report

Refurbishment of the four older wings has been completed during the reporting period and although cosmetic in nature it has provided a brighter and cleaner environment.

The Board was particularly pleased to see the installation of 60 accommodation pods which form the new G wing and the positive efforts made to provide an opportunity for prisoners to experience greater independence in preparation for open conditions and release.

The Board continues to appreciate the willingness of the Governor and staff to share information freely and for the time given to take part in the weekly Board teleconferences during the Covid-19 restrictions..

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

New arrivals are located in first night accommodation and have access to a Listener assigned to Reception. Since the Covid-19 restrictions were introduced in March 2020, prisoners transferring to HMP Coldingley have been quarantined for 14 days. Prisoner Induction was reviewed last year and was less than satisfactory for the first months of the reporting period. The Covid-19 restrictions have impacted on the Board's ability to monitor the present position.

4.2 Suicide and self-harm, deaths in custody

There has been one death in custody during the reporting period (28th October 2019). An initial report has been received from the Prison and Probation Ombudsman (PPO) and the inquest is still to take place. Self-harming (86 incidents) and threatened suicides (36 incidents) are still matters of concern.

On average 10 ACCTs per month were being opened, which is the same as in the previous reporting period.

In October 2019, Listeners reported problems in accessing wings. This was subsequently resolved.

4.3 Violence and violence reduction, self-isolation

The Governor and SMT continue to make strenuous efforts to address the violence, bullying and debt problems and the restorative justice organisation, Belong, does valuable work with prisoners both on a one-to-one basis and with discussion groups run by the violence reduction orderlies. In October 2019, the Belong manager introduced a booklet 'Facing up to Conflict' which is used for working with prisoners. Prisoners can also choose to work through the booklet on their own.

The monthly multi-disciplinary Safer Custody meetings achieved a sharper focus during the current calendar year until the impact of Covid-19 temporarily halted the regular meetings programme.

The number of assaults, some serious, are evidenced in the Daily Reports and remain a matter of concern in a Category C training prison. The recorded assaults in the reporting year were as follows:

	2019-20	2018-2019
Prisoner on prisoner	37	42
Prisoner on staff	34	42
Prisoner unexplained injuries	19	31

The reduction in such incidents during the current year may be due in part to the regime restrictions imposed during the Covid-19 pandemic.

Cameras are repeatedly vandalised on wings A-D and prisoners say they feel unsafe as a result. On 4th March the Daily Report recorded that within hours of the refurbished D wing being repopulated, the new CCTV cameras had been vandalised.

The Board has found it difficult to form a coherent picture of the amount of bullying in the prison. A wealth of information exists, but is held in 'silos', including prisoners located in the care and separation unit (CSU) for their own protection, confidential access complaints and adjudications when a prisoner claims to have held an illicit item for another prisoner. A record is now maintained of prisoners who make this allegation on more than one occasion.

4.4 Vulnerable prisoners, safeguarding

Wing and other staff, Listeners, Key Workers and Belong orderlies have all played an active role in identifying and safeguarding vulnerable prisoners. The introduction of a Safer Custody phone line has enabled relatives and other concerned individuals to leave a message at any time.

4.5 Use of force

There has been an increase in the number of use of force incidents being reported.

To May 2020	16
2019	8
2018	11

During the Covid lockdown there have been dramatic changes to the way the prison operates both for prisoners and staff.

All operational staff have access to Body Worn Video Cameras, which provide early de-escalation opportunity for staff along with capturing incidents in real time.

Operational Staff have been trained and issued with extendable batons for a number of years, but there has only been one drawing of the baton in the past 2 years.. December 2019 to January 2020 saw the roll out of SPEAR personal protection training and the introduction of PAVA incapacitant spray and Rigid Bar Handcuffs. Coldingley currently has 100 staff (83%) trained in the use of SPEAR/PAVA and 78 (64%) in the use of Rigid Bar Handcuffs. Unfortunately, Covid-19 has meant that training for remaining staff was suspended. As at 8th July 2020, there have been no instances of PAVA or rigid handcuffs being used.

4.6 Substance misuse

As previously stated, the amount of illicit substances recovered in the prison continues to concern the Board. Services provided to support prisoners with addiction problems are innovative and of a high standard; the main problem is the relentless flow of illicit items into the prison. This has been recorded in the recent PPO initial report as well as in last year's IMB Annual Report and the Daily Reports from the prison provide plentiful evidence of these problems.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The accommodation provided at HMP Coldingley comprises the main building which consists of four, three storey wings (A to D), a newer build, E wing, and a newly created wing of Portacabins, G wing. G wing was brought into being as a result of the Covid 19 Pandemic as a means of ensuring single cell occupancy. These structures are populated by category D prisoners and some category C prisoners with a satisfactory record of behaviour.

The four much older wings in the main building are without in-cell sanitation. There are two toilet and hand basin facilities at the end of each landing for approximately 30 prisoners. There are separate shower facilities located on the ground floor of each wing.

E wing, accommodating approximately 120 prisoners, has in-cell sanitation and shower facilities.

The accommodation on G Wing has internal shower, toilet and basin.

It is a matter for regret that there have been few official health and safety meetings during the year. However, various issues have been raised in the weekly reports, including items being thrown from the windows on A wing, which was remedied when window cages were installed. The flooring on E wing remains in a parlous condition, with hazards being inadequately marked with GFSL adhesive tape, and there were a number of instances of wing doors being blocked by stacks of cardboard or bags of waste paper. The Board is also of the opinion that the local system for handling compensation claims by the prompt gathering of evidence was more efficient and equitable than the regional system which the prison has now been required to adopt.

Food is prepared in the kitchen in the main building and consists of breakfast, lunch and a hot evening meal. Meal choices are submitted in advance by prisoners. In normal times the main building is supplied directly by the kitchen, with E wing and the CSU by hotplate. In response to the Covid-19 conditions all wings were supplied via the hotplate. The IMB consistently monitors the quality of food and there are few complaints.

Prisoners can normally wear their own or prison issue clothing. There are circumstances that dictate the wearing of issued clothing, notably safety footwear, gloves and Personal Protective Equipment (PPE) as required in the workshops.

5.2 Segregation, special accommodation

The Care and Separation Unit has eleven cells each with in-cell sanitation and a separate shower room, four cells have provision for a television. The CSU office is cramped and the room used for CSU reviews and adjudications is too small to permit social distancing. The unit is dark and depressing and it is difficult to talk with prisoners without being overheard by other residents.

In addition to the existing Care and Decency Suite, there is a second cell, which is not a disciplinary unit, to accommodate prisoners in need of protection, including those at risk of suicide or self harm.

5.3 Staff-prisoner/detainee relationships, key workers

An IMB survey conducted during February 2020 to obtain prisoners' views on the effectiveness of the key worker scheme indicated that of the 64 prisoners interviewed, only 33 said they found it helpful to have a key worker. There had been some loss of confidence since the scheme began. Covid-19 restrictions impacted on the scheme, but efforts were made to support 34 of the most vulnerable prisoners.

Relationships between staff and prisoners have been generally good and were favourably commented on in the HMIP scrutiny report in May.

5.4 Equality and diversity

The Equalities Action Team (EAT) meets bi-monthly and is attended by Senior Management Team members (each of whom is a designated lead for each of the 9 Protected Characteristics (PCs)) and other members, and usually the Governing Governor. The prison demonstrates a clear and coordinated approach to eliminating discrimination and recognising diversity. The widely distributed Coldingley Cultural Awareness & Diversity Calendar ensures that all staff are aware of nationally observed and locally organised events and forums promoting the PCs. The 'local' PC for Gypsy, Roma and Traveller established last year has only had one meeting. Special menu choices to accompany certain events and religious festivals have been well received by prisoners. Ongoing Diversity and Inclusion training for all staff, required to be updated regularly, stands at 54% (42% last year).

Discrimination Incident Report Forms (DIRFs) totalled 76 in 2020, against 55 in 2019.

From staff in 2020	29%	in 2019	40%
From prisoners	71%		60%

The largest percentage (45%) concerned race and 20% sexual orientation. DIRFs are resolved by the appropriate manager, then checked by the Deputy Governor.

As at 8th July 2020, there were 35 Foreign National prisoners, predominately Jamaican and Irish, from 22 countries, representing 8% of the prison population. All main world faiths are supported and 18 different religions are represented, the majority being Muslim and Christian. Diversity is further celebrated with large photographs, produced by the prison Signs workshop, depicting all countries represented in Coldingley.

5.5 Faith and pastoral support

The Chaplaincy team work hard to support prisoners who follow the main religious groups, but also make sure that prisoners who follow less common faiths, including Rastafarians and Pagans, or who have no faith at all, receive appropriate pastoral support.

During the Covid-19 restrictions the Chaplaincy team have maintained a high profile presence in the prison, supporting prisoners through bereavements and other personal crises. Ramadan was fully supported during this difficult period.

5.6 Incentives and earned privileges

In keeping with the national programme, the prison environment encourages prisoners to behave in responsible ways, abide by the rules and engage with the regime and their rehabilitation. The Incentives and Earned Privileges scheme (IEP) offers benefits which prisoners can work towards by behaving responsibly and consistently.

Prisoners earn rewards through the accumulation of entries on the prison recording system. These entries are reviewed monthly and can earn elevation to a higher level of standards and privileges. Negative behaviour will achieve the converse.

The following are examples of earnable privileges: extra visits, permission to have a games console, additional time out of cell.

The IEP scheme is subject to annual review.

5.7 Complaints

HMP Coldingley operates a comprehensive complaints service throughout the prison, accessible by all prisoners. Prisoners can take and submit a complaint form at will and out of sight of prison staff. The form was last updated in August 2019.

A comprehensive report is generated monthly and is accessible to the IMB.

Complaints received 2017 - 2020

2017	2018	2019	2020 (Jan-June)
1409	1461	1148	514

The reduction in the past eighteen months is considered to be largely due to the introduction of the Key Worker process and the improved standard of replies to official complaints, which has also meant prisoners have not felt they needed to involve the IMB as the issue has been resolved or a satisfactory explanation given.

In the past two years the top three subjects of complaint have been property, residential and wing issues, and employment.

The prisoner can choose to have his complaint directed, unopened, to the Regional Director of Custody, the Governing Governor of the prison or the Chair of the IMB in the prison. These totalled 68 in 2019.

5.8 Property

An important matter for the prison, and for every prisoner, is the property that he owns and brings with him. On arrival at the prison and in the presence of the prisoner every item of property is checked by experienced officers in the Reception department and a descriptive log made and agreed.

This antiquated and time consuming process relies on a hand written list on a 'Property Card'. If this could be computerised it would maximise efficiency and potentially minimise property losses.

Difficulties have arisen when one prison has different rules about what the prisoner is allowed; a problem often caused by changes in technology with electrical items. This is borne out by official complaints and applications to the IMB.

As stated in 5.7 the highest number of official complaints from prisoners concern property (244 in 2019, 21%). Most of these occurred when prisoners transferred from elsewhere.

6. Health and wellbeing

6.1 Healthcare: general

The Central and Northwest London (CNWL) NHS Trust has continued to provide the Coldingley healthcare service. Prisoners have generally expressed satisfaction with the service they get via the comprehensive clinics and other services available in the prison. The advent of Covid-19 virus has meant a major reorganisation of the healthcare regime since mid March. However the good health record has been maintained despite transferring in prisoners from other establishments. Healthcare staff have contributed to the CSU reviews and the ACCT assessments.

An HMIP scrutiny inspection took place in early May and the inspectors commented that health staff had good access to PPE and had briefed the prisoners well about the pandemic. They also commented that nurses administered medication very effectively at cell doors or on the wing landings and that opiate substitution therapy continued and psychosocial support had now restarted.

6.2 Physical healthcare

A full primary health service was offered for the 5 months from August 2019 but from time to time a shortage of nursing staff and unavailability of specialists has meant treatment has been difficult. At the beginning of July 2020, dentistry had 90 prisoners awaiting treatment with a 19 week waiting time; podiatry had 55 on the waiting list with a waiting time of 33 weeks; physiotherapy had 22 awaiting treatment with a 22 week waiting period and optician services had 51 on the waiting list with a 27 week waiting time. The Covid-19 situation impacted heavily upon these services.

Prisoners have continued to be reluctant to engage with Bowel Cancer screening.

The Telemed system of direct consultation via Skype with local hospitals has been initiated and six consultations have been undertaken. Covid-19 has however made these consultations difficult to operate in lockdown and local hospitals stopped consultations on many non-Covid assessments.

A protected isolation unit was set up on B wing for symptomatic patients as well as a reverse cohort unit to receive transferring prisoners who needed to have their infection risk assessed during a 14 day quarantine period.

6.3 Mental healthcare

Over the first 5 months of this period around 25% of the prison population continued to need mental health support and this figure has been maintained during lockdown.

Mental health assessment has been difficult at times due to staff recruitment problems and at times agency staff have been brought in to avoid excessive delays but overall the mental health team have continued to see all their caseload in person and have promoted wellbeing to all prisoners through weekly wing based clinics. The mental health team has kept up with demand during the lockdown period, offering crisis support and also providing on-going help to prisoners with more complex needs.

6.4 Social Care

Surrey County Council provides the Social Care service and at the beginning of July 5 prisoners were in receipt of services. It has been difficult to provide the service during the Covid-19 restrictions.

6.5 Exercise, time out of cell, gym

Adequate exercise facilities are available at the prison for the normal regime but Covid-19 made it difficult to exercise adequately and the gym was still inoperative at the beginning of July. Additional exercise yards were opened around the prison to ensure that prisoners were able to exercise daily from 1st May.

6.6 Drug rehabilitation

The partnership between CNWL and Forward Trust has continued. Substance Misuse staff have been active with a wide variety of initiatives including acupuncture. The number of ambulance callouts is shown below. Those for drug misuse during the year has fallen significantly as the amount of illegal substances has reduced during the lockdown period.

CODE BLUE:

- Chest Pains.
- Difficulty in breathing.
- Unconsciousness.
- Choking.
- Fitting or Concussion.
- Severe allergic reaction.
- Suspected stroke.

CODE RED:

- Loss of blood
- Severe burns or scalds
- Suspected fracture

	CODE BLUE	CODE RED
September 2019	2	2
October 2019	7	1
November 2019	5	2
December 2019	5	2
TOTALS	19	7
January 2020	7	1
February 2020`	2	0
March 2020	2	3
April 2020	2	1

May 2020	5	3
June 2020	6	3
July 2020	1	2
TOTALS FOR 2020	25	13

6.7 Soft skills.

Healthcare staff have made available sessions for wellbeing, mindfulness, and others, but Covid-19 has made it difficult to sustain this initiative. Samaritans continue to support a team of inmate Listeners who are available throughout the wings.

7. Progression and resettlement

7.1 Education, library

Learning and Skills is managed in conjunction with Resettlement via a dedicated Quality Improvement Group, meeting monthly. An education needs analysis survey was held to develop a syllabus of all training and course requirements. An objective was to give all prisoners the chance to achieve a minimum of Level 1 in English and Maths and to enable progression to open conditions or to re-integrate back into their community with the correct skills for the current job market. This is achieved with a mix of classroom-based courses and embedded learning within the Industries in the prison.

The change of education suppliers, when a significant number of teaching staff resigned, led to a severe shortage. This was exacerbated by Covid-19. This has given extra problems to the Learning and Skills Manager in the prison.

Each prisoner has a training folder which records all their achievements and individual learning plans.

A new range of courses is planned to include Roofing, Tiling, Painting and Decorating and Construction Skills Certification Scheme courses, allowing for qualified access to construction sites.

During the period of Covid -19 lockdown, distraction packs have been distributed to all prisoners for in-cell use.

7.2 Vocational training, work

The prison provides opportunities for the development and education of prisoners. Unless engaged in specific educational classes, prisoners are expected to work for the whole of the planned working week in one or another of the workshops detailed below.

Wamitab – A professionally designed and recognised programme 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 products for Government and commercial customers.

Printing – the operation of large and state of the art printing machines, producing leaflets, books, magazines and office products.

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

DHL – packaging and delivering prisoners' weekly personal canteen orders for various prisons in the South East.

Recycling – currently a small but important and developing operation.

Audio Headphones – the cleaning, repair and repackaging of headphones used by airline passengers. Newly arrived prisoners spend a few weeks in this workshop before selecting follow-on areas of work, according to their developmental needs and preferences. It provides opportunities for in-cell employment.

Prison Information and Communications Technology Academy (PICTA) – Those prisoners keen to learn or to develop their range of computer skills can use a fully equipped and professionally staffed facility. Starter skills ranging from word processing to spreadsheets and beyond, using Microsoft Office, are taught. Further and very advanced technical network and state of the art computer engineering courses 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. Generally, the workshops report significant volumes of work, largely brought about by the investment in new equipment and technology. This is demonstrated, for example, by a recent order for 20,000 signs.

7.3 Offender management, progression

On transfer to HMP Coldingley, the prisoner should meet their Offender Manager at an early stage and work with them to achieve the outcomes set out in the sentence plan. This may include attendance on specific courses or undertaking certain activities leading to Resettlement. The Offender Management department is involved in all aspects of the prisoner's sentence, including Release on Temporary Licence (RoTL), as well as arrangements for transfer to another prison or recategorisation.

7.4 Family contact

The prison is committed to maintaining and strengthening the links between prisoners and their families. Understanding that the 'hidden sentence' is served by both prisoners and their families, opportunities are provided to re-establish and

maintain relationships with children and families by a variety of services, such as Family Days. These are held once a month as well as lifer days twice a year, giving a valuable opportunity for families to enjoy quality time in a more relaxed atmosphere. A tea-bar is available during every social session and a staffed play area provides enjoyment for children and a respite for adult visitors. In addition, one to one casework sessions to address family issues and accredited courses have been used. Coldingley provides the facilities for 'Storybook Dads' where prisoners read stories for their children on a DVD. During the lockdown social visits were suspended but resumed on a restricted basis from mid-July.

7.5 Resettlement planning

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 when he is transferred to another prison.

This is a complex process 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.

7.6 Accommodation

The hope is that every prisoner that leaves custody has access to safe and stable accommodation that will effectively enable him to reintegrate back into his local community.

HMP Coldingley comes into the area managed by the Community Rehabilitation Company (CRC), Purple Futures, which contracts to Catch 22, to assist prisoners during their last 12 weeks in prison with the resettlement process. In the 12 months ending 30 June, 2020, 68 prisoners have been released from HMP Coldingley. During that period 51 prisoners (75%) were released into permanent accommodation in Surrey, Kent, Hampshire, London and Thames Valley. 17 prisoners (25%) were referred to other housing providers, including local councils, for housing in emergency accommodation or hostels.

8. The work of the IMB

Despite best efforts, the composition of the Board remains white British. There are currently six female and three male members, none of whom is under the age of 60.

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	300
Total number of segregation reviews attended	169

Note 1: 1 Board member is on Sabbatical at least until 30 September 2020

Note 2: 1 Board member is due to retire on 30 September 2020.

Note 3: 2 Board members are probationers as at July 2020

Applications to the IMB

Code	Subject	Previous year	Current year
A	Accommodation, including laundry, clothing, ablutions	4	1
B	Discipline, including adjudications, IEP, sanctions	2	3
C	Equality	0	3
D	Purposeful activity, including education, work, training, library, regime, time out of cell	2	4
E1	Letters, visits, telephones, public protection restrictions	8	2
E2	Finance, including pay, private monies, spends	2	1
F	Food and kitchens	0	2
G	Health, including physical, mental, social care	7	9
H1	Property within this establishment	5	6
H2	Property during transfer or in another establishment or location	13	6
H3	Canteen, facility list, catalogue(s)	2	4
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	14	3
J	Staff/prisoner concerns, including bullying	11	8
K	Transfers	2	4
L	Miscellaneous, including complaints system	3	6
	Total number of applications	75	62



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